

# Virtual Office Policy Agency-wide Procedures for Participation Procedures Number DOR-1080-010C-2

**Provide the Title and Link to the Associated Policy:** [Virtual Office Policy](#)

**Effective Date:** 09/08/10

## Purpose

Revenue’s Virtual Office Policy is designed to provide policy and procedural guidance to Revenue employees who perform job duties at alternative work sites and their supervisors. The *Virtual Office Policy Procedures for Participation* provides the steps to follow to participate in Revenue’s Virtual Office Policy. They are primarily for employees, supervisors, service center and regional managers, office directors, alternate work program coordinators, program directors and administrative staff.

## Procedures for Participation

Procedures for Participation	Responsible Party	Additional Information
<b>A.</b> At a minimum, maintain satisfactory standards on annual performance evaluations and currently not be under a corrective action plan.	Employee	
<b>B.</b> Complete all agency required training on information security, confidentiality and security awareness, and Standards of Conduct. This training includes:  1. HRD130 – Department Standards of Conduct  2. ISP100 – Information Security Policy	All Revenue Employees	







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<p><b>F.</b> Verify the employee has completed all required training in Revenue’s Learning Management System. This training includes:</p> <ol style="list-style-type: none"> <li>1. HRD130 – Department Standards of Conduct</li> <li>2. ISP100 – Information Security Policy</li> <li>3. ISP109A – The Delicate Balance Between Open Government and Confidential Information</li> <li>4. ISP109B – Safeguarding Confidential Information</li> <li>5. ISP109C – Protecting Information Resources</li> <li>6. ISP109D – Using Information Resources Appropriately</li> <li>7. Virtual Office training for employees</li> </ol>	Supervisor	
<p><b>G.</b> If participation is possible, the supervisor will evaluate whether the individual has the knowledge, skills, abilities, work habits and performance record suitable for the Virtual Office Policy.</p> <p>Considerations can include:</p> <ul style="list-style-type: none"> <li>• Ability to work independently.</li> <li>• Level of self-motivation.</li> <li>• Comfort level with required technology.</li> <li>• Past performance levels. <a href="#">Section 110.171 (3)(e), Florida</a></li> </ul>	Supervisor	Contact the Alternate Work Program Coordinator for help, if needed.

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<p><a href="#">Statutes</a> does not allow employees under performance improvement plans to participate in a telecommuting program.</p> <ul style="list-style-type: none"> <li>• Ability to successfully communicate with customers, supervisors, and coworkers.</li> <li>• Dependability and trustworthiness.</li> <li>• Need for social interaction.</li> <li>• Leave balance. <a href="#">Section 110.171 (3)(f), Florida Statutes</a> states that all employees in a telecommuting program are subject to the same personnel rules and policies as other employees.</li> </ul>		
<p><b>H.</b> If the supervisor determines that the employee has the appropriate knowledge, skills, abilities and work habits suitable for the Virtual Office Policy. proceed to step I.</p> <ul style="list-style-type: none"> <li>• If the supervisor determines that the employee does not have the appropriate knowledge, skills, abilities and work habits suitable for the Virtual Office Policy, go to <a href="#">step M</a>.</li> </ul> <p>If the employee lacks some of the characteristics for virtual work, the supervisor and employee should work together to find opportunities for the employee’s individual development and objectives toward which the employee may work to learn how to successfully work in a virtual environment.</p>	<p>Supervisor</p> <p>Supervisor</p> <p>Supervisor Employee</p>	
<p><b>I.</b> The supervisor will contact the alternate work program coordinator to determine the availability of equipment and resources needed for the employee to work at an alternative</p>	<p>Supervisor</p>	<p>The supervisor and alternate work program coordinator should seek</p>

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<p>work site. The supervisor will consider workload and workflow issues and possibilities that would allow the employee to work at an alternative work site.</p> <p>The alternate work program coordinator will determine whether the cost of providing equipment and resources is appropriate within the priorities set by the program director.</p> <p>The alternate work program coordinator may suggest changes to the employee's request to improve the possibility of participation.</p>	<p>Alternate Work Program Coordinator</p>	<p>creative and innovative solutions to equipment and communication needs.</p> <p>Supervisors may allow employees to use easily portable spare equipment from the official work site in an alternative work site. Supervisors may also assist employees with obtaining surplus state property for use in an alternative work site.</p>
<p><b>J.</b> If the supervisor and alternate work program coordinator determine that equipment and resources are available, proceed to step K.</p> <ul style="list-style-type: none"> <li>• If the supervisor and alternate work program coordinator determine that equipment and resources are not available, proceed to <a href="#">step M</a>.</li> </ul>	<p>Supervisor</p> <p>Alternate Work Program Coordinator</p>	
<p><b>K.</b> The employee will complete the <a href="#">Alternative Work Site Safety Checklist</a> and send it to his or her supervisor and safety monitor. <a href="#">Section 110.171 (3)(l), Florida Statutes</a> requires the employee's verification that the home office provides work space free of safety and fire hazards, together with an agreement that holds the state harmless against any and all claims, excluding workers' compensation claims, resulting from an employee working in the</p>	<p>Employee</p>	

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<p>home office.</p> <ul style="list-style-type: none"> <li>• The supervisor or safety monitor may arrange for an evaluation of the participant’s home office site by an agency representative using Revenue’s <a href="#">Alternative Work Site Safety Checklist</a>, when possible. The employee must be given a 24-hour notice of inspection for his or her home office site.</li> <li>• Photographs, video, or other documentation may be used to evaluate the proposed alternative work site in lieu of a physical inspection.</li> </ul>	<p>Supervisor</p> <p>Safety Monitor</p> <p>Employee</p>	
<p><b>L.</b> If the supervisor, safety monitor or other agency representative decides the alternative work site meets safety requirements, go to step M.</p> <ul style="list-style-type: none"> <li>• The employee may not participate in Revenue’s Virtual Office Policy if the supervisor, safety monitor or other agency representative decides the alternative work site is not free of safety or fire hazards, or that conditions at the alternative work site may expose Revenue to risk.</li> <li>• The employee will be permitted to make timely modifications to his or her home office site that will satisfy safety requirements.</li> </ul>	<p>Supervisor</p> <p>Safety Monitor</p> <p>Employee</p> <p>Supervisor</p> <p>Employee</p>	
<p><b>M.</b> Using the suitability assessments for the position, the individual and the alternative work site, the supervisor determines whether</p>	<p>Supervisor</p>	<p>Contact the Alternate Work Program Coordinator for</p>

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<p>the individual's participation would have an adverse agency impact. An adverse agency impact is a negative impact to the Department of Revenue that would result from a participating employee's physical absence from the official work site. This includes:</p> <ol style="list-style-type: none"> <li>1. <b>A reduction of the work unit's productivity.</b> Examples include: <ul style="list-style-type: none"> <li>• An individual's or work unit's inability or reduced ability to perform required tasks.</li> <li>• An individual's or work unit's failure to meet performance goals.</li> <li>• An individual's or work unit's unsuitability for alternative work.</li> <li>• A reduced level of work unit teamwork and communication.</li> <li>• Physical or technological barriers to productivity at an alternative work site.</li> </ul> </li> <li>2. <b>A reduced level of services provided to Revenue's customers.</b> Examples include: <ul style="list-style-type: none"> <li>• Not enough work site staffing.</li> <li>• An individual's or work unit's inability or reduced ability to provide essential services, products and support to Revenue's customers.</li> </ul> </li> <li>3. <b>An increase in the cost of agency operations.</b> Examples</li> </ol>		<p>assistance, if needed.</p>



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<p>form, together with an explanation and documentation, to the Alternate Work Program Coordinator for review and submission to the program director, or his or her designee.</p> <p>4. The program director, or his or her designee, will make final determination.</p> <p>If the program director or designee denies participation, the alternate work program coordinator will:</p> <ol style="list-style-type: none"> <li>a. Forward original documents to the Office of Workforce Management for placement in the employee's personnel file.</li> <li>b. Keep electronic records.</li> <li>c. Ensure the results are recorded in the Alternate Work Program database.</li> <li>d. Notify the supervisor and the employee.</li> </ol>	<p>Director</p> <p>Program Director or Designee</p> <p>Alternate Work Program Coordinator</p>	
<p><b>O.</b> The employee and the supervisor come to agreement on the equipment needed to perform the proposed job duties at an alternative work site.</p> <p>1. At a minimum, participating employees will be expected to provide:</p> <ol style="list-style-type: none"> <li>a. A work environment free of safety and fire hazards.</li> <li>b. A designated work area that is designed to increase productivity by reducing operator discomfort and fatigue (ergonomics).</li> <li>c. Broadband Internet access. <ol style="list-style-type: none"> <li>i. "Broadband" may be defined as a high-speed data transmission service with download speeds exceeding</li> </ol> </li> </ol>	<p>Employee</p> <p>Supervisor</p> <p>Employee</p>	

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<p>more than 750 kilobytes per second. Examples of broadband service include cable, digital subscriber line (DSL), and satellite Internet access.</p> <ul style="list-style-type: none"> <li>ii. Some job duties require higher levels of bandwidth. In these cases, data transmission service should have download speeds exceeding more than 750 kilobytes per second and upload speeds exceeding more than 200 kilobytes per second.</li> <li>iii. Traditional dial-up Internet service is not suitable for Revenue’s alternative work sites.</li> </ul> <p>d. A computer modem.</p> <p>2. Equipment necessary to perform job duties at an alternative work site may be provided by Revenue or the participating employee, depending on the business need. Equipment guidelines by participation classification are outlined in Virtual Office Resource Matrices. Considerations include:</p> <ul style="list-style-type: none"> <li>• Access to federal tax information, state tax information, or other confidential information.</li> <li>• Contact with external customers or business partners.</li> <li>• Availability of Revenue equipment and resources.</li> <li>• The frequency and nature of the job duties being performed at the alternative work site.</li> <li>• Participation classification.</li> </ul> <p>3. Equipment commonly used at alternative work sites includes:</p> <ul style="list-style-type: none"> <li>• Telephone, cellular phone or voice/data communication</li> </ul>		

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<p>device and charger.</p> <ul style="list-style-type: none"> <li>• Telephone headset.</li> <li>• Surge protector.</li> <li>• Personal computer or laptop computer.</li> <li>• Modem</li> <li>• Router.</li> <li>• Secure storage area, such as a locking file cabinet.</li> <li>• Printer.</li> <li>• Office furniture.</li> <li>• Office supplies.</li> </ul> <p>4. Revenue will provide computer equipment and mobile devices for job duties that involve accessing, storing, and processing federal and state tax information and confidential information.</p> <ul style="list-style-type: none"> <li>• Revenue will provide all equipment and furnishings for employees classified as "work-at-home headquarters."</li> <li>• Revenue will provide telephone resources if the duties of the position require outbound long distance telephone calls.</li> </ul> <p>5. Revenue-owned equipment will be serviced and maintained only by Revenue.</p> <p>6. Employees are responsible for the safe return of state equipment to the official work site for state maintenance and repair.</p>	<p>Revenue</p> <p>Revenue</p> <p>Revenue</p> <p>Revenue</p> <p>Employee</p>	

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<p>7. Only Information Services Program’s communication specialists are authorized to contact telephone service providers to arrange for installation. No employee may have Revenue-provided telephone service in his or her name.</p> <p>8. Employee-provided equipment will be at no cost to Revenue and will be serviced and maintained by the employee.</p> <p>Employee-provided telephones will be land-based, unless the employee’s cellular phone can provide continuously clear service.</p> <p>Employee-provided personal computers or laptop computers will have:</p> <ul style="list-style-type: none"> <li>• Windows 2000 or newer operating system.</li> <li>• Software for applications that will be used for Revenue work, for example, Microsoft Office software.</li> <li>• Anti-virus and anti-spyware software.</li> <li>• Activated firewall and screensaver settings.</li> </ul>	<p>ISP Communications Section</p> <p>Employee</p> <p>Employee</p> <p>Employee</p>	
<p><b>P.</b> The supervisor and the employee agree to reasonable terms to make sure Revenue equipment is installed and maintained correctly and used for official purposes only.</p>	<p>Supervisor</p> <p>Employee</p>	
<p><b>Q.</b> The supervisor and the employee agree that the employee will limit personal use of employee-provided equipment during virtual office work hours at the home work site as they would limit personal use of Revenue equipment during work hours at the</p>	<p>Supervisor</p> <p>Employee</p>	

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official work site.		
<p>R. By signing the <a href="#">Virtual Office Agreement</a>, employees acknowledge that:</p> <ol style="list-style-type: none"> <li>1. Voluntary participation in Revenue’s Virtual Office Policy is a privilege and not a right.</li> <li>2. Employees will maintain appropriate security controls to ensure the appropriate use and maintenance of all Revenue-issued equipment.</li> <li>3. Unauthorized access to Revenue equipment, records and confidential information is prohibited.</li> <li>4. Conducting face-to-face business at an employee’s home site is prohibited.</li> <li>5. Revenue reserves the right, with at least 24 hours notice, to inspect the alternative work site for appropriate working conditions, proper maintenance of state property and compliance with Revenue policies and procedures.</li> <li>6. Employees may not work overtime or change work schedules unless their supervisor authorizes it in advance.</li> <li>7. Employees working at alternative work sites acknowledge that they may be required to participate in Revenue’s Continuity of Operations Plan (COOP), including readiness drills.</li> </ol>	Employee	





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<ul style="list-style-type: none"> <li>ii. Notify the employee and supervisor.</li> <li>iii. Keep electronic records and make sure applicable information is entered into the Alternate Work Program database.</li> </ul>		
<p><b>T.</b> If the agreement is approved, the employee will follow Revenue’s Virtual Office training for employees to set up his or her home office site.</p>	Employee	
<p><b>U.</b> The employee works with technical support staff to install approved security protocols.</p> <ul style="list-style-type: none"> <li>1. Employees using personal computers must: <ul style="list-style-type: none"> <li>• Activate the personal firewall.</li> <li>• Make sure anti-virus and anti-spyware software are installed and continually updated.</li> </ul> </li> <li>2. Employees using Citrix as a secure connection will follow Revenue’s Citrix Remote Access Guide. Employees can contact Revenue’s Service Desk for support.</li> <li>3. Any wireless connection must be secured to make sure data transmissions cannot be intercepted. Employees using a wireless router must follow Revenue’s Wireless Home Guidelines. <ul style="list-style-type: none"> <li>• Technical support staff can provide guidance about router security. However, the employee is ultimately responsible for technical support of personally-owned routers.</li> </ul> </li> </ul>	<p>Employee</p> <p>Employee</p> <p>Employee</p> <p>Employee</p> <p>Technical Support Staff</p>	

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<p><b>V.</b> The supervisor and the employee will maintain ongoing, consistent communication with each other, coworkers and customers.</p> <ul style="list-style-type: none"> <li>• The employee is responsible for providing coworkers with work schedule and contact information when working at an alternative work site. This includes identifying a colleague at the official work site who will agree to help with in-office communications and logistical support.</li> <li>• If appropriate, the employee is responsible for forwarding their office phone to the alternative work site phone. Employees using personal telephones will record and use appropriate voicemail messages when working at the alternative work site.</li> </ul>	<p>Supervisor</p> <p>Employee</p> <p>Employee</p>	
<p><b>W.</b> Employees needing technical support should contact technical support staff at their work site, the same as they would if the employee were working at the official work site. Requests for password resets should be directed to Revenue’s Service Desk.</p> <ul style="list-style-type: none"> <li>• If Revenue equipment used at the alternative work site needs repair, the employee will return the equipment to the technical support staff at their work site.</li> <li>• Some software applications need updates available only at the official work site. In these cases, employees will return the equipment to the technical support staff at their work site.</li> </ul>	<p>Employee</p> <p>Employee</p> <p>Employee</p>	

Procedures for Participation	Responsible Party	Additional Information
<p><b>X.</b> Employees will get supervisory approval before taking leave, working overtime, or changing work schedules, as stated in Revenue policies and procedures.</p>	Employee	
<p><b>Y.</b> The supervisor may inspect or arrange for an agency representative to inspect the alternative work site to make sure state property is maintained. A 24-hour notice of a physical home site inspection must be given to the employee.</p> <ul style="list-style-type: none"> <li>• The employee and supervisor will work to verify Revenue property used at the alternative work site as part of Revenue’s property inventory.</li> <li>• Photographs, video, or other documentation may be used to verify property inventory in lieu of a physical inspection.</li> </ul>	<p>Supervisor</p> <p>Employee</p> <p>Supervisor</p>	
<p><b>Z.</b> Make sure the employee follows the terms of the <i>Virtual Office/Work Hours Agreement</i>, all performance standards, work requirements, and Revenue policies and procedures.</p>	Supervisor	
<p><b>AA.</b> Protect Revenue-owned equipment, records, confidential information, software and other state property against damage and unauthorized use. Failure to comply with this procedure may result in immediate termination of participation and corrective action.</p>	Employee	
<p><b>BB.</b> Employees are prohibited from conducting face-to-face state business at the home office site. Failure to comply with this procedure will result in immediate termination of participation and corrective action.</p>	Employee	

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<p><b>CC.</b> The employee contacts the supervisor immediately if there is any change to the alternative work site. The employee completes a new <a href="#">Alternative Work Site Safety Checklist</a>. The employee and supervisor complete a new <a href="#">Virtual Office Agreement</a> and repeat sections <a href="#">R-S</a>.</p>	<p>Employee Supervisor</p>	
<p><b>DD.</b> The employee and supervisor complete a new <i>Virtual Office/Work Hours Agreement</i> and repeat sections <a href="#">R-S</a> if there is a change to the employee's work schedule, job duties or supervisor.</p>	<p>Employee Supervisor</p>	
<p><b>EE.</b> The supervisor forwards any amendments, changes, terminations, or new <i>Virtual Office/Work Hours Agreements</i> to the alternate work program coordinator. The supervisor and operational managers or office directors will repeat the procedures in section <a href="#">S</a>.</p> <p>1. If at any time the employee's continued participation causes an adverse agency impact as outlined in section M, the supervisor recommends termination to the operational managers or office directors and the program director and provides the employee written notice to return to work at the official work site. The employee will be permitted time to adjust personal arrangements.</p> <ul style="list-style-type: none"> <li>If the employee violates Revenue's Standards of Conduct, Information Security Policy, Virtual Office Policy or other agency policies, the supervisor may recommend immediate termination to the program director and require the employee to return to the official work site immediately.</li> </ul>	<p>Supervisor</p> <p>Supervisor</p> <p>Supervisor</p>	

Procedures for Participation	Responsible Party	Additional Information
<p>2. The supervisor will complete a Virtual Office Termination Form, recommending termination of participation. The supervisor will forward the form, together with an explanation and/or supporting documentation, to the alternate work program coordinator, process manager, office director or service center manager, if applicable, and regional manager.</p>	Supervisor	
<p>3. If applicable, the service center manager will recommend termination of participation or continued participation. The service center manager will forward the form, together with an explanation and /or documentation, to the alternate work program coordinator and regional manager or process manager.</p>	Service Center Manager	
<p>4. The regional manager, process manager or office director will recommend termination of participation or continued participation. The regional manager, process manager or office director will forward the form, together with an explanation and/ or documentation, to the alternate work program coordinator for review and submission to the program director, or his or her designee.</p>	Regional Manager/Process Manager/Office Director	
<p>5. The program director, or his or her designee, will make a final decision.</p> <p>a. If the program director or designee terminates participation, the alternate work program coordinator will:</p> <p>i. Forward original documents to the Office of Workforce Management for placement in the employee's</p>	<p>Program Director or designee</p> <p>Alternate Work Program Coordinator</p>	

Procedures for Participation	Responsible Party	Additional Information
<ul style="list-style-type: none"> <li>personnel file.</li> <li>ii. Keep electronic records.</li> <li>iii. Make sure the results are recorded in the Alternate Work Program database.</li> <li>iv. Contact the supervisor and the employee.</li> <li>v. Contact program staff responsible for agency secure access, telecommunications, computer equipment or other agency resources used to perform work at alternative work sites.</li> <li>b. If participation is terminated, the employee will be responsible for the prompt return of all Revenue equipment, records, and any other state property to the official work site. The supervisor will be responsible for making sure the employee follows this procedure.</li> <li>c. If participation is terminated as a result of the employee separating from Revenue, the supervisor will complete all tasks and forms required with Revenue's Separation Checklist for Supervisors Form.</li> </ul>	<p>Employee</p> <p>Supervisor</p> <p>Supervisor</p>	
<p><b>FF.</b> The supervisor and employee meet at the expiration of the <i>Virtual Office Agreement</i> to talk about the continuation, change, or termination of the original agreement.</p> <ul style="list-style-type: none"> <li>1. Participation renewal discussions will take place at the same time as the employee performance reviews, unless the length of the original participation agreement is less than a year, or unless having renewal discussions at the same time as the employee performance review is otherwise impractical.</li> <li>2. If participation will be continued, complete a new agreement</li> </ul>	<p>Employee</p> <p>Supervisor</p> <p>Supervisor</p> <p>Employee</p>	

Procedures for Participation	Responsible Party	Additional Information
<p>form and repeat steps <a href="#">R</a> and <a href="#">S</a>.</p> <p>3. Supervisors and employees will update the employee's work schedule and any equipment used to perform duties at the alternative work site.</p> <p>4. Employees classified as "primary work-at-home" and "part-time work-at-home" will update environmental impact measures in the <i>Virtual Office/Work Hours Agreement</i> and contact the Alternate Work Program Coordinator.</p>	<p>Supervisor</p> <p>Employee</p> <p>Supervisor</p> <p>Employee</p>	

## DEFINITIONS

Definitions for terms used in these procedures are in the [Virtual Office Policy](#).

## AUTHORITY/REFERENCES

[Sections 20.05](#) and [20.21](#), Florida Statutes.

[Rule 12-3.007, Florida Administrative Code](#).

[Section 110.171, Florida Statutes](#), also known as the *State of Florida Telecommuting Act*, authorizes telecommuting and defines it as:

*"... a work arrangement whereby selected state employees are allowed to perform the normal duties and responsibilities of their positions through the use of computers or telecommunications, at home or another place apart from the employees' usual place of work."*

Some of its provisions require state agencies to:

- Identify and maintain a current listing of the job classifications and positions that the agency considers suitable for telecommuting.
- Provide that an employees' participation in the telecommuting program be voluntary and not adversely affect eligibility for advancement or any other employment rights or benefits.
- Give equal consideration to career service and exempt positions in the selection of participating employees.

[Chapter 2008-227, Laws of Florida](#)

[Department of Management Services \(DMS\) Telecommuting Guide](#) was created to help managers and employees considering telework.

Department of Revenue Information Security Policy, #DOR-SEC-004 defines Revenue's security framework to assist personnel in the implementation of policies, procedures and standards for Revenue's Information Security Program

Revenue's Citrix Remote Access Guide provides instructions on how to run Revenue applications remotely and securely using an Internet connection and a browser

Revenue's Wireless Home Guidelines must be followed for any home wireless network that will be used to access Department resources.

## **COMMUNICATION and TRAINING**

Communications and training for these procedures are in the [Virtual Office Policy](#).

## **KEY AGENCY CONTACT**

Key agency contacts for these procedures are the alternate work program coordinators for each Revenue program and the Alternate Work Agency Coordinator. If you have questions about these procedures, please contact your alternate work program coordinator or e-mail [Workforce Management@dor.state.fl.us](mailto:Workforce Management@dor.state.fl.us).

## REVISION HISTORY TABLE –

Origination Date	Explanation
August 1991	State Employee Telecommuting Pilot Program
Last Reviewed Date	Explanation
May 1995	Revenue Telecommuting Program Operating Procedures
October 1997	Revised Telecommuting Program Internal Operating Procedures
November 2003	Revenue Telecommuting Policy and Operating Procedures
	<ul style="list-style-type: none"> <li>• Information Security Program’s Telecommunications’ Section responsible for               <ul style="list-style-type: none"> <li>○ Serving as initial point of contact for telework equipment and service questions.</li> <li>○ Development and maintenance of agency-wide job classification/position eligibility list, the Telecommuter Information Database and the Telecommuting Model Office Template.</li> </ul> </li> <li>• Established Telecommuting representatives in each program.</li> <li>• Revised telecommuting approval authorities to include service center managers and regional managers.</li> <li>• Updated and revised forms.</li> </ul>
September 2010	Revenue’s Virtual Office Policy Agency-wide Procedures for Participation
	<ul style="list-style-type: none"> <li>• Provides step-by-step procedural guidance for eligible employees who participate in the Virtual Office Policy and their supervisors, managers, program directors and others.</li> </ul>