

HQ, AMC TELEWORK

Frequently Asked Questions

1. Who is responsible for approving an employee's request to telework?

- Employee would complete and submit appropriate paperwork to their immediate supervisor for approval, and then it would be submitted to their front office for final/official approval. Paperwork includes the following, which can be found in the HQ, AMC Telework Policy: Position Screen-Out Criteria and Justification for Telework Arrangement, the Telework Agreement, and the Self-Certification Safety Checklist for Home-Based Teleworkers.

2. What role does the union play?

- HQ, AMC has developed their program in partnership with the union since it affects conditions of employment.

3. Does an employee have a right to telework? Could an employee be forced to work at home?

- No, to both questions. Subject to any applicable union agreement, management decides whether the employee can work off-site, depending on the nature of the position and the characteristics of the employee. Management has the right to end an employee's use of the telework option if, for example, the employee's performance declines or if the arrangement no longer meets the organization's needs.

4. What about teleworking employees during emergency closures such as extreme ice and snow days? Do they still telework?

- OPM policy within the Washington, DC beltway is that all employees, including teleworkers, who are designated as "emergency employees" should report to or remain at work. However, other teleworking employees should follow the same procedures as their non-teleworking colleagues.

5. Will an employee's work suffer without direct, on-site supervision?

- The opposite is more often the case, partly because the employee working at home has fewer interruptions and distractions, and partly because the individual has a strong incentive to demonstrate the value of working at home.

6. How can a supervisor monitor work performance when the employee is not physically present?

- Managers can measure what the employee produces by examining the product or results of the employee's efforts. It is also helpful to use project schedules, key milestones, regular status reports and team reviews. Supervisors may call employees who are working at home.

7. *What equipment will the employee need at the home-based worksite and who will provide it?*

- All equipment used for telework will be Government Furnished Equipment (GFE). Management will decide what equipment will be issued on a case by case basis depending on the criteria of the employee.

8. *Who is responsible for maintaining and servicing the GFE used at the alternative worksite?*

- The Government (G6 Service Desk) will be responsible for the service and maintenance of the GFE.

9. *Who does the teleworker call if they have a problem getting into the system or with the equipment itself?*

- All problem calls should be directed to the G6 Service Desk for resolution, 703-806-9333, between the hours of 0600 and 2000 hours. Normal procedures will be followed for all resolution as if the employee was at their official workplace.

10. *Are business calls made from the home reimbursable?*

- An employee may be reimbursed for business-related long distance phone calls made on their personal phone. Standard Form 1164 will be used for reimbursement of long distance telephone calls approved by the supervisor per GSA regulations (41 CFR 101.7).

11. *How will computer updates be done?*

- It is the responsibility of the teleworker to bring their computer into their official workplace when computer updates are required.

12. *Will I have to bring in the equipment or will there be at home service for technical support?*

- The teleworker will have to bring the equipment into their official workplace for problems that cannot be resolved over the phone by the G6 Service Desk.

14. *Will the workstation at home mirror the workstation at HQ, AMC, i.e., the same abilities, security in place, etc.?*

- Yes, the workstations will have the same standard image, any special software needed that has been approved for working off-site, security software, and configured with virtual private network (VPN) using Windows XP for communications back to HQ, AMC. NOTE: In most cases, the workstation being used at the official workplace (portable laptop) will be the workstation used at the alternate work site.

15. *What is the minimum/maximum time allowed for Telework?*

- At the present time, Management as agreed on a minimum of one (1) day and a maximum of two (2) days a pay period (biweekly). The teleworker's immediate supervisor is the approving authority in determining this factor and each request will be considered on a case by case basis.

16. *Who is eligible for Telework?*

- Job descriptions within HQ, AMC were surveyed and reviewed by the Deputy Chief of Staff (DCS) for Personnel, G1, using a specific criteria to determine if the position would qualify for a teleworking. Management determines which positions will be eligible for teleworking. Suitable employees occupying eligible positions will be offered the opportunity to participate in the telework program.

17. *What authority within HQ, AMC governs the telework program?*

- DCS for Personnel, G-1, is responsible for development and management of the telework program. Each G staff and separate reporting office is responsible for retaining documentation for each teleworker within their group.

18. *How much notice does a supervisor have to give a teleworker if they decide to terminate their privilege?*

- Management shall provide 30 days notice prior to canceling an employee's participation to allow sufficient time for the employee to reestablish arrangements for commuting to work, or for child/elder care, etc. NOTE: Although telecommuting will give some employees more time for their family responsibilities, they may not use duty time for providing dependent care or any purpose other than official duties. Failure to adhere to this policy shall be sufficient reason for a supervisor to terminate an employee's participation in the telework program.

19. *Can a supervisor deny telework privileges if they deem the alternate work site is unsafe?*

- Yes, a supervisor may deny an employee the opportunity to participate or may rescind a teleworking agreement based on safety problems or suspected hazardous materials in the home. The supervisor may also inspect the home office for compliance with health and safety requirements when deemed appropriate.

20. *Will HQ, AMC pay for communication services and extra charges encountered for the alternate work site?*

- No, the teleworking employee is expected to pay for all costs incurred in operating an alternative office. Potential savings to the employee resulting from reduced commuting, meals, etc. may offset any incidental increase in utility expenses.