

Recommendation 5: Agree

Reference Emergency Planning and Information Technology procedures in Telework guidance

Updated Response:

The Office of the Chief Human Capital Officer (OCHCO) issued announcement #100 that transmitted the enclosed guidance (Enclosure 2) on planning for telework during an emergency or office closure, including during adverse weather conditions, natural disasters, and other incidents causing disruptions of Government operations. As a reminder to employees, this announcement will be issued on an annual basis. The guidance can also be found on the OCHCO telework website. A management directive and handbook are being written and this guidance will be incorporated into those documents.

Target Date for Completion: Action Completed

Recommendation 6: Agree

Develop and Implement a Management Directive and Handbook for the Telework Program

Updated Response:

The telework management directive and handbook were drafted and sent to the Offices for comments. While OCHCO was reviewing the comments and incorporating them into the management directive and handbook, a report was issued by the Transforming Assets into Business Solutions (TABS) Task Force. Some of the recommendations and initiatives in the report changed some of the guidance in the management directive and handbook; therefore, they have to be revised and sent back to the Offices for comment. After OCHCO has implemented the recommendations in the TABS report, the management directive and handbook will be rewritten.

Target Date for Completion: January 2014

Recommendation 8: Agree

Develop and Implement a Procedure for Assessing and Reporting the Results of Full Time Telework Arrangements to the Office of the Chief Human Capital Officer

Updated Response:

Under our current procedures, full time telework agreements are assessed at the end of a specific period. i.e., one year, by the operating Office and the results are sent to the OCHCO. When OCHCO receives an assessment, it is reviewed to make sure that the employee's duties are still appropriate for the telework agreement to continue and that there are no problems with the current agreement.

In order to ensure that the assessments are completed for full time telework agreements, OCHCO will implement the following procedures:

- When a full time telework agreement is approved, the Agency Telework Coordinator (ATC) will send a written notice to the employee's supervisor. The notice will state when the assessment is due and the approved period of the agreement. A template for the assessment will be included with the notice.
- The ATC will send a reminder to the employee's supervisor 90 days before the assessment is due along with the template for the assessment; then again every 30 days until the assessment is submitted.
- When the ATC receives the assessment, it will be reviewed to ensure that it is complete. If not, the ATC will return it to the supervisor with a note indicating the information that needs to be completed. If the Office requests an extension of the agreement, that can be indicated by checking the appropriate box on the form which will be included as part of the template for the assessment.
- If an extension of the agreement is requested by the supervisor, the ATC will review the request to make sure it meets the criteria for full time telework.
 - If not, the ATC will discuss it with the supervisor who requested the extension.
 - If the extension meets the criteria, the ATC will forward it to the Associate Director for HR Operations and Policy, who is also the Agency Telework Managing Officer (TMO), with a recommended course of action.
- If the TMO approves the request, the agreement will be returned to the ATC for distribution and other action as needed.
- If the agreement is not approved, the ATC will discuss the denial with the supervisor and work with them to revise the request if requested by the supervisor.

Target Date for Completion: Action Completed