



- Mandatory
- Informational
- Best Practice
- Other

## TECHNICAL ASSISTANCE

**Date:** 09/26/2024

**Contact:** [dwdhumanresources@dwd.in.gov](mailto:dwdhumanresources@dwd.in.gov)

**Program:** Indiana Department of Workforce Development (DWD)

**Subject:** DWD Technical Assistance 2021-19, Change 3  
Remote Work Arrangements

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### Purpose

The purpose of this technical assistance is to discuss DWD-specific protocol regarding remote work as well as describe how the agency operates in alignment with State Personnel Department (SPD) policy on Flexible Work Arrangements.

### Change 3 Summary

This technical assistance document has been updated to comply with the most recent changes to SPD's policy on Flexible Work Arrangements. This includes but is not limited to discussing the new PeopleSoft tile used for submitting Remote Work Agreements. This document has also been updated to include new DWD-specific remote work provisions.

### Rescissions

- DWD Technical Assistance 2021-19, Change 2 *Remote Work Arrangements*
- DWD Technical Assistance 2021-19, Change 2, Att. A *DWD Remote Work Checklist*

### References

- SPD Policy *Flexible Work Arrangements*
- SPD Policy *Hours of Work*
- DWD Policy 2021-23, Change 1 *DWD Employee Alternative Work Schedule Guidance*
- DWD Policy 2021-10, Change 2 *Safeguarding Protected Information and DWD User Accounts Management*
- DWD TA 2022-13, Change 1 *DWD Microsoft Teams User Guidance on Safeguarding Protected Information*

## Content

SPD policy allows agencies to provide full- and part-time employees with the flexibility to work remotely for up to 15 hours per week (without additional authorization from SPD). This technical assistance document focuses solely on remote work. Employees are encouraged to review DWD's alternative work schedule policy for more information about alternative work schedules.<sup>1</sup>

General eligibility and requirements for remote work arrangements are outlined in the SPD policy. All remote work requests require the completion of a Remote Work Agreement in PeopleSoft. This agreement can be found by selecting the "Remote Worker" tile on the Employee or Manager Self Service pages. These agreements must be reviewed no less than annually.

Requests for remote work are subject to the completion of feasibility and safety checklists prior to the completion of a Remote Work Agreement. Employees, their immediate supervisors, and appropriate Lead Team members can collaborate on these efforts. This includes the completion of State Form 56970 (Remote Work Feasibility Worksheet)<sup>2</sup> and the DWD Remote Work Checklist.<sup>3</sup> Managers must keep these completed forms on file. They are to be completed when an employee is requesting to work remotely and updated if an employee changes the address of their remote work location.

### ***DWD Remote Work Requirements***

DWD employees must meet the following technical requirements for remote work in addition to those outlined in SPD policy:

- The user must have a State-issued laptop.
- The user must have VPN access and be registered with Multi-Factor Authentication.
- The user must be enrolled in Password Reset.

In addition to DWD's requirements, Unemployment Insurance (UI) division employees must also meet the following technical requirements for remote work:

- Broadband internet access which supports, at a minimum, 10 MB/sec download speeds and 5 MB/sec upload speeds.<sup>4</sup> An employee's internet bandwidth must be strong enough to support the completion of their job duties in addition to any other internet usage taking place during the workday at the individual's remote work location.
- Users must be connected directly, via Ethernet connection, to their remote work site router. No Wi-Fi connections for State work can be used without prior approval from DWD IT and DWD leadership.
- UI leadership may be required to inspect anticipated telework premises prior to the approval of a remote work agreement. If an in-person inspection is not conducted, photographs of the space must be provided of the telework space. A virtual inspection is also permissible via a video call or a similar technology.

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<sup>1</sup> See DWD's *DWD Employee Alternative Work Schedule Guidance* policy for additional information.

<sup>2</sup> <https://forms.in.gov/Download.aspx?id=14619>.

<sup>3</sup> [https://www.in.gov/dwd/files/activepolicies/2021-19\\_TAC3\\_Att\\_A\\_DWD\\_Remote\\_Work\\_Checklist.docx](https://www.in.gov/dwd/files/activepolicies/2021-19_TAC3_Att_A_DWD_Remote_Work_Checklist.docx)

<sup>4</sup> DWD may conduct random speed tests via Microsoft Teams to validate that connections meet speed requirements.

## **Technology Support**

DWD IT will not troubleshoot any personal internet issues and will only support VPN connectivity and State-issued workstations. In the event of equipment failure, staff must report to a DWD office or other agreed-upon location for maintenance, repair, or replacement. Staff will contact the DWD Service Desk and their immediate supervisor if equipment fails. Work will be completed out of the agreed location until equipment issues are resolved.

## **Safeguarding Protected Information**

SPD's *Flexible Work Arrangements* policy outlines the following requirements regarding data privacy and security. Employees shall:

- Be responsible for the security of all data, documents, or information used for state business purposes at a Remote Work Site and in transit to and from the Remote Work Site.
- Apply appropriate security measures and comply with confidentiality standards for each type of information regardless of the media on which the information is contained.
- Be responsible for the security of all items furnished by the state.
- Report any malfunction in technology or lost or stolen equipment.
- Report any lost or stolen data, documents, or information on whatever media to the agency's designated official for such reports.
- Ensure all software and hardware meet Indiana Office of Technology (IOT) standards for access to state backbone, including use of VPN (virtual private network), and that all security procedures and virus/malware protection updates are performed regularly.

In addition to these requirements, employees must abide by DWD's data protection policies. DWD Policy 2021-10, Change 2 *Safeguarding Protected Information and DWD User Accounts Management* states the guidelines and requirements for the appropriate access, use, storage, and disposal of confidential or privileged information, including sensitive and non-sensitive Personally Identifiable Information. DWD TA 2022-13, Change 1 *DWD Microsoft Teams User Guidance on Safeguarding Protected Information* specifically covers appropriate use of the Microsoft Teams application to securely communicate, collaborate, and share information.

Whether employees are working at a DWD-managed property or at a remote work location, it is vital that they fulfill the aforementioned requirements and abide by the agency's data privacy guidance.

## **Travel**

Employees who are approved full-time remote workers but who need to travel to a DWD office may be eligible for mileage reimbursement. Consistent with the State's travel policy, DWD does not reimburse employee travel to their workstation. If, however, the employee's workstation is their home, an employee may be entitled to mileage reimbursement. Employees are encouraged to review the State Travel Policy for more information.<sup>5</sup>

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<sup>5</sup> <https://www.in.gov/idoa/state-purchasing/travel-services/>.

## **Attachments**

**Attachment A:** DWD Remote Work Checklist Link

## **Additional Information**

Questions regarding this publication should be directed to [dwdhumanresources@dwd.in.gov](mailto:dwdhumanresources@dwd.in.gov).

**Attachment A**  
**DWD Remote Work Checklist Link**

The DWD Remote Work Checklist can be accessed through [this link to the DWD policy website.](#)