

Managers Guidelines for Evaluating a Position's Eligibility for Revenue's Virtual Office Policy

[Section 110.171, Florida Statutes](#), requires state agencies to “identify and maintain a current listing of the job classifications and positions that the agency considers suitable for telecommuting.” Many Revenue positions contain job tasks that may be suitable for telework. Tasks that can be successfully managed in telework programs include those where a position currently handles information, including writing, reading, analyzing, computer work and data entry. Use these guidelines to evaluate whether the job duties of the positions in your work unit are suitable for telework.

- **Knowledge required**

Can all or some of the duties of the position be performed at a remote location, or does the position need continual supervision or input from others that is only available at the official work site? *Section 110.171(3)(a), Florida Statutes, requires equal consideration be given to career service and exempt positions.*

- **Public and agency contacts**

What portion of the job is dedicated to face-to-face contact with other staff or the public? Can communication take place by telephone? Can required contacts be grouped into non-telework days for those who report to the official work site on scheduled days or can other options be created to provide contact requirements while teleworking? *Section 110.171(3)(k), Florida Statutes, doesn't allow employees to do face-to-face business at the employee's home site.*

- **Training requirements**

Are there training requirements that require the position to report to the official work site for a particular time period? Can job training be done remotely through software programs?

- **Access to resources**

What portion of the job depends on the use of reference materials or resources located in the official work site? Can these resources be mobile for a day or two without interfering with the job performance of coworkers? Can these resources be copied for long-term use? Are these resources available through other means such as a computer library service or a community or university library? Can the material be accessed remotely through the agency's Virtual Private Network (VPN)?

- **Special equipment**

What portion of the job depends on access to specialized equipment, like photocopiers, fax machines, or others? If an employee teleworks on scheduled days of the week and reports to the official work site on others, can the special equipment needs be met on non-telework days? If job functions allow telework while performing all duties without a need to report to the official work site, can special equipment requirements be met by a facility near the employee's alternative work

site? Do job functions require the ability to conduct conference calls from their home office? Do job functions require making long distance phone calls? If so, can a business phone line be installed at the alternative work site to accommodate this need?

- **Use of computers**

Do job functions require access to files stored on network servers? Can files be accessed remotely to complete critical job functions? Can some job functions be completed without network access? Revenue policy doesn't allow remote access to Revenue networks without authorized security protocols, such as CITRIX or Novell Access Manager. *Section 110.171(3)(h), Florida Statutes, prohibits state maintenance of an employee's personal equipment used in telecommuting.*

- **Information security**

What portion of the job accesses, stores, or processes federal tax information, state tax information or confidential information? Can the integrity of secured print or electronic information be upheld if that data is used or accessed off site? Do job duties that involve non-secure information be grouped together and performed at an alternative work site? *Section 110.171(3)(i), Florida Statutes, requires that agencies identify appropriate security controls. Revenue policy states that only agency-owned equipment with approved encryption software will be used to access, store, or process federal and state tax information or confidential information.*

- **Tasks scheduling**

If all of the job duties for a position cannot be performed away from the official work site, can those tasks which can be completed away from the official work site be grouped and scheduled for telework days? Can staff meetings be grouped and scheduled for non-telework days?

- **Travel**

Does the job involve field work? Can trips begin or end at the employee's alternative work site rather than at the official work site? Can paperwork be done away from the official work site?

- **Performance management**

Can the duties be evaluated by quantitative (the number of work products) or qualitative (the quality of work products) measures even if the duties are performed remotely? Are the duties results-oriented? Can the position description, critical job tasks and performance measures be improved to be evaluated objectively? What deliverables might be produced by performing the job functions remotely?