

SUBJECT: TELECOMMUTING POLICY

Policy Statement: The City of Madison will permit telecommuting as provided by this policy when it benefits the productivity of the employee, his or her work unit and is not detrimental to either the City of Madison or the employee. A Telecommuting Agreement needs to be completed and approved in order to participate in this program. (See below.)

Definition: Telecommuting entails a work at home arrangement or a remote access arrangement for at least part of the workweek on a regular basis. In general, telecommuting is granted under appropriate circumstances to permanent employees whose job responsibilities are suited to such an arrangement and each individual's request to telecommute will be decided on under the guidelines outlined below. In certain cases, telecommuting may be a requirement of the position, and a new permanent employee will be so notified at the time of hire. Existing permanent employees may be placed on a telecommuting schedule by their supervisor, as the position requires.

Eligibility: In general, telecommuting pertains to positions that have considerable flexibility in scheduling and job functions that are easily supported by electronic means. Positions that may be considered for telecommuting are those that:

1. Are focused predominantly on the electronic production and/or exchange of information by means of computers, modems, fax machines or phones.
2. Involve measurable or quantifiable work product.
3. Have job functions that can be performed at a remote site without diminishing the quality of the work or disrupting the productivity of a unit.
4. Do not require an employee's presence at the regularly assigned place of employment on a daily or routine basis.
5. Have a minimal or flexible need for specialized materials or equipment available only at the regularly assigned worksite.
6. Allow for an employee to be as effectively supervised, as he or she would be, if the job function were performed at the assigned place of employment.
7. Have completed his or her probationary period, unless telecommuting is a requirement of the position.

Positions that are not suited to telecommuting are those that:

1. Require regular face-to-face contact with a supervisor, other agency or City employees or the agency's customers.
2. Require the employee to supervise others.
3. Require access to information or materials that are available only at the regularly assigned place of employment.

Guidelines:

1. The employee's direct supervisor makes the initial determination of the employee's ability to handle a telecommuting position. Some things to consider include:
 - Past performance on projects and work assignments
 - Past attendance
 - Ability to utilize telecommuting technologies
2. Telecommuting scheduling must not be detrimental to the City. Items that should be considered include:
 - Budgetary limitations
 - Safety concerns
 - Liability issues
 - City expense guidelines
 - Customer service requirements
 - Communication with co-workers
 - Equipment availability
 - Access to support staff
 - Undue administrative burden
 - Confidentiality of information within the home worksite
3. The employee and his or her supervisor need to identify in advance a specific work schedule, including workdays and hours.
4. The agency head and Human Resource Director must approve all telecommuting schedules.
5. Work schedules should not exceed 40 hours/week or the standard work hours/week of the work unit.

Work schedules do not negate any overtime (OT) obligations, Madison General Ordinance (MGO) or other state and federal legal requirements.
6. Management must be able to verify the hours worked by an employee. The employee must maintain a normal workload and keep an accurate accounting of what he or she works on while telecommuting.
7. Department/Division Head has the right to return a telecommuting employee to a standard schedule with reasonable notice.
8. The employee's schedule and expenses must be in compliance with City ordinances and APMs.
9. The employee's schedule should not create any additional health, safety or liability concerns for employee or City.
10. The HR Director will review any unresolved, intra-departmental disputes on schedules.

11. All work product must be maintained in a safe and secure work environment. Any confidential information should be maintained under lock and key and appropriately discarded.
12. The employee must comply with the City of Madison Network Connection Policy and the Virtual Private Network (VPN) Policy.
13. The employee must provide at their own expense, a high-speed Internet connection to the City network using an Internet Service Provider (ISP) of their choosing. (The employee should contact the City IS group for specific requirements on the Internet connection.) If telecommuting is a requirement of the employee's position, the City will cover costs of a high-speed Internet connection and phone service

Remote Worksite Specifics:

1. Telecommuting employees must have and maintain a safe and healthy worksite.
2. Confidential information must be protected and kept secure at the worksite.
3. Non-work related events and activities should not disrupt or interfere with work at the remote worksite.
4. Scheduled work time will not be used to provide dependent care. Telecommuting is not a substitute for dependent child or eldercare.
5. The employee will provide appropriate home office furniture or equipment (e.g. desk, file cabinet, etc.).
6. The City retains the right to make prearranged inspections of the remote worksites during scheduled work hours.
7. The employee must be available by phone during scheduled work hours.

Liability:

1. The City of Madison assumes no liability for injuries occurring inside the employee's home workspace outside of work hours.
2. The employee is responsible for making sure his or her homeowner or renter's insurance covers injury arising out of or relating to business use of his or her home. Some policies do not automatically cover injuries arising out of, or relating to, the business use of the home. For the employee's protection, employees may need to have his or her homeowner/tenant liability policy endorsed to cover bodily injury and property damage to all third parties arising out of or relating to the business use of their home.
3. Employees living in rental properties should be aware that some leases may not permit business use of the premises.

City of Madison Property:

City of Madison property such as computers, printers, fax machines and other equipment loaned to an employee remains the property of the City during the duration of the Telecommuting Agreement and must be returned upon termination of the agreement.

Surge protectors will be provided by the City and must be used with any City-owned computer equipment. The employee is responsible for any damage resulting from a power surge, if a surge protector is not used.

If City of Madison equipment is provided, each piece of equipment must be listed with its serial number when the employee takes possession.

Employees must return the equipment in the same condition in which it was originally received, minus normal wear and tear. Employees are personally liable for missing or damaged equipment.

City employees using City of Madison equipment must also comply with all applicable Administrative Procedure Memoranda, such as, Appropriate Use of Computers (APM 3-9) and Telephones (APM 3-12.)

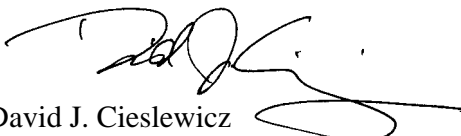
Computer Support:

Information Services (IS) requires a minimum advance notification of ten working days prior to implementation, from an authorized security contact in the telecommuter's agency.

The employee's agency/department is responsible for providing the employee with a laptop computer that is compliant with City standards. IS will configure the computer with the appropriate operating system, virus protection and application software. IS will configure and test the laptop with the appropriate network connectivity hardware and software so the employee can connect to the City network via the City's VPN appliance.

If the employee experiences problems that relate to the laptop, any software or connecting or authenticating to the City's VPN appliance, he or she may seek assistance from the City Help Desk during normal working hours (7:00 AM - 4:30 PM.) If the problem requires physical examination of the laptop, the employee is responsible for delivering the equipment to the City Help Desk.

If the employee experiences problems with the network connection, he or she are responsible for working out issues with their Internet Service Provider (ISP.)


David J. Cieslewicz
Mayor

APM No. 2-34
December 20, 2004