



Telework Planning Guide

The university recognizes the work of many employees require them to be on-site and/or customer-facing, including faculty and staff; however, if necessary and feasible, supervisors are encouraged to provide telework options to an employee, or groups of employees, whose job duties can be performed remotely without disrupting university operations.

The following is intended to be used as a **guide for university departments** to prepare for possible telework.

What is the circumstance being considered for telework?

<p>Determine under which circumstances telecommuting is being considered.</p> <ul style="list-style-type: none"> ○ Has the employee requested to work from home? If so, for what reason? ○ Is the employer requiring telecommuting? If so, for what reasons? <p><i>If arrangements are being considered due to a possible disability accommodation, please contact your Human Resources Business Partner and your university ADA resources.</i></p>	
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Can the position(s) be performed remotely?

<p>Identify which position(s) are/are not conducive to working from home.</p> <ul style="list-style-type: none"> ○ What position(s) can regularly be performed remotely? Why? ○ What position(s) can include some job duties that can be performed remotely some of the time (partial-telecommute)? Why? ○ What position(s) do not allow for remote work? Why? 	
<p>Will the employee(s) be required to have in-person customer contact?</p>	
<p>Will confidential materials be secure including student, patient, and employee files?</p>	
<p>Can questions be resolved remotely?</p>	

<p>Are the job tasks dependent on the supervisor's presence?</p>	
<p>Will telework arrangements negatively impact employee's performance? How will performance be monitored and evaluated?</p>	
<p>Does the employee have ADA accommodations? How/will these accommodations continue?</p>	
<p>Other considerations.</p>	

Prepare Technology and Tools Needed

<p><u>Remote work IT resources</u></p> <p>Identify what computer and equipment needs are necessary.</p> <ul style="list-style-type: none"> ○ Determine if an employee(s) will be permitted to use personal devices/home computers for business purposes. ○ Determine if additional hardware must be purchased and identify the budget and timeline necessary for these items. ○ Identify the equipment necessary for employee(s) to work from home. ○ Does the employee(s) have sufficient internet access? ○ Determine if a virtual private network (VPN), remote desktop or portal exists and if not, determine if this technology is necessary for secure remote access to the organization's network. ○ Determine if the employee(s) have appropriate secured access to obtain needed files. 	
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<p>Identify what software and other remote devices are needed to be effective.</p> <ul style="list-style-type: none"> ○ Is video-conferencing software needed? ○ Is Skype, IM messaging, JABBER, or another setup needed? ○ Is a headphone needed? ○ What other tools and software for telework and teamwork? ○ Coordinate with the IT department to install the software as required. ○ Determine if employee training is necessary on telework software and tools. 	
<p>Phones</p> <ul style="list-style-type: none"> ○ Will employee(s) use their personal phone? ○ Ensure employee(s) knows how to set up call forwarding, if needed. ○ Ensure employee knows how to access voicemail remotely. ○ Has the employee set up their Cisco Unity Voicemail for phone messages to be delivered to their outlook email? 	

Communication and Work Plans

Telework can sometimes be confusing for employees who are working remotely, the supervisor, and other team members. It is important to be clear about expectations with employees about work schedules and how everyone will maintain communication. Preparing in advance before entering into a telework agreement is recommended.

<p>Department communications and team meetings</p> <ul style="list-style-type: none"> ○ Determine how employee(s) will join department meetings. 	
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<ul style="list-style-type: none"> ○ Determine what routine responsibilities require regular communication and collaboration with others. Proactively contact others to confirm how you will communicate remotely. ○ Consider how telework may impact the group dynamics and teamwork within and between teams. Proactively discuss establishing a plan to ensure effective collaboration towards meeting organizational goals. 	
<p>Supervisor/employee communication</p> <ul style="list-style-type: none"> ○ Determine frequency and method employee and supervisor will communicate. ○ Regular check-ins, phone or video calls help improve communication and productivity. ○ Establish a debriefing plan after the telework is completed. 	
<p>Assess other operational needs and decisions.</p> <ul style="list-style-type: none"> ○ How will mail be handled? ○ Will there an out-of-office messages or email taglines? 	
<p>Consider other department-specific arrangements.</p>	