



Williamson County Teleworking Policy

Version 1

Approvals

Policy Approval Date: 6/2/2020

Final Approval By: Williamson County Commissioner's Court

Policy Effective Date: 6/2/2020

Next Review Date: 6/2/2022

Version Information

This version supersedes all previous versions and all others should be considered obsolete.

Version History

Version	Approved Date	Effective Date
1	6/2/2020	6/2/2020

Scope

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

Purpose

If done properly, teleworking has been found to increase productivity for both the employee and the organization. Also, during times of a global pandemic or natural disaster, teleworking may be necessary to continue operations while maintaining safety for staff and for the public. This policy defines the standards, eligibility, and other rules and requirements for teleworking.

Policy

Eligible Employees

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

Remote Location Requirements

In order to telework, the remote location must have the appropriate setup to effectively telework. This definition is defined by the department but is generally one that allows 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.

If the employee cannot work effectively and securely from the remote location, teleworking may not be available for the employee.

Technology Equipment

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. It is the responsibility of the employee to provide, test, and validate the connection before scheduling teleworking with their supervisor. Any issues with personal (or public) network connectivity will be the responsibility of the employee to resolve or make alternate arrangements.

Employees must use County-owned computers or mobile devices to telework. This ensures compliance with County policies around hardware, security, and encryption. Use of the County's Virtual Private Network (VPN) software is always required when accessing County data from an unsecured wireless or wired network.

Use of personally owned devices (cell phones, iPads, etc.) for email and Office 365 is permitted but devices do need to comply with the County's security requirements found in the Personally-Owned Mobile Device Policy as well as the security requirements below.

Generally, the County does not support equipment beyond computers and mobile devices at remote work locations.

Security

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. Devices must not be left unattended at any time while unlocked. There may also be regulations on the data, such as CJIS or HIPAA, that require additional security measures from working outside a secure location. Supervisors should ensure employees are compliant with all applicable regulations.

Multi-Factor Authentication (MFA) is required to access data in Office 365 from a remote location. All teleworking employees must have the ability to receive a phone call or text message with a one-time use code when logging in from a new network location (on either a county phone number or cell phone). MFA is not applied when on the VPN. Additional controls or data security measures may apply depending on the nature of the work.

Technology Support

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). Technology Services will not be able to provide in-person support at remote locations – all assistance will have to be conducted remotely, or by bringing equipment to a County office.

Communication Requirements

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

Performance Monitoring

Department heads and supervisors are responsible for determining the measurement of performance of teleworking employees as well as supervising staff while teleworking. The criteria of performance will be clearly communicated to each employee before engaging in telework. This can include logging into the County's timekeeping system or checking in with a supervisor at the start and end/or of a teleworking shift. Failure to meet the performance criteria or policies may result in loss of eligibility to telework.

Policy Violations

Violations of this policy can lead to loss of teleworking privileges as well as possible disciplinary action up to, and including, termination.