

Texas Department of Motor Vehicles

Teleworking Plan and Policy

This plan and policy describes the use of teleworking at the Texas Department of Motor Vehicles (department). The department utilizes teleworking to help address the lack of office space and save the state money on buildings and rent costs, while enhancing the department's ability to fulfill its mission by attracting high quality employees who value the flexibility afforded by teleworking.

Overview

The Texas Department of Motor Vehicles employs over 800 employees statewide that carry out broad-ranging motor vehicle programs including vehicle registration and titling; vehicle dealer regulation; bus and carrier credentialing for intra-state and interstate commerce; oversized and overweight permit issuance; grants to law enforcement agencies to reduce vehicle burglaries and thefts; and a customer service call center. While the department serves customers directly at a network of Regional Service Centers located throughout the state, many of the department's programs are carried out at the department's headquarters in Austin, Texas. The department's growth has at times exceeded its parking or office space; telework provides a way to reduce pressure on those resources. Telework is not a new practice at the department: the Motor Carrier Division has successfully allowed teleworking by several of its permit specialists since 2012. Telework allows the department to attract and retain highly qualified employees who value the efficiency of not commuting daily and may live in communities outside of Austin.

Job Position Eligibility Criteria

For each position for which teleworking will be allowed, the division will review the position and its essential job functions to determine whether an employee may satisfactorily perform the job while teleworking full-time or on a hybrid teleworking schedule. Criteria used to make this determination includes whether the essential functions of the position:

- Are primarily performed on a computer and/or telephone and do not require face-to-face interactions with customers; and
- Require the employee's physical presence at an onsite work location to handle physical materials, such as sorting or delivering mail, or installing IT hardware.

Positions that require a physical presence at a department onsite work location for only a portion of the job duties may be eligible for a hybrid schedule of teleworking where employees rotate job duties requiring in-person work.

Employee Eligibility Criteria

For job positions eligible to telework, employees must demonstrate:

- The ability to work well with minimal supervision;
- The ability to establish priorities and manage their time;
- A full understanding of their job duties;

- The ability to meet performance standards;
- Access to a secure, dedicated workspace with reliable broadband internet service; and
- A personal phone to allow communication during designated work hours while teleworking.

Teleworking Agreement

To receive approval to telework, an employee must first submit a completed Form 1883 to their supervisor for consideration. The supervisor will recommend approval or disapproval of the request on Form 1883 and submit through their division chain of command for consideration. All requests, whether approved or disapproved, are returned to the supervisor to discuss the decision with the requesting employee. New employees that will be teleworking prior to reporting to their onsite work location must complete Form 1883 on the first day of employment. An employee may not telework without an approved teleworking agreement. All teleworking agreements must be renewed annually.

Telework Training

Teleworking employees and all levels of their supervisory chain are required to complete telework training every two years.

- New employees who will telework before reporting to their onsite work location must complete the training on their first day of employment.
- Newly onboarded or promoted supervisors must complete the training immediately.
- Supervisors of teleworking employees must complete telework training prior to the employee starting telework.

Department Teleworking Responsibilities

Employee Responsibilities

Submit a completed Teleworking Agreement (Form 1883) to their supervisor for consideration.

If approved for teleworking, employees must:

- Ensure safekeeping of department documents and information;
- Maintain a safe and secure workspace free from hazards and other dangers to the employee or department equipment; and
- Meet performance standards.

Supervisor Responsibilities

Determine if teleworking is a viable option for the employee given the employee's job duties and department needs.

Review the employee's Form 1883; recommend approval or disapproval of the request on the form; and forward the form to the employee's chain of command for review and completion.

Provide a copy of the final approved or disapproved Form 1883 to the employee and discuss management's decision with the employee.

If an employee is approved for teleworking:

- Manage the employee's performance; evaluate employees annually, to determine if the employee's productivity consistently meets performance standards; and
- Monitor the employee's compliance with department policies and procedures.

Division Director Responsibilities

Determine and regularly re-evaluate whether teleworking is a viable option for the employee given the employee's job duties, performance, and the department needs.

Review the employee's Form 1883, complete the form with approval or disapproval of the request, return to supervisor and submit the original form to Human Resources.

Employee Performance Standards

All teleworking employees are expected to meet the same performance standards as employees working in the department's on-site work locations based on performance expectations, evaluations, key performance indicators and other performance metrics. Employees who are unable to meet performance standards or engage in misconduct may be subject to immediate termination of their teleworking agreement without notice. Teleworking employees and non-teleworking employees are subject to the same disciplinary rules related to both work performance and behavior. Teleworking employees must observe dress codes in virtual meetings as required by division management. Employees who are teleworking may not conduct in-person department business at their teleworking location.

Work Schedules

Employees must designate the days and hours of the week the employee will be teleworking (off-site) and the days and hours to be worked at the office (onsite) on Form 1883. Work schedules for teleworking employees may be either standard or non-standard work hours. Non-standard work schedules may be requested by an employee using Employee Work Schedule (Form 2298) and approved by their supervisor.

An employee must be fully available during their designated work hours while teleworking.

While teleworking an employee must follow established procedures for requesting and obtaining supervisory approval for any leave and must follow all leave policies as referenced in the TxDMV Human Resources Manual, Chapter 6-Compensation and Salary Administration, Section 8-Compensation for Overtime and Chapter 8-Leave. Employees may not accumulate compensatory time for work performed at the employee's personal residence or off-site work location without prior approval by their supervisor.

Work Location

An approved Form 1883 authorizes, on behalf of the Executive Director, the employee's personal residence as their regular or temporary assigned place of employment. A teleworking

employee's regular or temporary place of employment must be in Texas unless otherwise approved by the Executive Director.

If an employee requests to work full- or part-time away from their approved off-site location, the employee must obtain permission from their supervisor in advance. If the approved location is out-of-state, the employee must also inform IT Security Management in advance.

A teleworking employee must provide adequate off-site workspace and environment in which to work. This includes arranging for dependent care and controlling personal disruptions such as non-business telephone calls and visitors. Children or other dependents must be independent enough to allow the teleworking employee to work without interruption or they must be under the care of another adult while the employee is working from their personal residence or off-site work location.

If an employee suffers a work-related injury while teleworking, workers' compensation laws and rules apply. Employees should refer to the Workers' Compensation section of the Human Resource Manual and to the Safety and Risk Management Program Manual for information and procedures regarding injuries incurred by employees in the course and scope of employment while teleworking.

A teleworking agreement does not prevent the department from directing an employee to report to their regular assigned or other onsite work location on a scheduled telework day(s) when in-person attendance is deemed necessary for meetings, events, or other business needs.

Physical and Information Security Controls at Teleworking Sites

Consistent with expectations for employees working at the office, a teleworking employee must ensure the protection of sensitive and confidential information at their off-site work location. Employees should refer to the confidentiality requirements in the Human Resource Manual and the Information Technology Security Policy regarding handling sensitive, personal, and confidential information. Employees are required to:

- Log in and maintain connection with the department VPN while teleworking;
- Maintain their designated workspace in a safe and secure condition;
- Arrange teleworking space such that confidential information is not visible to others;
- Always lock their screen when away from their computer during telework hours;
- Stay current on all required IT security training; and
- Take the department's required teleworking training course every two years.

Equipment and Technology

The department will not be responsible for operating costs, furnishings, home maintenance, personal telephone lines, required and reliable internet service or any other incidental costs associated with the use of a personal residence or other off-site work location as an employee's place of employment while teleworking. Equipment purchased by the department for use by an employee remains the property of the department.

According to the Information Security Policy, a teleworking employee may not use their personal electronic devices for department-related work but may use their personal electronic devices to access department web-based applications including OWA Microsoft Online, SharePoint and

Teams. The department does not assume liability for loss, damage, wear, or repair of employee-owned equipment.

All equipment must be accounted for in accordance with the department's asset management policies and procedures. Employees are responsible for the proper operation and shall be liable for any damage or loss caused by the employee's negligence, intentional act, or failure to exercise reasonable care of department property.

An employee will return department issued computers for maintenance when necessary or when instructed by management.

To perform job duties, the department will:

- Issue a department computer, equipment and software; and
- Provide maintenance, repair and replacement as necessary.

An employee must report equipment failures to their supervisor immediately. The employee must attempt to obtain immediate repair or replacement of such equipment. If there is a delay in repairing the equipment, the employee may be required to report onsite, be assigned other work, assigned a temporary work location or be notified that the teleworking agreement is temporarily suspended.

Circumstances affecting the employee's ability to perform work at their teleworking location should be reported promptly to their immediate supervisor. In such situations, the employee may be required to report to work onsite or request the supervisor's approval to take appropriate leave.

Visits to Off-Site Work Location

By participating in teleworking, an employee consents to management or other representatives of the department to visit teleworking off-site locations, for department related business reasons, to evaluate the worksite and to maintain, repair, inspect or retrieve department owned equipment, software, data, and/or supplies.

Work Supplies

A teleworking employee should obtain needed work supplies from their onsite work location or by mail, as appropriate. An employee will not be reimbursed for materials and supplies purchased without prior approval.

Discontinuing Teleworking

A supervisor or division director may discontinue an employee's participation in teleworking at any time.

An employee may request to discontinue teleworking by providing written notice to their supervisor.

Prior to discontinuing teleworking, the employee must return all department property in the employee's possession or control. Failure to return state property to the department upon

request may result in a criminal referral to law enforcement, referral to the Office of Attorney General for collections and suit for conversion and other remedies under the law.

To discontinue participation in the teleworking program:

Supervisor Responsibilities

- Complete the Discontinue Teleworking section of Form 1883;
- Submit the completed Form 1883 to the division director for approval;
- Provide a copy of the final approved Form 1883 to the employee and discusses management's decision with the employee;
- Provide a copy of the completed Form 1883 to the employee and Human Resources for filing in the employee's main personnel file; and
- Provide the employee available workspace onsite upon return.

Employee Responsibilities

- Return to the designated onsite work location; and
- Transfer to the onsite work location all equipment, reference materials, memoranda, reports, records, supplies and any other department property from the off-site work location.

The department will not be held responsible for costs, damages or losses associated with an employee's discontinuance of the telework program.