



**GEORGIA DEPARTMENT OF HUMAN SERVICES**  
**Human Resources Policy #111**

**TELEWORK**

**Release Date:** September 1, 2003

**Revised Date:** August 1, 2021

**References:** Department of Administrative Services Statewide Telework Policy  
DHS Human Resources Policy #106 – Assignment of Duties  
DHS Human Resources Policy #1201–Conduct Standards and  
Ethics in Government

Telework is an authorized work arrangement, where work is performed at an approved location other than the employee's agency designated workplace, known as the alternate workplace. This may include the employee's home or a satellite office. For eligible positions, telework may be used as a recruitment and retention tool, while providing positive impact on the environment, traffic gridlock, and urban sprawl.

**SECTION A: DEFINITIONS**

1. **Alternate Workplace** means a workplace other than the employee's conventional workplace, such as the employee's residence. Alternate workplace, alternate worksite, and telework site may be used interchangeably throughout this policy.
2. **Continuous Telework** occurs as part of an ongoing and regular schedule that is preauthorized. Employees have scheduled telework day(s) that happen the same day(s) each week.
3. **Conventional Workplace** means the standard agency workplace where the employee would perform their work if they were not teleworking, whether it is the agency headquarters office or satellite location in the field.
4. **Eligible Employee** means an employee who is in a position eligible for telework and has been identified by the agency as meeting the agency's conditions for telework. The eligibility of a position and/or employee may change depending on circumstances.
5. **Eligible Position** means a position determined by the agency as eligible for telework. The eligibility of a position and/or employee may change depending on circumstances.

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6. **Full-time Telework** refers to employees that telework five (5) days a week. Employees that telework four (4) days or less are part-time teleworkers.
7. **Non-exempt Employee** means an employee that is not exempt from the overtime compensation provisions of the Fair Labor Standards Act (FSLA) and who may be entitled to overtime compensation.
8. **Occasional Telework** is approved on a case-by-case basis, in which the hours worked are not part of a continuous telework schedule.
9. **Part-time Telework** refers to employees that telework four (4) days or less.
10. **Primary Workplace** means the location the employee is considered to report to for work and designated as such by the agency per the State Accounting Office Statewide Travel Policy. The primary workstation may be the conventional workplace or the alternate workplace if the employee teleworks full-time.
11. **Teleworker** means an employee approved to work at an alternate workplace during predetermined days of the work week.
12. **Telework Agreement** means the document outlining the understanding between the agency and eligible employee regarding the telework arrangement.

### SECTION B: GENERAL PROVISIONS

1. Successful teleworkers have the approval of their supervisors and are approved based upon the suitability of their position. Employees may be allowed to telework when there are tangible benefits to the agency and all expectations of the position are fully met. For telework to be considered, the job responsibilities of the position must be satisfactorily performed according to the supervisor's established performance standards.
2. Staff may be authorized flexible work arrangements such as alternate work schedule (AWS), compressed work week (CWW), and teleworking up to three (3) days per week unless prior to the COVID-19 pandemic the employee worked more telework days for their position. For DFCS: Teleworking may be appropriate for non-public facing staff up to four (4) days per week. For OFI eligibility processing positions and their supervisors, teleworking may be appropriate every day except for one day per pay period when the employee must report to their assigned county office.
3. Teleworkers must be mindful of the image presented when teleworking. They must not be involved in activities during the workday that will reflect negatively on the department. Examples include, but are not limited to, working in the yard, shopping at the mall, being involved with secondary employment activities, etc.

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4. Telework is a privilege not a universal benefit or employee right. The duration of an employee's ability to telework is entirely at the will and discretion of the department, which retains the prerogative to determine the time, place, and manner of employment.
5. An employee's participation in telework is voluntary unless the agency requires the position and/or employee to telework. The employee, employee's supervisor or authorized official may terminate telework at any time; however, advanced notice should be given, when feasible. Issues regarding the approval of telework are not appealable, ineligible for grievance, or subject to review.
6. Every teleworker must have a signed **Telework Self-Assessment** (Attachment #2), **Telework Workspace Self-Certification** (Attachment #3), **Telework Application** (Attachment #4), **Telework Agreement** (Attachment #5) and **Telework Property Removal Form** (Attachment #6) on file with their supervisor and the Agency Telework Coordinator.
7. The Telework Agreement must be updated, whenever substantial changes are made such as:
  - a. **A major job change (e.g., promotion, demotion, or lateral move).**
  - b. **Teleworker or their supervisor change positions.**
  - c. **When performance does not align with expectations.**
  - d. **Any portion of the arrangement covered by the agreement changes.**
8. Telework agreement(s) must be renewed annually during the Mandatory Training period and/or by October 31st, whichever is sooner.
9. Supervisor must add telework expectations and arrangements to the employee's Performance Management Plan. Teleworkers remain accountable to the Performance Management Process and will be evaluated in the same manner as non-teleworking employees.
10. Random audits may be conducted to evaluate accountability and the success of the telework program.
11. Employee benefits (including leave and holidays) are not impacted by telework. Teleworkers must follow established departmental policy relating to leave approval.
12. Continuous teleworkers must have an established work schedule, with a start time, end time, a meal period of at least 30 minutes and identified break periods. Occasional teleworkers will discuss their work schedules with their supervisor, on an as needed basis.

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13. Teleworkers must be accessible in some manner (e.g., MS Teams, work mobile phone, email, etc.) to their supervisor, customers, and coworkers during the agreed upon work schedule regardless of the work location.
14. Teleworkers may be asked to report to the primary workplace on scheduled telework days if circumstances warrant.
15. Alternate work schedules (AWS) or a Compressed work week (CWW) cannot be combined with a predetermined telework schedule.

### **SECTION C: ELIGIBLE POSITIONS**

Positions most suitable for telework will have the following characteristics.

1. Infrequent face-to-face interaction with clients.
2. Communication can be managed by video calls, telephone, email, and fax machine.
3. Performs independent work such as handling or preparing information (e.g., researching, writing, composing reports, developing procedures, creating documents, analyzing statistical data, etc.).
4. Responsibilities have clearly defined results.
5. Measurable duties with objectives that have identifiable timeframes and checkpoints.
6. Most tasks require concentration and/or large blocks of time to complete.
7. Telework would not negatively impact service quality or organizational operations.
8. Work can be performed without close supervision.
9. Requests requiring immediate responses from key stakeholders (law enforcement, juvenile courts, and other partners) be met timely.

For DFCS: All Child Welfare and OFI eligibility processing positions are appropriate for telework. Though the Social Services Specialist series primarily involves face to face contacts with families, children, and providers, as well as attending court hearings, the series is still appropriate for telework as the documentation and administrative side of the job series is consistent with telework eligibility. For public-facing OFI staff (ex. lobby and front-desk staff) teleworking may not always be appropriate.

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### SECTION D: ELIGIBILITY CRITERIA

Unless an exception is granted, employees must meet the following criteria to be eligible to telework.

1. Position is suitable for telework.
2. Position does not require sensitive and/or protected material to be removed from an agency office.
3. Requires minimal or no special equipment to perform their job duties.
4. Employed with the agency at least ninety (90) days. *Positions identified as full-time teleworking may be exempt from this requirement by their supervisor.*
5. Has not received any corrective or disciplinary actions within six (6) months of the date teleworking agreement commences. Examples of corrective and/or disciplinary actions include work or attendance plan, written reprimand, written reprimand final warning, suspension with or without pay, etc. Telework arrangements may be discontinued if determined to have been used inappropriately.
6. Meets established performance management standards and received a minimum overall rating of "3" Successful Performer, on the most recent performance management evaluation.
7. Self-motivated, works independently, and is responsible.
8. Knows and understands the policies and procedures that govern their work.
9. Familiar with the requirements of their position.
10. Requires minimal supervision and feedback.
11. For DFCS: Frontline Social Services Specialists have a minimum requirement of full certification before beginning occasional telework. OFI eligibility processing staff require certification and an additional three (3) months of successful performance before they are allowed to routinely telework.

### SECTION E: APPLICATION PROCESS & EMPLOYEE RESPONSIBILITIES

1. Teleworkers must be knowledgeable of the provisions of this Telework Policy and the **Telework Guidelines** (Attachment #1).
2. Determine a dedicated telework site consistent with the requirements of this policy, the **Telework Guidelines** (Attachment #1) and the **Telework Workspace Self-Certification** (Attachment #3).

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3. Employees applying for telework must submit the following documents to their supervisor for approval and signature.
  - a. **Telework Self-Assessment (Attachment #2)**
  - b. **Telework Workspace Self-Certification (Attachment #3)**
  - c. **Telework Application (Attachment #4)**
4. The supervisor has **five (5) business days** from the date of submission to approve or deny the Telework Application.
5. If approved, the employee must complete the following forms and provide each document to their supervisor for signature. Employees are required to complete the online telework training course prior to beginning a telework arrangement.
  - a. **Telework Agreement (Attachment #5)**
  - b. **Telework Property Removal Form (Attachment #6)**
  - c. **Provide the Online Telework Training Certificate of Completion to supervisor.**
  - d. **Supervisor is required to submit Attachments 2 through 6 and the Online Telework Training Certificate of Completion to the Agency Telework Coordinator at [dhs.teleworkcoordinator@dhs.ga.gov](mailto:dhs.teleworkcoordinator@dhs.ga.gov).**
6. If denied, the supervisor must provide a written justification on the Telework Application **within five (5) business days** of receipt. Telework denials must be business related. The explanation should outline any steps the employee may be able to take to be eligible for reconsideration. Business related denials are final and are not appealable, ineligible for grievance, or subject to review. Supervisor is required to submit Attachments 2 through 6 and the Online Telework Training Certificate of Completion to the Agency Telework Coordinator at [dhs.teleworkcoordinator@dhs.ga.gov](mailto:dhs.teleworkcoordinator@dhs.ga.gov).
7. The Telework Agreement must be reviewed when there is:
  - a. **A major job change (e.g., promotion, demotion, or lateral transfer).**
  - b. **Teleworker or their supervisor change positions.**
  - c. **When performance does not align with expectations.**
  - d. **Any portion of the arrangement covered by the agreement changes.**

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8. When any modifications are needed, a new Telework Agreement must be completed and signed. The new agreement must be sent to the Agency Telework Coordinator.
9. If the teleworker changes their telework site, they must complete a new **Telework Workspace Self-Certification** (Attachment #3) and submit it to their supervisor for review and approval. This must also be forwarded to the Agency Telework Coordinator.
10. Establish work practices to ensure a successful telework experience.
11. Report to agency designated workplace for meetings, training, etc., as required by the supervisor.
12. Determine any federal, state, or local tax implications regarding working at home and satisfy any personal obligations. DHS will not provide tax guidance or assume any additional tax liability. Employees are encouraged to consult with a qualified tax professional to discuss income tax implications.
13. Teleworkers must report all time accurately. Teleworkers must devote all time reported as teleworked to completing agency assignments. Teleworkers must not engage in secondary employment activity or otherwise conduct personal business while in official work status. Intentionally misreporting time worked will result in disciplinary action, up to and including termination.
14. Ensure the telework site fully complies with all applicable local ordinances, zoning requirements and neighborhood association guidelines (e.g., community/subdivision covenants).
15. Comply with all provisions of this policy, the Telework Guidelines, the Telework Agreement and all other terms and conditions of employment.
16. Telework agreement(s) must be renewed annually during the Mandatory Training period and/or by October 31st, whichever is sooner. Employees must follow the process, as outlined in this policy for annual renewal.

### **SECTION F: MANAGEMENT RESPONSIBILITIES**

1. Supervisors must be knowledgeable of the provisions of the Telework Policy and the **Telework Guidelines** (Attachment #1).
2. Objectively consider each employee's telework request.
3. Determine if telework is beneficial to the agency and employee.
4. Ensure the office has a consistent supervisory and leadership presence to support employees, the lobby customers, front desk duties, and to respond to emergencies.

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5. Ensure employee meets the eligibility requirements listed in Sections C and D of this policy.
6. Ensure that performance can be adequately measured, and sufficient work exists for the employee to be productive at the alternate workplace before authorizing telework.
7. Ensure adequate measures are in place to protect confidentiality and information security at the alternate workplace.
8. Ensure employees applying for telework submit the following documents to their supervisor for approval and signature.
  - a. **Telework Self-Assessment (Attachment #2)**
  - b. **Telework Workspace Self-Certification (Attachment #3)**
  - c. **Telework Application (Attachment #4)**
9. The supervisor has **five (5) business days** from the date of submission to approve or deny the Telework Application. For DFCS: The supervisor submits the application and their recommended decision of approval or denial to their manager for a second level review before it is shared with the employee.
10. If approved, the employee must complete the following forms and provide to their supervisor for signature. Employees and their supervisors are also required to complete the online telework training course through the DHS Learning Management System (LMS) or the DFCS Institute for Online Training and Instructional System (IOTIS) prior to the employee beginning telework.
  - a. **Telework Agreement (Attachment #5)**
  - b. **Telework Property Removal Form (Attachment #6)**
  - c. **Provide the Online Telework Training Certificate of Completion to supervisor.**
  - d. **Supervisors are required to submit Attachments 2 through 6 and their Online Telework Training Certificate of Completion to the Agency Telework Coordinator at [dhs.teleworkcoordinator@dhs.ga.gov](mailto:dhs.teleworkcoordinator@dhs.ga.gov).**
11. Retain a copy of Attachments 2 through 6 for all employees approved to telework and send a copy of all these documents as signed by both the supervisor and the



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employee (including the employee and supervisor online telework training certificate of completion) to the Agency Telework Coordinator.

12. Provide the employee with a copy of all the forms submitted.
13. Supervisors must complete the online training course through the DHS Learning Management System (LMS) or the DFCS Institute for Online Training and Instructional System (IOTIS) prior to the employee beginning telework. The certificate of completion should be sent to the Agency Telework Coordinator.
14. If the request to telework is denied, the supervisor must outline the reason for their decision on the Telework Application and provide it to the employee within **five (5) business days** from the date of submission. Telework denials must be business related. The explanation should outline any steps the employee can take to be eligible for reconsideration. This decision is final and is not appealable, ineligible for grievance, or subject to review.
15. Retain a copy of the denial application and send a copy of **Attachments 2 through 4** to the Agency Telework Coordinator signed by both the supervisor and the employee.
16. The Telework Agreement is to be reviewed when there is:
  - a. **A major job change (e.g., promotion, demotion, or lateral transfer).**
  - b. **Teleworker or their supervisor change positions.**
  - c. **When performance does not align with expectations.**
  - d. **Any portion of the arrangement covered by the agreement changes.**
17. When any modifications are needed, a new Telework Agreement must be completed and signed. The new agreement must be sent to the Agency Telework Coordinator.
18. If the teleworker changes their telework site, they must complete a new **Telework Workspace Self-Certification** (Attachment #3) and submit it to their supervisor for review and approval. This must also be forwarded to the Agency Telework Coordinator.
19. All employees must complete the Telework training and resubmit their telework documents during the mandatory annual training process each year. Employees should follow the process, as outlined in this policy for annual renewal.

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20. Maintain an inventory of state-owned equipment at the employee's telework site.
21. Supervisor must prepare an amendment to the employee's Performance Management Plan, specifically detailing responsibility areas and standards of performance pertaining to the terms of the Telework Agreement.

### **SECTION G: FAIR LABOR STANDARDS ACT (FLSA)**

1. FLSA non-exempt employees must obtain approval from their supervisors before performing overtime work. Failure to do so may result in the termination of their Telework Agreement and/or corrective or disciplinary action.
2. Both **Exempt and Non-Exempt FLSA employees** will be required to complete the **Telework Activity Log** (Attachment #8) or similar instrument that allows them to accurately record assignments performed daily, while teleworking. Employees should submit an electronic or hard copy of the activities to their supervisor on a weekly basis. The supervisor does have the discretion to request this information more frequently.

### **SECTION H: AGENCY TELEWORK COORDINATOR**

1. Telework will be managed by the Office of Human Resources. A named Agency Telework Coordinator will oversee the telework program.
2. The Agency Telework Coordinator will ensure compliance with the procedures, agreements and guidelines outlined in this internal policy and the statewide telework policy.
3. The Agency Telework Coordinator is the liaison for the Statewide Telework Coordinator.
4. All employees who are authorized to telework must have the following documents on file with the Agency Telework Coordinator, prior to the commencement of Telework.
  - a. **Telework Self-Assessment (Attachment #2)**
  - b. **Telework Workspace Self-Certification (Attachment #3)**
  - c. **Telework Application (Attachment #4)**
  - d. **Telework Agreement (Attachment #5)**
  - e. **Telework Property Removal Form (Attachment #6)**
  - f. **Online Telework Training Course Certification of Completion**

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### g. Supervisor's Online Telework Training Course Certification of Completion

#### SECTION I: EMERGENCY SITUATIONS

1. Although a variety of circumstances may affect individual situations, the principles governing administrative leave, dismissals, and closings remain unchanged. The ability to conduct work (and the nature of any impediments), whether at home or at the office, determines when an employee may be excused from duty.
2. If the Governor orders a statewide closure or within certain geographic regions, employees who are scheduled to telework on those days may not be required to telework. This guideline also applies to a departmental wide closing or county closings by the DHS Commissioner. However, if you are identified as **essential personnel**, you may be required to report to your designated workplace and/or alternate workplace for duty.
3. When an emergency only affects the telework site (e.g., power outage, etc.), the teleworker is expected to report to the conventional office or request supervisory approval of annual leave, comp time, leave without pay, etc.
4. When a teleworker knows in advance of a situation that would preclude working at home, the employee must either come to the conventional office or request leave.

#### SECTION J: USE OF STATE-OWNED EQUIPMENT

1. All maintenance of state-owned equipment will be performed by an authorized DHS technician and may be conducted at DHS state office or at a division/office approved workplace.
2. Personal owned software may not be used on state-owned equipment. All software installed on state-owned equipment must be appropriately licensed.
3. All expenditures (e.g., laptops, monitors, printers, desks, file cabinets, chairs, etc.) except general office supplies, must have prior approval of the respective agency Division or Office Director.
4. Office supplies and equipment will be provided to the teleworker by the agency and should be obtained during the teleworkers in office work period. The agency will not reimburse teleworkers for out-of-pocket supplies normally available in the office. However, all requests for reasonable accommodations under the Americans with Disabilities Act (ADA) will be reviewed by the supervisor and the Office of Human Resources (OHR) on a case-by-case basis.
5. DHS may also give written permission for certain equipment to be checked out and used at the alternate workplace. This equipment remains the property of the State and the department retains the responsibility for the inventory and maintenance of

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state-owned property following State laws and procedures. Employees are not authorized to use state-owned equipment for personal use.

6. Issues relating to connectivity of state-owned equipment and security of information are subject to required standards of the Office of Information Technology. **All systems MUST be password protected.**
7. If a piece of equipment that is vital to work performance breaks, needs repairs or otherwise becomes inoperable, the teleworker may be asked to report to the conventional office until the equipment is fully functioning or replaced.
8. Transfer of state-owned equipment to and from the office and telework site is the responsibility of the teleworker.
9. The employee's telework site is subject to department audits and security reviews as appropriate.
10. The employee and their supervisor will complete and sign the **Telework Property Removal Form** (Attachment #6) prior to the commencement of telework.
  - a. The teleworker's supervisor will use the Telework Property Removal Form to maintain an inventory of state-owned equipment at the employee's telework site. The Telework Property Removal Form should be updated each time the employee is issued new equipment or returns old equipment.
11. All state-owned equipment remains the sole property of the agency and upon the separation of the employee, must be returned to DHS by the employee. If equipment is not returned and/or damaged, the employee may be subject to financial assessments and/or legal action.

### **SECTION K: USE OF EMPLOYEE-OWNED EQUIPMENT**

1. Teleworkers may use their own equipment (e.g., fax machine, printer, copier, etc.) provided that no cost is incurred by DHS. All expenses (e.g., maintenance, repair, insurance, etc.) are the responsibility of the employee.
2. DHS does not assume liability for loss, damage, or wear of employee-owned equipment.
3. If a teleworker uses their personal computer, DHS files must be kept on a separate Office of Information Technology provided disc or jump drive. All discs or jump drives must be password protected.
4. Software which is not appropriately owned by or licensed to DHS, or the teleworking employee may not be run if DHS data resides on the computer or if the computer accesses a DHS network.

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5. All DHS information must be properly secured. The teleworking employee and their supervisor should consult with the Office of Information Technology to establish and implement an appropriate information security protocol.
6. If a piece of equipment that is vital to work performance breaks, needs repairs or otherwise becomes inoperable, the teleworker may be asked to report to the conventional office until the equipment is fully functioning and usable.

### **SECTION L: WORKPLACE SAFETY AND LIABILITY**

1. Teleworkers are expected to perform their duties and responsibilities at the telework site at the same level, as if they were in the conventional office and work for the entire period scheduled.
2. Teleworkers must keep their alternate workplace free from hazards, as well as avoid distractions and obligations that will impede a productive workday.
3. The teleworker's designated workspace must meet the Occupational Safety and Health Administration (OSHA) rules for the workplace including smoke detectors, working fire extinguisher, unobstructed exits, removal of hazards that could cause falls, adequate electrical circuitry, and appropriate furniture.
4. The employee must verify their telework site is safe and suitable by completing the **Telework Workspace Self-Certification** (Attachment #3). If it is not, telework may be denied.
5. DHS reserves the right to inspect the telework site to ensure safety compliance and adherence with the telework program requirements regarding space and furnishings.
6. DHS assumes no liability for any injuries to teleworker's family members, visitors, or others at the employee's alternate workplace. Teleworkers may not have business guests at the alternate workplace or any other location except DHS offices. Use of the telework site for work-related meetings is prohibited. Teleworkers are encouraged to utilize teleconferencing via MS Teams if a work-related meeting becomes necessary.
7. DHS is not responsible for any loss or damage to the teleworker's personal property, or any structures attached thereto. This includes, but is not limited to, any personal property owned by the teleworker or any of the teleworker's family members; or property of others in the care, custody, or control of the teleworker or any of the teleworker's family members.
8. The teleworker is responsible for contacting their agent or tax consultant and consulting local ordinance, restrictive covenants, and applicable neighborhood association guidelines for information regarding home workplaces.

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9. Individual tax implications, auto insurance, homeowner's insurance, and utility costs are the responsibility of the teleworker.

### **SECTION M: WORKERS' COMPENSATION**

1. The employee's alternate workplace is considered an extension of their DHS workspace. When the employee is performing official duties in the designated work area of the telework site during their designated work hours, they may be covered by Workers' Compensation. Please note, attending to personal comfort needs is not considered performing official duties.
2. For purposes of Workers' Compensation coverage, the teleworker's "designated work hours" are the hours specified by the employee on their **Telework Agreement** (Attachment #5) and the "designated telework site" is the area specified by the employee on their **Telework Workspace Self-Certification** (Attachment #3). Employees and supervisors must take care to describe workspace and work hours on the appropriate forms to avoid confusion over Workers' Compensation coverage.
3. DHS assumes no liability for injuries occurring at the teleworker's alternate workplace outside of the agreed-upon work hours and/or outside of the agreed-upon designated workspace. The teleworker must report on-the-job injuries to their supervisor, as soon as possible after the accident/injury occurs. Also submit supporting medical documentation of the accident/injury to their supervisor and/or Human Resources as soon as such documentation becomes available.
4. If necessary, teleworkers shall permit the appropriate DHS representative to access the telework site to investigate an injury report.

### **SECTION N: DEPENDENT CARE**

1. DHS offers telework with the understanding that it is the employee's responsibility to ensure that a proper work environment is maintained. The employee and their family must understand that the designated workspace is an area set aside for the employee to work. Family responsibilities must not interfere (to the extent controllable) with work time.
2. Telework is not a substitute for dependent care. Employees must continue to arrange dependent care, to the same extent as if they were in the conventional office.

### **SECTION O: CONFIDENTIALITY AND INFORMATION SECURITY**

Security of confidential information is of primary concern and importance. Teleworkers, like all State employees, are expected to adhere to all applicable laws, rules,

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regulations, policies, and procedures regarding information security. All data assets (e.g., equipment, software, and confidential information) used, while teleworking is subject to these security policies.

Divisions/offices allowing employees to access records subject to the Privacy Act from an alternate workplace must maintain appropriate administrative, technical, and physical safeguards to ensure the security and confidentiality of such records. Security and confidentiality protection measures shall be discussed between the employee and their supervisor.

To help ensure confidentiality and information security, the teleworker will:

1. Be responsible for maintaining confidentiality and security at the alternate workplace, as the teleworker would at the conventional office. The teleworker must protect the security and integrity of data, information, paper files, and access to agency computer systems. DHS internet and technology use policies apply to telework, as they would in the conventional office.
2. Safeguard confidential information maintained in files, on computers, on DHS Office of Information Technology approved jump drives, etc. When the hard drive of an alternate workplace computer is inoperable, arrangements must be made to remove sensitive information from the hard drive prior to the computer being serviced. This procedure must be followed regardless of whether the computer is owned by the employee or DHS.
3. Ensure software is virus inspected and each laptop or PC used by the teleworker has virus protection software installed.
4. Return all materials (e.g., paper documents, jump drives, etc.) containing confidential information to the conventional office for proper handling or disposal.
5. Adhere to copyright law by not copying or sharing any state-owned software utilized by teleworkers.
6. Back up critical information, as necessary to assure the information can be recovered, if the primary source is damaged or destroyed.
7. Ensure that confidential information is not disclosed to an unauthorized source.
8. Immediately notify your supervisor, Office of Information Technology, and the Agency Telework Coordinator of any suspected or actual security violation.
9. Understand that adherence to the above is an essential requirement of the Telework Program. Failure to comply with these provisions may be cause for termination of telework and/or corrective or disciplinary action.

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10. All external drives, jump drives, and laptops are to be password protected.

For additional information or assistance regarding telework, please contact the Agency Telework Coordinator at [dhs.teleworkcoordinator@dhs.ga.gov](mailto:dhs.teleworkcoordinator@dhs.ga.gov).