



# HR QUICK REFERENCE GUIDE: TELEWORK

## BACKGROUND

*Audience: NAVWAR/PEO Civilian Employees and Supervisors  
Issued: March 2020*

NAVWAR is dedicated to promoting the availability and utilization of telework to the greatest extent possible and consistent with mission capability and readiness. Telework is a voluntary work arrangement enabling employees to perform their assigned official duties and other authorized activities during their regular paid hours at an approved alternative worksite on a regular and recurring or a situational basis. NAVWAR values its team members and is committed to providing a work environment that promotes workforce efficiency, emergency preparedness, and quality of life. The telework program enables team members the ability to sustain continuity of operations in support of the NAVWAR mission – to identify, develop, deliver and sustain information warfighting capabilities in support of foreign and domestic military operations.

## TELEWORK TYPES

### Regular

An approved work arrangement, whereby eligible employees work at an alternative worksite as part of an ongoing, regular, and recurring schedule, typically on an approved day or days during a biweekly pay period.

### Situational

Telework that is approved on a case-by-case basis, where the hours worked were not part of a previously approved ongoing and regular telework schedule, such as telework as a result of inclement weather, medical appointment, special work assignments, or to accommodate special circumstances.

### Unscheduled

Telework where an employee on an approved telework agreement performs assigned official duties at home or another approved worksite when Government offices are closed due to an emergency event, or open, but severe weather conditions or other circumstances disrupt commuting and compromise employee safety. Note, that per the United States Office of Personnel Management's (OPM's) Government-wide Dismissal and Closure Procedures, employees who are telework program participants will not receive weather and safety leave during such emergencies (previously Administrative Leave), since they are not usually prevented from performing work at an approved location due to a weather or other safety-related emergency, unless unexpected weather or safety concerns make it impossible to retrieve needed equipment or to work at the telework site.

## ELIGIBILITY

Most employees will be designated telework eligible, with the following exceptions:

- Employees in positions that require, on a daily basis, direct handling of classified materials.
- Employees in positions that require, on a daily basis, an on-site activity or face-to-face personal contact that cannot be handled remotely or at an alternate workplace.
- Employees whose performance or conduct warrants more close supervisory direction as documented by the supervisor, whose rating of record is below fully successful, whose conduct has resulted in disciplinary action within the past 12 months, or who have unresolved security or administrative issues.
- Employees who have been disciplined for being absent without permission for more than 5 days in any calendar year, and employees who have been officially disciplined for violations of subpart G of the Standards of Ethical Conduct of the Executive Branch for viewing, downloading, or exchanging pornography, including child pornography, on a Federal Government computer or while performing Federal Government duties are prohibited from telework.

## REQUIREMENTS

### Alternative worksite

- Must be no farther away than the current normal daily commute distance to the traditional worksite or 65 miles, whichever is greater.
- Must meet safety requirements and comply with IT requirements.



- May not be used for dependent care.
- May not involve U.S. classified documents or Foreign Government (FG) classified or unclassified information (in any media format). Such information may not be prepared or discussed at the alternative work site.

## TELEWORK ETIQUETTE AND BEST PRACTICES

### Alternative worksite

- Actively engage supervisor and customers to ensure seamless continuity of operations and support.
- Telework should be transparent to internal and external customers.
- Forward telephone OR know how to check messages remotely.
- Check voicemail often and return calls.
- Check email frequently.
- Inform team members and customers of telework schedule.
- Record the appropriate time codes for each telework session (e.g., TS, TW).
- Ask supervisor and teammates periodically if telework situation is working for them.
- Review telework agreements during interim and final performance reviews.
- Only telework from approved location.
- Do not discuss classified information at or take classified information to the telework worksite.
- Contact supervisor if something changes in the telework environment that prevents accomplishment of tasks.

## PROCEDURES

### Supervisors

- Determine eligibility - both the position (determined with HR guidance and annotated in DCPDS) and the person/employee (entered in MyBiz).
- Determine suitability - telework requires self-discipline and is not for everyone.
- Complete mandatory training (Telework Training for DON Supervisors (481682)) prior to initiating a telework request in TWMS.

- Discuss with employee office procedures; safety, technology and equipment requirements; and performance expectations.
- Ensure employee is provided necessary equipment and office supplies for the use of government furnished equipment (GFE).
- Review telework agreement during performance reviews to ensure it has not expired and is accurate.
- Ensure appropriate time codes are entered in N-ERP for every telework session:
  - TW – Telework Regular
  - TS – Telework Situational/ad hoc

### Employees

- Complete mandatory training (Telework Training for DON Employees (492528)) prior to initiating a telework request in TWMS.
- Complete and stay current with required DoD Information Awareness and PII training.
- Complete and submit the DoD Telework Agreement (DD Form 2946) to supervisor for approval/disapproval via TWMS (interim paper copy may be submitted if necessary, with follow-up input to TWMS). All required fields must be completed.
- Renew agreement every two years with a new DD Form 2946; a change in position or supervision prior to end of the two-year period requires new DD Form 2946.
- Ensure appropriate time codes are entered in N-ERP for every telework session:
  - TW – Telework Regular
  - TS – Telework Situational/ad hoc, to include medical.

### RESOURCES

Information on teleworking is available by contacting your servicing HRO representative.

**Telework Program POC:** Karina Gonzalez  
(619) 221-7345

### REFERENCES

SECNAVINST 12271.1

SPAWARINST 12610.1B

OPM Government-wide Dismissal and Closure

### NAVWAR TELEWORK WIKI

<https://wiki.spawar.navy.mil/confluence/display/HQ/NAVWAR+TELEWORK+PROGRAM#Informationonthespage-Welcome>

## FREQUENTLY ASKED QUESTIONS (FAQs)

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- 1) **Q. How do I, as a supervisor, pull a report of my workforce to see who has an agreement in place and who does not?**

A. Supervisors, Managers and Admin Support Professionals with TWMS accounts can use standard telework reports available via the Report Services tab (left side menu) then go to the Alpha/On-Board/Recall/Muster tab to see the telework eligibility report, telework ineligibility report and the telework information report links. See wiki for step-by-step directions.
- 2) **Q. My employee reports that when he attempts to submit his agreement via TWMS, he receives an error code stating he is not eligible to telework. What should I do?**

A. Employees should check with their supervisor to ensure the eligibility codes have been updated and saved accurately in MyBiz. Also, the employee should make sure they have taken the most recent version of telework training in TWMS.
- 3) **Q. What is the difference between the N-ERP codes for telework?**

A. TW – Telework Regular (established days during the pay period from 1 day up to 8 days per pay period), and  
TS – Telework Situational/ad hoc (non-routine, as needed based upon project or inclement weather/safety)
- 4) **Q. If Federal offices are closed due to inclement weather or some other emergency, are teleworkers excused from work as well?**

A. Generally speaking, no. Weather and safety leave (previously known as administrative leave or excused absence) may not be provided to a telework program participant who is not prevented from working safely at an approved telework site.
- 5) **Q. If the manager denies an employee's telework request, can the employee appeal that decision?**

A. Yes. A manager's decision to deny a request to telework should be based on sound business management principles and not for personal reasons. As a general rule, a manager's denial of a telework request should follow some basic principles: Be in writing; provide an explanation; be timely; follow agency policies and procedures for denial/termination of telework requests; and include any appeals/grievance procedures available to the employee. Please contact Katie Emery or 8.0.3. Office for guidance.
- 6) **Q. Can a manager terminate a telework agreement?**

A. Yes. The Telework Enhancement Act allows for termination of a telework agreement if an employee does not comply with the terms of the written agreement and/or if the performance of the employee falls below a certain standard. Telework denial or termination decisions should be based on the operational needs of the organization and/or performance.

The information presented in this Quick Reference Guide is intended to provide a general overview of telework policies. Additional information and training resources are available through the civilian human resources point of contact on page 2.