HUMAN RESOURCE OFFICE
TECHNICIAN/AGR ADMINISTRATIVE INSTRUCTION

Number 09-002 15 November 2009

West Virginia Army and Air Force National Guard Policy and Instructions for Telecommuting

Summary of Changes. This policy establishes and implements the procedures for requesting and monitoring telework work arrangements between activity heads, supervisors, Soldiers, and Airmen of the West Virginia National Guard. It applies to all FTNGD (AGR and ADSW) and Federal Technician members of the West Virginia Army and Air National Guard. It specifies responsibilities, worksite requirements, and the contents of formal telework agreements. In the event this regulation conflicts with other applicable directives, HR will be responsible for resolving the conflict.

Applicability. West Virginia Technician/AGR Administrative Instruction (TAAI) applies to all West Virginia Army and Air National Guard technicians, AGR and to activity heads, and supervisors (military or civilian) with authority or responsibility over full-time personnel management.

Proponent and Exception Authority. The proponent of this policy is the Joint Force Headquarters, J-1, Directorate for Human Resources. The proponent has authority to approve exceptions to this policy when they are consistent with controlling laws and regulation.

Supplementation. Supplementation of this policy is prohibited.

Suggested Improvements. Users of this policy are invited to send comments and suggested improvements to Joint Force Headquarters, Directorate for Human Resources, 1703 Coonskin Drive, Charleston, WV 25311.

Distribution. Distribution of the policy is Army - A and Air Force - F.

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1. Purpose.

a. Telework is a management tool that allows members of the West Virginia National Guard to work away from their official duty location. Telework allows for completion of duty requirements while authorizing employees to work in an alternate location. Telework is normally accomplished through the use of telephone, cellphone/blackberry, computer and a high speed internet connection.

b. When telework is found to be a valid option, it can improve individual performance, reduce commuting miles, increase productivity, and/or create savings for the agency. Telework is designed to provide time and surroundings that contribute to a members ability to complete specific projects or recurring work necessary to benefit the agency, unit, or work center. It is not designed to provide training time for individuals.

c. Telework is a privilege granted by the Adjutant General. Telework is not a right for the member/employee. It requires a great deal of mutual trust between the approval authority and individual. Authorization and approval for telework will only be granted when it is in the best interest of the organization, mission and employees. No reimbursement for travel expenses will be authorized in connection with this duty status, to include compensatory time for travel. Participants approved for the telework option will use the pre-authorized work agreement for accountability of duty and authorization. ***This program is typically for short duration or emergency situations where work at assigned duty location is impractical.***

2. Definitions.

a. **Telework:** A mutually agreed upon work option exercised by a supervisor and employee that allows the employee to accomplish work at an alternate work site. It is a management tool which allows a written pre-authorization for members and employees of the West Virginia National Guard to work in an official capacity for pay away from the typical official duty location.

b. **WVNG Form 204-1, *Telework Project Agreement*:** An agreement between the supervisor and employee that contains the details necessary to establish the telework arrangement. Work schedule, project description, deliverables (project product), and oversight requirements will all be specified in the work agreement.

c. **WVNG Form 204-2: *Telework Project Checklist*.** A checklist completed between the teleworker and their supervisor to ensure all requirements are being met.

d. **Telework Alternate Worksite:** A worksite other than the member's assigned duty location. This alternate worksite location is to be set in order of priority; an alternate armory/airbase, state agency, or home where necessary equipment and connectivity are available for the full-time support to accomplish their work. It is not the intent of this program to allow members to automatically work from their home. Working from an alternate armory/airbase is the first priority as it allows for maximum connectivity, telephone access, and in many cases teleconferencing capability. Working from home is the last priority and should only be offered on very limited occasions due to the costs that may be incurred to the government to supply equipment.

3. Policy.

a. **Work Schedules:**

(1) The Adjutant General has established the basic workweek for the West Virginia Army National Guard locations as Monday through Friday, 0730 - 1600, five (5) 8-hour workdays. Activity Heads and key supervisors are responsible for having their functions remain open to provide 100% internal and external customer service during these days and hours. Coverage by key staff during normal duty hours is also necessary to maintain the ability to make key management decisions. Unique missions may require this ability be maintained during additional and irregular hours of operation.

(2) The Adjutant General has established the basic workweek for the West Virginia Air National Guard locations using an alternate work schedule where typically the members work two weeks with the Monday off every other week. It is called the Phoenix program.

b. **Telework:** The Adjutant General authorizes activity heads and key supervisors to explore opportunities for employees, Soldiers and Airmen to telework in order to improve individual performance, reduce commuting miles, create savings for the agency or during emergency situations. Telework is a privilege, not a right for employees and West Virginia National Guard Soldiers and Airmen. All requests for telework must come through the supervisory chain. This request must be made well in advance of the required date to ensure the requestors supervisory chain has time to review and make recommendations to the request. It is designed primarily to provide time and surroundings that contribute to a member's ability to complete specific projects or recurring work necessary to benefit the agency, unit, or work center. It is not designed to provide training time for individuals. ***It is also not a method for supervisors to move their employees to work at an alternate location to cover work load during times of limited personnel availability (such as family emergencies, long-term sickness, etc.). In those cases, supervisors will need to place their personnel on temporary duty.***

c. The limited number of full-time support (FTS) members available to meet normal workweek requirements at the official duty locations limits the opportunities for FTS members to telework.

d. Under no circumstance will a teleworker perform all their duties by telework nor use any telework time to complete AFSC/MOS upgrade, Professional Military Education (PME, NCOES, NCO Academy, OES, Airmen Leadership Course, etc.)

e. The telework project or work product requirements and other details of the telework arrangement will be clearly spelled out in a written telework agreement signed by the employee, supervisor, activity head, and final approving official.

f. The teleworker's alternate work site must have the appropriate tools and environment to enable the member to complete assigned projects.

g. All data, documents, or products developed during the performance of telework are the sole property of the WVNG and will be prepared, maintained, and managed in accordance with command guidance, if it is to be a permanent record. No classified material will be used or created while teleworking.

h. The telework agreement will include the determination of the percentage of telework time to be authorized for a member. No employee/member will be authorized to perform all duty by telework. It is the intent that WVNG members normally participate in a military environment by performing duty in uniform at their official duty location.

i. The approval authority, immediate supervisor, or teleworker may terminate participation in telework at any time.

4. Roles and Responsibilities.

a. The Adjutant General delegates the authority to approve or disapprove telework agreements to the Directorate for Human Resources.

b. ***The Directorate for Human Resources*** is responsible for:

(1) Ensuring all elements of the telework agreements are complete and present a clear picture of the working arrangement and work product expectations.

(2) Return original approved/disapproved Telework Agreement to the requestor.

(3) Maintaining a copy of the approved work agreement until Telework is complete.

c. ***Activity Heads*** are responsible for:

(1) Recommending the telework project to the approval authority.

(2) Preparing required documentation and obtaining any necessary signatures from the teleworker.

(3) Ensuring project details (e.g., scope of work, deliverables, etc.) are mutually agreed upon before beginning work.

(4) Monitoring the quantity and quality of work completed under telework agreements to ensure the resulting work product enhances unit or work center effectiveness and is not detrimental to team cohesiveness.

(5) Maintaining the original approved work agreement, and providing a copy to the teleworker.

d. ***Army and Air National Guard Senior Information Management Personnel:*** At the request of the activity heads, the senior ARNG or ANG Information Systems Management Officer may authorize their use of government information systems for telework. However, consideration must be given to the security of information and cost of providing necessary communications and computer systems services before allowing personnel to work from an alternate work location. Use of Government owned equipment and supplies by the teleworker are subject to appropriate rules, directives, and limitations, to include the placement of government-owned computers, computer software, and telecommunications equipment in alternative work locations. Any computers designated for telework will have Virtual Private Network (VPN) and all current security programs installed prior to use outside of the duty location.

e. ***The Designated Information Management Approval Authority (DIMAA)*** has ultimate responsibility for authorizing use of military computer networks, computer equipment, and computer supplies. For the WVARNG, the DIMAA is the J6 Deputy Chief of Staff for Information Management (DCSIM) who is the approval/disapproval official. For the WVANG, DIMAA authority has been delegated to the Wing/Group Commander.

(1) The DIMAA is responsible for approving the use of Government owned equipment and related supplies for use by the teleworker IAW appropriate regulatory guidance and availability. (For the WV ANG, use AFI 33-112, **Information Technology Hardware Asset Management**. For the WVARNG use NGR 25-1, **Information Management.**) The decision to allocate equipment, services, or supplies for the purposes of telework rests with the DIMAA. Government equipment may be provided from excess computer assets pending disposition or turn-in in order to minimize costs and avoid purchase of new equipment for this purpose.

(2) The DIMAA retains ownership and control of all hardware, software, and data associated with, or generated by, government owned systems. All equipment will be accounted

for on a hand receipt and inventoried semi-annually. The DCSIM retains this responsibility for the WVNG.

(3) Government provided equipment for telework is FOR OFFICIAL USE ONLY (FOUO). The appropriate supporting Help Desk will provide initial assistance and direction to the teleworker for problems associated with equipment hardware, software, and warranty/repair guidance. The equipment is for authorized use by the teleworker only.

f. ***Immediate supervisors*** are responsible for:

(1) Determining the alternate work location is an economical option to having the individual work in the office.

(2) Insuring the teleworker's use of data connectivity does not overburden the communication systems available and the cost to provide the service to the teleworker is fully justified.

(3) Developing a comprehensive telework project plan to include the scope of work, product to be delivered, and time schedules the teleworker can support.

(4) Maintaining all original documents concerning the telework process until telework has been completed.

(5) Completing the telework work agreement, checklist, and duty forms.

(6) Forwarding the telework agreement or request through appropriate chain of command to the final approving official and ensuring approval is obtained prior to beginning the telework.

(7) Ensuring the teleworker does not exceed the scope of the approved work agreement. Immediate supervisors may modify an existing work agreement, but the final approving authority must approve the modification prior to expanding or redefining the work agreement project.

(8) Verifying and signing WVNG Form 204-1, WVNG Telework Project Agreement, and submitting appropriate pay documents to compensate the teleworker for work completed.

g. ***Teleworkers*** are subject to applicable laws, regulations and instructions for the period that coincides with the duty hours specified in the approved work agreement. Teleworkers are responsible for:

(1) Initiating a request to telework and providing sufficient information to the supervisor so a comprehensive telework agreement can be written. The information should include a complete description of the telework project, work product and the time and resources necessary to complete the job.

(2) Providing telework equipment requirements to the supervisor.

(3) Ensuring the alternate work locations are safe environments.

(4) Never exceeding the scope of work described in the work agreement without receiving concurrence from the final approval authority and a modified work agreement.

(5) Documenting duty performed on WVNG Form 204-1 and submitting it in a timely manner to the immediate supervisor.

(6) Teleworkers may not use privately owned equipment for telework purposes.

(7) Software use must conform to copyright law and any contractual agreements. The teleworker will protect software and government information on government computer equipment from modification, destruction, or inappropriate release.

(8) The teleworker will not install any hardware or software on a government system without express approval of the DAA. The system will be provided with necessary tools and software to perform the agreed to project. If the situation should arise that additional items (peripherals, software, etc.) are required, the teleworker must request the additional items

through normal channels using the supporting help desk. The use of unauthorized freeware and/or shareware is not authorized.

(9) The teleworker will follow Financial Liability Investigations of Property Loss (FLIPL) procedures for damaged, lost, or stolen government equipment for Army units. For the WV ANG, procedures are outlined in AFI 33-112, **Information Technology Hardware Asset Management** and AFI 33-111, **Command, Control, Communications, and Computer (C4) Software Management.**

(10) If telework requirements terminate, the teleworker must immediately return government owned hardware, software, and data.

h. ***Telework Agreements.*** Prior to the commencement of telework, the teleworker, supervisor, and approval authority must complete and sign WVNG Form 204-1, Telework Project Agreement, and review a WVNG Form 204-2, *Telework Project Checklist*. This process may take up to 90 days for approval during normal operations due to the associated requirements with this program (computer programs installed, equipment purchases, etc.) so supervisors and requestors must plan accordingly.

5. Other conditions.

Teleworkers are responsible for ensuring the authorized alternate work location is a safe environment. The authorized teleworker will report any injuries while teleworking to their supervisor as soon as possible. The supervisor will follow OWCP and Line of Duty reporting procedures for accidents or injuries.

6. General Obligations.

Teleworkers are subject to appropriate laws and regulations based on duty status.

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