

**OFFICE OF FINANCIAL REGULATION  
EMPLOYEE TELEWORK PROGRAM PLAN**

**I. STATE EMPLOYEE TELEWORK PROGRAM OVERVIEW**

According to section 110.171(1)(c), Florida Statutes, “Telework” means a work arrangement that allows a state employee to conduct all or some of his or her work away from the official worksite during all or a portion of the state employee’s established work hours on a regular basis. The term does not include, and a telework agreement is not required for:

1. Performance of required work duties away from the official worksite and outside of established work hours on an occasional basis and sporadically working away from the official worksite during all or some portion of the established work hours. These arrangements may be used by an agency to accommodate extenuating circumstances by allowing an employee to maintain productivity away from the official worksite.
2. Duties and responsibilities that, by their nature, are performed routinely in the field away from the official worksite.

An agency may establish telework as an integral part of the normal business operations of the agency and require that specific work be performed through telework arrangements. Telework may also be used as part of an agency’s continuity of operations plan where appropriate. An agency shall provide telework as an optional alternative work arrangement to support employee needs and implement telework arrangements where deemed appropriate. See, section 110.171(2), Florida Statutes.

As required by section 110.171(3), Florida Statutes, the agency has reviewed all established positions and has designated those positions that the agency deems appropriate for telework; this information is current and available to agency employees and managers. The agency has identified all currently participating employees and their respective positions in the People First human resource information system. To ensure that the information regarding these legal requirements remain current, the agency’s Telework Program shall be evaluated on an annual basis for needed updates and modifications.

**II. OFFICE OF FINANCIAL REGULATION TELEWORK PLAN OVERVIEW**

In accordance with section 110.171(4), Florida Statutes, the Office of Financial Regulation (OFR) Telework Program Plan sets forth policy, authority, criteria, and responsibilities designed to promote and assure the continued success of the agency’s Telework Program.

The OFR has realized benefits from an effective and efficient Telework Program, which include reduced agency costs, improved employee morale and performance, reduced employee turnover, flexibility for employees in accommodating their personal and family scheduling needs, and the opportunity to attract and retain the best possible workforce to fulfill its mission. Through its use of appropriate technologies and established management practices for supervision and monitoring of its teleworking

employees, the OFR can more efficiently and effectively meet the business needs of the agency, the industries it regulates, and Florida residents.

**A. PURPOSE**

To establish guidelines and procedures for OFR employees to participate in the Telework Program and to promote appropriate controls for performance accountability, safety, and information security.

**B. AUTHORITY**

Section [110.171](#), Florida Statutes, State employee telework program.

**C. REFERENCES**

1. Florida Statutes: Section [255.249\(6\)](#) and [255.249\(8\)\(a\)](#), Department of Management Services; responsibilities; department rules
2. Florida Statutes: Chapter [440](#), Florida Statutes, Workers' Compensation
3. DFS [AP&P 2-05](#), Identification, Control and Management of Property
4. DFS [AP&P 4-03](#), Information Technology Security Policy
5. DFS [AP&P 4-04](#), Information Technology Resources Acceptable Use Policy
6. DFS [AP&P 5-02](#), Employee Performance Evaluation
7. DFS [AP&P 5-18](#), Family Supportive Work Program (FSWP)
8. DFS [AP&P 5-26](#), Standards and Procedures of Discipline – Career Service Employees
9. OFR [AP&P 3-2](#), Telework
10. OFR [AP&P 1-2](#), Ethics and Professional Responsibility
11. OFR [AP&P 3-1](#), Flexible Work Program
12. OFR [AP&P 4-1](#), Records and Information Management
13. [Public Records Processing Manual](#)

**D. REQUIRED FORMS**

1. [OFR-HR-01](#), Volunteer Telework Agreement
2. [OFR-HR-04](#), Permanent Designated Teleworker Acknowledgement

**III. EVALUATION OF POSITIONS APPROPRIATE FOR TELEWORK**

In accordance with section 110.171(3), Florida Statutes, the OFR has identified positions suitable for telework based on the job duties of each position. In addition to the position requirements, individual employees must have the abilities to work independently and communicate remotely with coworkers, supervisors, and the public.

**A. Required Telework or Permanent Designated Teleworker (PDT).** A PDT is a work arrangement in which the OFR requires team members to telework 100 percent of their contracted work hours on a regular basis. PDT positions include examiners, analysts, investigators, and attorneys. For these positions, the OFR will:

- Include the telework requirement and associated terms and conditions as part of the position description, along with a specification of the minimum amount of telework required (recorded in People First by percentage of time).

- Provide at least 30 calendar days written notice to affected team members of the intent to impose or remove a requirement to telework.
- Provide at least 15 calendar days written notice to affected team members of the intent to revise the terms and conditions of the current telework arrangement.

**B. Optional or Voluntary Telework.** Optional or Voluntary Telework is a work arrangement where employees request authorization to work away from the official worksite for 10 percent or more of their contracted work hours on a regular basis. Either OFR or the employee may modify or terminate an employee's telework participation at any time. These positions include examiners, analysts, investigators, attorneys, administrative personnel, supervisors and management.

#### **IV. CRITERIA FOR EVALUATING THE ABILITY OF EMPLOYEES TO SUCCESSFULLY PERFORM IN A TELEWORK ENVIRONMENT**

Evaluating the ability of employees to satisfactorily perform in a telework environment is dependent on the job duties and classification of the position and the ability of the employee to successfully perform those duties. Because the specific job functions in each of the agency's business areas differ, individual managers have the authority to determine an employees' ability to perform in a telework environment. The OFR's management uses the following guidelines to evaluate whether the duties and responsibilities of a position are suitable for telework:

##### **KNOWLEDGE REQUIRED**

- Can all, or some, of the duties of the position be performed at a remote location, or does the position need continual supervision or input from others that is only available at the official worksite?

##### **PUBLIC AND OFFICE CONTACTS**

- What portion of the job is dedicated to face-to-face contact with other staff or the public?
- Can required contacts be grouped into non-telework days for those who report to the official worksite on scheduled days or can other options be created to provide contact requirements while teleworking?

##### **TRAINING REQUIREMENTS**

- Are there training requirements that necessitate the position report to the official worksite for a particular time period?
- Can training be conducted remotely?

##### **ACCESS TO RESOURCES**

- Can the needed material be accessed remotely?

##### **SPECIAL EQUIPMENT**

- What portion of the job depends on access to specialized equipment, such as photocopiers and fax machines?

- If an employee teleworks on scheduled days of the week and reports to the official worksite on the other days, can the special equipment needs be met on non-telework days?
- Do job functions allow telework while performing all duties without a need to report to the official worksite?

#### **USE OF COMPUTERS**

- Do job functions require access to files stored on network servers?
- Can files be accessed remotely to complete critical job functions?
- Can some job functions be completed without network access?

#### **INFORMATION SECURITY**

- Can the integrity of confidential information be maintained if that data is used or accessed off site?
- Can job duties that involve non-secure information be grouped together and performed at an alternative worksite?

#### **TASK SCHEDULING**

- If all of the job duties for a position cannot be performed away from the official worksite, can those tasks which can be completed away from the official worksite be grouped and scheduled for telework days?
- Can staff meetings be grouped and scheduled for non-telework days?

#### **TRAVEL**

- Does the job involve field work?
- Can travel begin or end at the employee's alternative worksite rather than at the official worksite?
- Can paperwork be satisfactorily completed away from the official worksite?

#### **PERFORMANCE MANAGEMENT**

- Can the duties and responsibilities of a position be evaluated by quantitative or qualitative measures, even if the duties are performed remotely?
- Are the duties results-oriented?
- Can the position description, critical job tasks, and performance measures be evaluated objectively?
- What deliverables might be produced by performing the job functions remotely?

### **V. PERFORMANCE STANDARDS AND PRODUCTIVITY MONITORING**

The OFR has established a system for monitoring the productivity and effectiveness of employees authorized to telework based on established criteria and performance standards. These measures and standards use a combination of objective (“hard measures”) and subjective (“soft measures”) criteria in combination with continual communication, evaluation, and oversight to monitor performance, provide necessary feedback, and institute required corrections when necessary. The agency’s business area

managers are responsible for the consistent and regular monitoring of subordinates' performance and compliance with the OFR's Telework Program. Employees continue to be evaluated annually against measures and standards tied directly to their job duties and responsibilities, as defined by their position descriptions.

Employee work product is reviewed on an ongoing basis by the supervisor. The employee is required to work from the indicated telework location and must be available to the supervisor or other staff during regular working hours. Assigned work shall be performed on a regular basis and continually evaluated by the supervisor for both timeliness and quality of work. Employee supervision is provided by routine contact via email, phone, or video teleconference between the supervisor and employee. Timesheets will be completed in a timely and accurate manner and properly reflect time worked and approved leave time utilized.

Teleworking employees are prohibited from conducting face-to-face state business at their remote work locations.

#### **VI. DISCIPLINE FOR NON-COMPLIANCE**

Non-compliance with any term or condition of the telework agreement may result in termination of the telework arrangement and/or corrective action, in accordance with the OFR's Standards of Conduct. Less than satisfactory performance may result in the modification or termination of the telework agreement and/or other corrective or disciplinary action.

#### **VII. EQUIPMENT USE & MAINTENANCE AND SECURITY CONTROLS**

Teleworkers in possession of state-owned equipment may only use such equipment for official business purposes. Teleworking employees are responsible for ensuring the safety and security of all state-owned equipment, as well as confidential information accessed or maintained at the approved remote worksite. The OFR and the teleworking employee will follow all security controls designated by the DFS Office of Information Technology for use of State-owned equipment. The teleworking employee must apply all approved safeguards to protect State-owned equipment, and supplies.

All official State records, data, files, and documents must be protected from unauthorized disclosure or damage. Upon the termination of telework for any reason, the teleworking employee is responsible for the return of all State-owned equipment, official records, data, files, and documents to the OFR.

To ensure compliance with the policies and procedures concerning equipment use & maintenance and security controls, employees should carefully read and become familiar with the requirements of the following Administrative Policies & Procedures:

- OFR [AP&P 3-2](#), Telework
- DFS [AP&P 2-05](#), Identification, Control and Management of Property
- DFS [AP&P 4-03](#), Information Technology Security Policy
- DFS [AP&P 4-04](#) Information Technology Resources Acceptable Use

**VIII. RECRUITMENT AND NOTIFICATION OF THE TELEWORK PROGRAM**

The OFR shall continue to advertise its Telework Program in its recruitment activities as a benefit and incentive to attract potential applicants.