



Williamson County Policy

County Teleworking Policy

Sensitivity: Public
Criticality: Low
Primary Type: Policy

Summary

Purpose

If done properly, teleworking has been found to increase productivity for both the employee and the organization. With the appropriate tools and guidance, teleworking can be nearly seamless for the department. This policy defines the standards, eligibility, and other rules and requirements for teleworking.

Scope

This policy applies to all County employees who are permitted to telework by their department.

Definitions (Optional)

None

Roles and Responsibilities

- All teleworking employees are required to adhere to this policy when working remotely.
- Managers who allow latitude for employees to work remotely are required to inform all employees of this content and ensure each employee fully understands and undertakes to comply with this content.

Policy

A. Eligible Employees

1. The nature of the employee's work must allow for teleworking (doesn't require being physically present in the office).
2. The eligibility of an individual position is defined by the department head or elected official.
3. Performance and/or attendance issues (as defined by the supervisor) may affect an employee's eligibility to telework.
4. Violations of this policy may also affect an employee's eligibility to telework.
5. Departments may add other eligibility requirements as needed.

B. Remote Location Requirements

1. To telework, the remote location must have the appropriate setup for the employee to be effective for the duration of their shift.
2. Departments may define specific requirements, but generally, the remote location must allow the employee to work comfortably and safely for the duration of their shift. It is the responsibility of the employee to provide the furniture, network connectivity, and other items needed to enable effective teleworking.
3. Certain software packages or processes may not perform as well from a remote location, and the employee and department may need to take this into account when authorizing telework.
4. If the employee cannot work effectively and securely from a remote location, teleworking may not be an option.

C. Technology Equipment

1. Employees are responsible for providing an internet connection sufficient to communicate (audio and video) with colleagues and/or customers as well as perform the needed tasks for their position from their telework location. The County will not provide MiFi devices for wireless internet for this purpose.
2. Employees are responsible for providing, testing, and validating the network connection before scheduling teleworking with their supervisor.
3. Any issues with personal (or public) network connectivity will be the responsibility of the employee to resolve or make alternate arrangements.
4. Employees must use County-owned computers or mobile devices to telework. This ensures compliance with County policies around hardware, security, and encryption.
5. Use of the County's Virtual Private Network (VPN) software is always required when accessing County data from an unsecured wireless or wired network.
6. Using personally owned devices (cell phones, iPads, etc.) for Office 365 applications is permitted but devices must comply with the security requirements below.
7. Use of personal cell phones may be required to access the Multi-Factor Authentication system (see Security section).
8. Generally, the County does not support equipment beyond computers or mobile devices at remote work locations.

D. Security

1. Utmost care must be taken to protect County data when working outside the office. This includes the physical placement of computer screens away from windows, unauthorized persons, or cameras.
2. Devices must not be left unattended at any time while unlocked.
3. There may also be regulations on the data, such as CJIS or HIPAA, that require additional security measures from working outside a secure location.
4. Supervisors are responsible for ensuring employees are compliant with all applicable regulations while teleworking.

5. Multi-Factor Authentication (MFA) is required to access Williamson County data or networks from a remote location.
6. All teleworking employees must utilize the MFA application and notifications on a cellular device. Use of a personally owned device may be required for the MFA application.

E. Technology Support

1. Technology Services will support users working remotely as much as possible but will not be able to support issues related to home/private internet issues, or personal equipment (routers, firewalls, etc.), as well as networked devices on non-County networks (e.g., network printers).
2. Technology Services will provide remote assistance to teleworking employees via phone, email, and remote support. No onsite support for teleworking employees is possible, so any issues that cannot be solved remotely will need to be done at IT or at another County office.

F. Communication Requirements

1. All teleworking employees must be reachable throughout their assigned shifts according to the standards set by their supervisor or department.
2. Communication methods that are supported by the County IT staff are email, Microsoft Teams, WebEx, and County phone.
3. Video chat/conferencing may be required depending on the position and nature of the work.

G. Performance Monitoring

1. Department heads and supervisors are responsible for determining the measurement of performance of teleworking employees as well as supervising staff while teleworking.
2. The criteria of performance will be clearly communicated to each employee before engaging in telework.
3. Employees may be asked to log into the County's timekeeping system or check in with a supervisor at the start and end/or of a teleworking shift depending on the position.
4. Performance monitoring may include computer logs, email and Teams messages, or other electronic means.
5. Failure to meet the performance criteria or policies may result in loss of eligibility to telework.

Exceptions

Exceptions to policies, standards, and procedures must be documented via the [Policy Exception Procedure](#) and approved by the management of Williamson County Human Resources or Technology Services (depending on the nature of the request).

Violations

Violations of telework-specific policies may result in loss of ability to telework.

Related Statutes, Policies, and Authorities

Please refer to any department-specific policies that may reference this document.

Contact Office

Human Resources: Contact your designated HR representative or x31533

Technology Services: servicedesk@wilco.org or x31456

Administrative Notes

Policy Class: Resource Management

Policy Family: Human Resource Management

Policy: Williamson County Teleworking Policy

Revision History

Version	Date	Description
1	6/2/2020	First version – COVID-19 specific.
2	7/27/2021	Cleaned up language and made for more broad use cases.
3	9/22/2022	Point of Clarification: MFA Required for all remote access (Sections C.7, D.5, and D.6 of this document.) Section format change (re-designated Letter/Number in listings) Added Violations section for uniformity with other modern policies Added Exceptions section for uniformity with other modern policies