

VIRTUAL OFFICE POLICY

Policy Number: DOR-1080-010B

Effective Date

09/08/10

Last Reviewed Date

08/30/10

Scheduled Review Date

10/01/12

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. It is also designed to expand opportunities for employees and managers to perform alternative work by strengthening the administration of the agency's telework program. The Virtual Office Policy provides for the use of alternative work strategies to reduce Revenue's costs and environmental impact, and provides for the inclusion of alternative work strategies in related agency policies, strategic plans and processes.

The Virtual Office Policy offers several benefits to both Revenue and the employee. These can include:

- Reduced costs.
- A better work/life balance for employees.
- Increased flexibility for employees to meet family needs.
- Improved morale and performance.
- Reduced employee turnover.
- Reduced commuting time and expense.
- Reduced energy consumption and pollution.
- Reduced need for work-appropriate clothing.
- Increased ability to continue Revenue's critical functions in the event of an emergency, disaster or pandemic that interrupts agency operations.

Scope

Revenue's Alternate Work Program is administered within each Revenue program under the guidance of each program director. All agency job classifications and positions will be reviewed for consideration in Revenue's Alternate Work Program. Revenue will post and maintain a Department-wide *Job Classification/Position Eligibility List* on its internet site.

This policy applies to all Revenue career service, selected exempt service and senior management service positions.

Policy

A. Direction and Administration of the Alternate Work Program

It is Revenue's policy to offer voluntary participation in the Alternate Work Program to eligible positions and individuals when it benefits both the Department and employees. It is also Revenue's policy to help employees meet family needs by providing flexibility in their work life. Revenue can meet the business needs of our agency and Florida's citizens more efficiently and effectively by using management practices and technology that can attract and retain the best possible workforce for our future.

The Virtual Office Policy may be used in conjunction with the Work Hours Policy to maximize flexibility for both Revenue and employees.

Program directors will make sure their program's administration of the Alternate Work Program is consistent and in compliance with Revenue policies. Each program director will appoint an alternate work program coordinator and will assign duties, staff, and resources to administer the Alternate Work Program within their respective programs based on the business needs of their program. Program directors may establish additional program procedures for the effective administration of the Alternate Work Program in conformance with Department Alternate Work Program policies.

It is Revenue's policy to use [alternative work arrangements](#) and strategies to maximize benefits to Revenue by meeting program strategic goals and business needs and reducing our environmental impact. Revenue will use alternative work opportunities to:

- Reduce costs, including reduced lease space needs.
- Improve employee performance and productivity.
- Improve continuity of operations capability.
- Comply with executive or legislative mandates.
- Improve employee work/life balance.
- Improve employee recruiting and retention.

[Alternative work strategies](#) will be included in strategic plans, policies, and processes that relate to budget, facility management, capital improvements, equipment purchases, environmental impact, and human resources.

Each program, process, and service center's leased space and purchasing decisions will include consideration of how the Alternate Work Program (including alternative work schedules, [alternative work sites](#), and [hoteling](#)), may reduce Revenue's leased space costs and maximize facility and equipment usage.

Revenue will annually report measurable financial benefits related to reduced office space requirements, reduced energy consumption, and reduced greenhouse gas emissions resulting from telework, as required by [Section 110.171, Florida Statutes](#).

B. Participation in the Alternate Work Program

Revenue will maintain a current listing of job classifications and positions eligible for the Alternate Work Program on its Internet website. Revenue will give equal consideration to career service and exempt positions, which must meet eligibility criteria in this policy.

Individuals in positions eligible for the Alternate Work Program must meet the criteria in this policy and follow Revenue's and their program's procedures. Employees currently on a corrective action plan (CAP) are not eligible for voluntary participation.

It is Revenue's policy to accommodate eligible employee requests for participation in the Virtual Office Policy unless their physical absence from the official work site would have an [adverse agency impact](#), as defined in this policy.

It is Revenue's policy to offer the Virtual Office Policy to employees regardless of job classification or position status if telework is a reasonable accommodation under the Americans with Disabilities Act (ADA). Revenue's policy, titled The Americans with Disabilities Act (ADA), governs eligibility and procedures.

Revenue's Virtual Office Policy has six classes of participation:

1. Primary Work-at-Home – performing duties and responsibilities by using computers or telecommunications equipment at an alternative work site for at least half of scheduled work hours on a regular weekly basis.
2. Part-Time Work-at-Home – performing duties and responsibilities by using computers or telecommunications equipment at an alternative work site for less than half of scheduled work hours on a regular, occasional, or intermittent basis.
3. Temporary Work-at-Home Assignment – performing duties, responsibilities or a special assignment temporarily by using computers or telecommunications equipment at an alternative work site. Temporary work-at-home assignments will not exceed 30 consecutive calendar days, but may be re-authorized.

Supervisors may authorize temporary work-at-home assignments and/or variable flextime work schedules on a case-by-case basis, regardless of position status, to help employees meet personal or family medical needs. Examples include:

- Employees on bed rest prior to childbirth.
- Employees or their dependents who are recuperating from childbirth, injury, surgery, or illness.
 - Supervisors may authorize employees on temporary work-at-home assignments to provide direct care to dependents during working hours on a case-by-case basis if the dependent care does not substantially impact workflow or customer service. Any employee on a temporary work at home assignment whose dependent care responsibilities require absence

from work duties must first request leave and notify supervisors and colleagues the same as they would when working at their official work site.

4. Work Continuation – performing duties and responsibilities by using computers or telecommunications equipment at an alternative work site as a continuation beyond scheduled work hours. Examples include:
 - Senior management service and select exempt service employees who must work the hours necessary to carry out their responsibilities.
 - Any employee on on-call status.
 - Any career service employee authorized by his or her supervisor to work extended hours at an alternative work site.
5. Work-at-Home Headquarters – employees whose job duties require work at an alternative work site and whose home office sites have been designated as their official headquarters for the benefit of the Department, per [Section 112.061\(4\)\(a\)](#), Florida Statutes.
6. Americans with Disabilities Act (ADA) Accommodation – performing duties and responsibilities using computers or telecommunications equipment at an alternative work site as a reasonable accommodation under the ADA.

With the exception of participants classified as “work at home headquarters”, Virtual Office Policy participation is voluntary and must be mutually agreed to by Revenue and the employee. Either Revenue or the employee may cancel participation at any time, but must first provide the other party with prior written notice and time to adjust staffing, workspace and/or personal arrangements, after which time the employee will return to work at the official work site. Revenue may terminate participation and require an employee to return to the official work site immediately if the employee violates Revenue’s Standards of Conduct, Information Security Policy, or other agency policies and procedures.

Employees participating in Revenue’s Virtual Office Policy are subject to the same rules regarding attendance, leave, performance evaluations, separation actions and other procedures as non-participating employees. Participating employees are covered by workers’ compensation when performing official work duties at an alternative work site. Program participation will not adversely affect an employee’s eligibility for advancement or any other employee right or benefit.

Employees working at an alternative work site are compensated for all pay, leave, overtime, and travel reimbursement as if duties were performed at the official work site. Employees may not work overtime or change work schedules unless their supervisor authorizes it in advance.

All employees participating in Revenue’s Virtual Office Policy may be required to participate in Revenue’s Continuity of Operations Plan (COOP), including readiness

drills. The purpose of the COOP is to make sure the agency's critical functions can continue in the event of any emergency, disaster, or pandemic that interrupts Revenue's operations.

Employees who can work at an alternative work site when their official work site is closed due to an emergency, disaster or weather event, may be required to work during their regular work schedule and are not entitled to administrative leave solely due to the office closing. Employees are not entitled to receive overtime pay, credit hours, or compensatory time off if they perform work during their regularly scheduled work hours at an alternative work site on a day when their official work site is officially closed due to an emergency, disaster or weather event.

Florida law prohibits participating employees from conducting face-to-face state business at their homes. Any violation of this provision will result in immediate termination of program participation, return to the official work site and corrective action.

Employees may not provide direct care to dependents at the alternative work site during working hours, unless their supervisor has authorized a temporary work at home assignment and/or variable flextime work schedule and has authorized a temporary exception to this provision.

C. Virtual Office Agreement

Employees approved for participation and their supervisors will complete a [Virtual Office Agreement](#). At a minimum, the agreement will include the following provisions:

- Established workdays, work sites and work hours.
- A specific description of the duties to be performed at the alternative work site, which will be included as duties and responsibilities on the employee's position description.
- Performance expectations, which will be included as critical job tasks in the employee's Employee Evaluation and Development (EE&D) Plan.
- A clear explanation of how performance will be monitored and evaluated.
- Communication expectations for staying in contact with customers, colleagues and supervisors.
- Requirements relating to the frequency with which the employee must report to the official work site each week or each month, as appropriate, to discuss assignments, attend meetings, conduct or get training, and other necessary on-site communications. Such visits are decided by the supervisor. Mileage between the alternative work site and the official work site is not a reimbursable expense.
 - Exceptions may be granted for employees located in the field where there is no established office, per [Section 112.061\(4\)\(a\), Florida Statutes](#).
- Verification by the employee that the home office provides work space that is free of safety and fire hazards.
- An agreement that holds the state harmless against any and all claims, excluding workers' compensation claims, resulting from an employee working in the home office.

- An agreement in which the employee acknowledges that they may be required to participate in Revenue's Continuity of Operations Plan, including readiness drills.
- An expiration date no later than one year from the start date, subject to review by the employee and supervisor, which will result in renewal, change or termination of the agreement.

Additional acknowledgements and participation requirements of the Virtual Office Agreement are listed in the [Procedures for Participation](#).

All telecommuting agreements approved before the effective date of this policy are null and void 60 days after this policy's effective date. New agreements must be executed in compliance with this policy within 60 days of this policy's effective date for an employee to continue participation.

D. Information Security and Equipment

Revenue has established security controls and conditions for use of state equipment and state records that are described in the Employee Information Security Handbook. Participating employees must use approved safeguards to protect state equipment, supplies, records, confidential information, files and documents from unauthorized disclosure or damage.

Any physical confidential information at an alternative work site must be used and stored in accordance with established agency and program information security policies and procedures.

Internal Revenue Service (IRS) data used or stored on hard drives or mobile devices at an alternative work site must meet IRS safeguard requirements for alternative work sites as stated in [IRS Publication 1075](#).

Only Revenue-owned equipment will be used to access, store and/or process federal tax information, state tax information or other confidential information. Revenue-approved encryption software must be installed on any computer hard drive or mobile device used to access, store and/or process federal tax information, state tax information or other confidential information at an alternative work site.

- Any exceptions to this requirement must be approved by the Information Security Manager. Exceptions may not violate federal or state law, rules, or guidelines and must document the installation, continual maintenance, and use of agency-approved security protocols.

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. Participating employees classified as "part-time work at home", "temporary work at home assignment" and "work continuation" may use personally-owned equipment to access public information on Revenue networks using a Revenue-approved secure

access method. Equipment guidelines by participation classification are outlined in Virtual Office Resource Matrices.

Revenue has established the following conditions for Revenue equipment used at alternative work sites.

- Only authorized Revenue staff may service and maintain state-owned equipment.
- Revenue's Personal Computer Policy for Users requires that only licensed, Department-purchased hardware and software is used on Revenue computers.
- Participating employees are responsible for the return of state equipment to the official work site for state maintenance and repair.

Revenue has established the following conditions for all alternative work sites, including the use of an employee's personal equipment.

- Revenue will not maintain or repair a participating employee's personal equipment. Revenue will not cover maintenance or repair costs of a participating employee's personal equipment, nor will it be responsible for operating costs, home maintenance or incidental costs (e.g., utilities) associated with participation.
- Employees may not use personal telephones or telecommunication equipment to communicate with external customers or business partners without prior approval of their supervisor.
- Revenue reserves the right, with at least 24 hours notice, to inspect the alternative work site to ensure appropriate working conditions, proper maintenance of state property, and compliance with Revenue policies and procedures.
- In the event that the functional operation of the alternative work site is compromised and the official work site maintains functional operation, participating employees must resume work at the official work site or another approved work site until alternative work site equipment becomes operational again.

Procedures

The following links lead to separate documents that support the Virtual Office Policy:

- A. [**Procedures for Participation**](#) provide the steps to be followed in order to participate in the Virtual Office Policy. They are primarily for employees, supervisors, process/service center managers, program directors and alternate work program coordinators.
- B. [**Virtual Office Workflow**](#) is a process flow map of the steps to be followed in order to participate in the Virtual Office Policy.
- C. [**Procedures for Administration**](#) show the actions required to administer the Alternate Work Program. They are primarily for program directors, process/service center managers, alternate work program coordinators, the Information Services Program, site-level technical support staff and other responsible parties.

- D. **Responsibilities/Action Required** summarizes the actions and responsibilities for all parties affected by this policy and its procedures.
- E. **Forms** has required forms and job aids necessary for participation in the Virtual Office Policy.
- F. **Virtual Office Resource Matrices** are guidelines for equipping participants.
- G. **FAQ's** are frequently asked questions and answers about the Virtual Office Policy.
- H. **Guidelines for Developing Alternative Work Strategies** show how to plan for alternative work strategies at the site level. They are primarily for regional, service center and process managers.
- I. **Employee Individual Self Assessment** is a tool that helps employees find out if they have the right characteristics for telework.

Definitions

Adverse agency impact – A negative impact to the Department of Revenue because of an employee's physical absence from the official work site. This would include:

A reduction of the work unit's productivity. Examples include:

- An individual's or work unit's inability or reduced ability to perform required tasks.
- An individual's or work unit's failure to meet performance goals.
- An individual's or work unit's unsuitability for alternative work.
- A reduced level of work unit teamwork and communications.
- Physical or technological barriers to productivity at an alternative work site.

A reduced level of services provided to Revenue's customers. Examples include:

- Not enough work site staffing.
- An individual's or work unit's inability or reduced ability to provide essential services, products, and support to Revenue's customers.

An increase in the cost of agency operations. Examples include:

- The cost of authorized overtime to carry out unit operations.
- Not enough resources to provide ongoing communications, data security, or other agency equipment and resources needed to perform tasks at the alternative work site.

Alternate Work Program Coordinator – An employee appointed by a program director who acts as a resource for their program's participants, supervisors, and program

director. Alternate work program coordinators facilitate internal program communications related to alternative work arrangements and strategies, coordinate administration of the program, and help evaluate its impact.

Alternate Work Agency Coordinator – An employee appointed by the director of Workforce Management who:

- Coordinates Revenue’s Alternate Work Program.
- Measures the success of the program.
- Evaluates statutory compliance.
- Serves as chairperson of an Alternate Work Program Advisory Council.
- Facilitates inter-program communications related to alternative work strategies.
- Acts as Revenue’s resource for procedures and questions.

Alternative Work Arrangement – A use of virtual office participation and alternative work schedules designed to provide flexibility to improve employee work/life balance, and the ability to meet family needs.

Alternative Work Site – The participating employee’s approved work location. Alternative work sites include offices in employees’ homes and satellite offices. Alternative work sites are also known as virtual offices.

Alternative Work Strategies – The use of virtual office participation, alternative work schedules, and hoteling to reduce leased space costs and maximize facility and equipment usage.

Americans with Disabilities Act (ADA) – A 1990 federal law that prohibits discrimination on the basis of disability. See [42 U.S.C. § 12101–12117](#) of the United States Code for more information.

Continuity of Operations Plan (COOP) – Revenue’s plan to make sure the agency’s critical functions can continue in the event of any emergency, disaster, or pandemic that interrupts Revenue’s operations.

Eligible Employee – A career service, selected exempt service, or senior management service employee whose position, job duties, work habits, performance record, and alternative work site are suitable for participation in the Alternate Work Program.

Home Office Site – An alternative work site located in an employee’s home.

Hoteling – An alternative work arrangement in which employees work at an official work site part of the time and at one or more locations the rest of the time. When employees work at their official work site, they use a non-dedicated or non-permanent workspace assigned for use by reservation on an as-needed basis. Hoteling can be paired with

telework and alternative work schedules to maximize the use of facilities and equipment and reduce the need for dedicated office space.

Official Work Site – The Revenue office location where the employee is assigned. Exceptions may be granted for employees located in the field where there is no established office, per [Section 112.061\(4\)\(a\)](#), Florida Statutes. In these cases, the official work headquarters will be the location where the majority of the employee’s work is performed, or such a location that may be designated by the executive director that is in the best interest of the agency and not for the convenience of the employee. An employee may have only one official work headquarters.

Part-Time Work at Home – A work arrangement allowing employees to perform their duties and responsibilities by using computers or telecommunications equipment at an alternative work site for less than half of scheduled work hours on a regular, occasional, or intermittent basis.

Primary Work at Home – A work arrangement allowing employees to perform their duties and responsibilities by using computers or telecommunications equipment at an alternative work site for at least half of scheduled work hours on a regular weekly basis.

Satellite Office – A centralized location other than the official work site where teleworkers from different organizations gather to work.

Telework – A work arrangement allowing employees to perform their normal duties and responsibilities through the use of computers or telecommunications, at home or at another place apart from the employees' usual place of work. Telework is also known as “telecommuting.” The terms “telework” and “telecommuting” are often used interchangeably.

Temporary Work-at-Home Assignment – A temporary work arrangement allowing employees to perform their duties and responsibilities or a special assignment temporarily at an alternative work site. Temporary work-at-home assignments will not exceed 30 consecutive calendar days.

Virtual Office Agreement – The agreement between an eligible employee approved to work at an alternative work site and the Department of Revenue that spells out the terms and conditions of the employee’s participation in the Alternate Work Program.

Virtual Office Policy – Revenue’s telework policies and procedures.

Work-at-Home Headquarters – A work arrangement for employees whose job duties require work at an alternative work site and whose home office sites have been designated as their official headquarters for the benefit of the Department, per [Section 112.061\(4\)\(a\)](#), Florida Statutes.

Work Continuation – A work arrangement allowing employees to perform their duties and responsibilities by using computers or telecommunications equipment at an alternative work site as a continuation beyond scheduled work hours. Examples include:

- Senior management service and select exempt service employees who must work the hours necessary to carry out their responsibilities.
- Any employee on on-call status.
- Any career service employee whose supervisor has authorized him or her to work beyond scheduled work hours.

Enforcement/Penalties for Non-Compliance

[Florida law](#) prohibits participating employees from conducting face-to-face state business at their homes. Any violation of this provision will result in immediate termination of program participation, return to the official work site and corrective action. Section M-2 of Revenue's Standards of Conduct states that employees will receive corrective action if they violate state or federal law, State of Florida rule, or Revenue policy.

Employees participating in the Alternate Work Program are subject to the same policies, procedures, Standards of Conduct, performance evaluations, and other procedures as non-participating employees. Revenue may terminate participation and require an employee to return to the official work site immediately if the employee violates Revenue's Standards of Conduct, Information Security Policy, or other agency policies and procedures.

Exemptions

This policy does not apply to job duties performed while in travel status.

This policy does not apply to contracted employees or Other Personnel Services (OPS) employees. However, supervisors of contracted employees or OPS employees are encouraged to use the guidelines for participation in this policy's procedures to determine if the duties of the contracted position and individual employee's knowledge, skills, abilities and work habits are appropriate for work at an alternative work site.

Employees may not provide direct care to dependents at the alternative work site during working hours, unless their supervisor has authorized a temporary work at home assignment and/or variable flextime work schedule and has authorized a temporary exception to this provision.

Only Revenue-owned equipment will be used to access, store and/or process federal tax information, state tax information or other confidential information. Any exemption from this requirement must be approved by the Information Security Manager. Exemptions may not violate federal or state law, rules, or guidelines and must document the installation, continual maintenance, and use of agency-approved security protocols.

Any exception to this policy must be approved by the executive director in writing. If an exception is approved, a copy will be provided to the Office of Workforce Management, Director's Office. If you need more clarification about these exemptions other than the explanations provided, complete the "*Request for Waiver of Requirements, Clarification of Exemption, or Policy Revision form*".

Waivers from Policy

Any waiver of this policy must be approved by the executive director in writing. If a waiver is approved, a copy will be provided to the Office of Workforce Management, Director's Office. To request a waiver from this policy or a provision within the policy, you must complete a "*Request for Waiver of Requirements, Clarification of Exemption, or Policy Revision form*".

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 employee 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.

The 2008 Legislature passed [Chapter 2008-227, Laws of Florida](#), which amended the *State of Florida Telecommuting Act*. Some of its provisions require state agencies to:

- Post the telecommuting program and supporting documents on the agency's website allowing employees and the public access to the information.
- Provide measurable financial benefits related to reduced office space requirements, reduced energy use, and reduced greenhouse gas emissions resulting from telecommuting.

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

Department of Revenue Employee Information Security Handbook is Revenue’s quick reference guide to information security.

Department of Revenue Information Security Policy defines Revenue’s security framework to assist personnel in the implementation of policies, procedures and standards for Revenue’s Information Security Program.

Communication and Training

Audience	Actions To Be Taken	Expected Implementation Date
<p>COMMUNICATION: Supervisors of employees who</p> <ul style="list-style-type: none"> • Currently have Telecommuting Agreements; • Telework occasionally but do not have a Telecommuting Agreement; and • Work at an alternative work site as a continuation of work beyond scheduled work hours. 	<ul style="list-style-type: none"> • Email to all supervisors 	September, 2010
<p>TRAINING: Any employee who participates in the Virtual Office Policy must meet the Department of Revenue required training.</p>	<ul style="list-style-type: none"> • Revenue required training on information security, confidentiality and security awareness, and Standards of Conduct 	Ongoing
<p>TRAINING: All employees who</p> <ul style="list-style-type: none"> • Currently have Telecommuting Agreements; • Telework occasionally but do not have a Telecommuting Agreement; and • Work at an alternative work site as a continuation of work beyond scheduled work hours. 	<ul style="list-style-type: none"> • Virtual Office training for employees 	September-November, 2010
<p>TRAINING: Supervisors of employees who</p> <ul style="list-style-type: none"> • Currently have Telecommuting Agreements; 	<ul style="list-style-type: none"> • Virtual Office training for supervisors 	September-November, 2010

<p>Agreements;</p> <ul style="list-style-type: none"> • Telework occasionally but do not have a Telecommuting Agreement; and • Work at an alternative work site as a continuation of work beyond scheduled work hours. 		
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Policy Administrator

The policy administrator for this policy is the alternate work agency coordinator from the Office of Workforce Management, located in the Carlton Building, Suite 335, Tallahassee. You can call the Office of Workforce Management at (850) 488-2639.

Key Agency Contact

Key agency contacts for this policy are the alternate work program coordinators for each Revenue program and the alternate work agency coordinator. If you have a question concerning this policy, please contact your alternate work program coordinator or e-mail Workforce Management@dor.state.fl.us.

SIGNATURE

Lisa Echeverri

Executive Director

08/30/10

Date

Revision History

If you think this policy should be revised please complete the “*Request for Waiver of Requirements, Clarification of Exemption, or Policy Revision form*”.

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"> • Information Security Program’s Telecommunications’ Section responsible for <ul style="list-style-type: none"> ○ Serving as initial point of contact for telework equipment and service questions. ○ Development and maintenance of agency-wide job classification/position eligibility list, the Telecommuter Information Database and the Telecommuting Model Office Template. • Established telecommuting representatives in each program. • Revised telecommuting approval authorities to include service center managers and regional managers. • Updated and revised forms.
September 2010	Revenue’s Virtual Office Policy
	<ul style="list-style-type: none"> • Provides policy and procedural guidance to Revenue teleworkers, their supervisors, managers and others. • Creates and defines telework classifications. Employees who telework occasionally and those who telework after scheduled work hours are included. • Coordinators in each program serve as initial contacts and perform other administrative duties. • Updates and revises forms. Provides for telework training.