

Telework Instructions for Employees

Step 1: Know Your Telework Coordinator

Components have designated telework coordinators. Your Component Coordinator is a key contact for DOD supplemental Component telework policy and program questions. Employees should contact their Telework Coordinator or his/her designee to ensure that they follow policy and procedures, and for support and assistance if it is needed. For a copy of the current DOD Component Telework Coordinators, contact:

dodhra.mc-alex.dcpas.mbx.dod-worklife@mail.mil

Step 2: Know DOD and Component Policy and Procedures

DOD telework policy can be found in DOD Instruction 1035.01. DOD Components may also have supplemental telework policy with specific Component requirements. Employees should familiarize themselves with telework policy and other relevant procedures to ensure that they are in compliance with their requirements.

Step 3: Participate in Training

Employees participating in telework should take telework training. The Office of Personnel Management offers [online teleworker training at telework.gov](https://www.telework.gov). Component Telework Coordinators may also provide training. Information about Component-based training is available from the Component Telework Coordinator. All teleworkers must complete training on information security management and on accessing DOD technology remotely and understand their responsibilities in safeguarding work-related information.

Step 4: Conduct an Honest Self-Assessment

A successful telework arrangement begins with a good self-assessment. Employees should consider the following factors in making an honest determination about their telework capabilities:

- Your job position is telework eligible
- Sufficient portable work is available for the amount of telework being proposed
- You have the ability to work independently, without close supervision
- Appropriate equipment and technologies required to complete the work and safeguard information are available at your telework location
- You are comfortable and able to use the technologies that will be needed to telework
- You have good communication with supervisor, co-workers, and customers that will enable a relatively seamless transition from onsite to offsite
- You have telework office space that meets safety requirements and is conducive to getting the work done
- You can make arrangements for dependent care (i.e., child-care, elder-care, or care of any other dependent adults) so that they don't interfere with telework
- You have ability to be flexible about the telework arrangement to respond to the needs of the supervisor, the workgroup, and the work

Step 5: Provide Your Telework Proposal to Your Supervisor

It is DOD policy to actively promote and implement telework, where appropriate, to the extent that mission readiness is not compromised. Approaching your manager with a thorough telework proposal may help to facilitate management approval. Consider including the following in your proposal:

- How telework can benefit your office and the Component
- Why your personal work habits will help you to be a successful teleworker
- How you will maintain your productivity
- How your manager will know you are being productive
- How you will communicate with your supervisor, coworkers, and customer

Don't emphasize how teleworking might benefit you in personal ways (or suggest that it might help you provide child or dependent care). Instead, frame your proposal to show how teleworking will enhance your work and advance your component's mission.

Step 6: Create a Good Telework Agreement

Once a telework arrangement is reached, a Telework Agreement must be completed. DD Form 2946, Department of Defense Telework Agreement can be found on the DOD Issuances website at <http://www.dtic.mil/whs/directives/infomgt/forms/formsprogram.htm>.

A written agreement is required for employees who telework on a regular and recurring basis—and strongly encouraged for those who telework on an ad hoc or situational basis. Telework Agreements should be negotiated between and signed by the employee and supervisor. Elements of all Telework Agreements should include:

- Location of the telework office (e.g., home, Telework Center, other)
- Telework schedule
- Telework contact information (e.g., what phone number to use on the telework day)
- Equipment inventory - what employee is supplying, what agency is providing, and if applicable, what costs are reimbursable, if appropriate
- Safety checklist - certifying that the home office meets certain standards
- Expectations for emergency telework
- In general, the job tasks that will be performed while teleworking
- Supervisor's and/or commander's expectations of a teleworker's performance

The supervisor and teleworker should work together to evaluate the telework arrangement at least every two years and make changes to the agreement if necessary. A new agreement should be completed if a new employee/supervisor relationship is established.

Step 7: Safeguard Information and Data

Employees must take responsibility for the security of the data and other information that they handle while teleworking. This means they should:

- Be familiar with, understand, and comply with the DOD and Component policy and security protocols for accessing DOD systems remotely
- Participate in information assurance training
- Maintain security of any relevant materials, including files, correspondence and equipment, separating them from personal property and equipment

Step 8: Plan the Work

Employees who are teleworking should assess the portability of their work and the level of technology available at the remote site as they prepare to telework. Employees should plan for their telework days to be as effective as possible. Consider the following questions in planning for telework:

- Have work assignments to be performed or training to be accomplished while teleworking been agreed to, and understood, in advance of the telework day(s)?
- What files or other documents and information will I need to take with me when I leave my regular workplace the day before teleworking?
- What equipment will I need to take?
- Who needs to be notified that I will be teleworking?
- What other steps should I take before I leave my office (for example, forwarding the phone calls if appropriate)?
- In the case of emergency telework, what should I have available at all times at my home office or, if applicable, a telework center that would enable me to be functional without coming onsite to retrieve materials?

Step 9: Manage Expectations and Communication

Managers are responsible for the effective functioning of the workgroup. However, teleworkers are responsible for their availability and information sharing with the workgroup and for ensuring the success of the telework arrangement.

Issues that should be addressed include:

- **Backup:** Even with very telework-appropriate work, there may be situations where personal contact that cannot be handled remotely is required, and a co-worker may need to step in to assist the teleworker. Co-worker backup should be planned, it should not be burdensome for co-workers remaining in the office, and it should be mutual.
- **Situations requiring on-site assistance:** Teleworkers may occasionally need someone who is physically in the main office to assist them: for instance, to fax a document or to look up information. Again, these arrangements should not be burdensome for co-workers remaining in the office, and it should be mutual.
- **Communication:** The supervisor and co-workers need to be kept informed about the teleworker's schedule and how to reach the teleworker. Plans for handling telephone calls or other communications that need to be addressed by the teleworker, and how to take care of customers should be planned and coordinated prior to the telework day.