



<b>Policy Title:</b>	Alternative Workplace Solutions		
<b>Doc Ref Number:</b>	DTI-0090		
<b>Policy Type:</b>	Internal Only		
<b>Synopsis:</b>	To establish the governing criteria and regulations over employees working alternative schedules and/or work locations.		
<b>Authority:</b>	A Department of Technology and Information is established to replace the Office of Information Services within the Executive Department, and shall have the powers, duties and functions vested in the Department by this chapter. (73 Del. Laws, c. 86, § 1; 74 Del. Laws, c. 128, § 11.)		
<b>Applicability:</b>	All organizational elements of the Department of Technology and Information, including but not limited to:  - DTI Employees		
<b>Effective Date:</b>	July 1, 2020	<b>Expiration Date:</b>	None
<b>POC for Changes:</b>	Chief of Administration		

**Policy**

Alternative Workplace Solutions (AWS) is a cultural and physical transformation that uses non-traditional workspaces to promote efficiency and flexibility across state government. AWS reduces square footage needs across state-owned, managed and leased facilities by creating policies and workspaces that allow employees flexibility in their work style. AWS also increases workforce productivity by providing flexible schedules and workspace options, allowing eligible employees to work how they work best, for the job they are currently doing.

The purpose of this policy is to outline the types of Alternative Workplace Solutions (AWS) arrangements available to DTI employees as well as the requirements for each arrangement. AWS arrangements utilize mobile technologies, flexible work schedules and multi-user workstations to maximize efficiency of work processes while reducing costs associated with office space. This policy is designed to provide the structure needed for effective implementation and operation of work mobility; Divisions are responsible for ensuring compliance with the provisions of this policy. This policy rescinds and replaces DTI-0073 (Alternative Work) and DTI-0057.08 (Teleworking). It should be noted that not all employees will be eligible for participation in AWS and many employees will continue to report to work at the regular work hours of 8:00 am to 4:30 pm and/or to their regularly assigned physical building. This policy addresses four (4) specific AWS arrangements:

1. Flexible/Compressed Work Schedules
2. Work from Home
3. Mobile Work
4. Free Address

**Flexible/Compressed Work Schedules**

A **flexible work schedule** is an alternative to the traditional 8:00 am to 4:30 pm 37.5-hour work schedule. This AWS arrangement allows employees to vary their arrival and/or departure times.



A **compressed work schedule** is an alternative schedule for working that reduces a standard five-day workweek to fewer number of days. Employees accomplish the full number of required weekly 37.5 hours by working longer days. This AWS arrangement provides employees the opportunity to work flexible hours/longer days for part of the week in exchange for one day off each week or pay period.

### **Work from Home**

This AWS arrangement provides employees the opportunity to work at a place other than his or her regularly assigned office location, such as the employee's residence or an alternate location approved by the employee's supervisor/manager. An employee using this arrangement will work from his or her residence, or other approved alternate location, with a schedule mutually agreed upon by the supervisor and the employee. If a mutually agreed schedule cannot be reached, the supervisor will have the final decision. If a business need arises, an employee may be required to report to the office, even if scheduled to work from his or her residence or other approved location. On the days the employee is not scheduled to work from home, the employee will report to his or her regularly assigned office location. For employees utilizing this arrangement, their residence (or other approved alternate location) will be their official designated reporting station for the days he or she works out of the office. Employees will not hold in-person business visits or meetings with co-workers, customers or the public at a home work location. In some cases, the employee's official workstation will remain as designated by the department, as employees may be required to report to this office location as requested by management for meetings, etc.

Any injuries that occur while working from home should be reported to the employee's supervisor and Human Resources. If an employee needs a reasonable accommodation, the employee will need to discuss the requested accommodation with their manager and Human Resources. An employee who was already receiving a reasonable accommodation prior to changing from their on-site work location to an alternate work location may be entitled to an additional or modified reasonable accommodation, if it does not cause the employer undue hardship.

### **Mobile Work**

This AWS arrangement provides flexibility of schedules for employees whose responsibilities require them to be away from the office for much or all of the regular workday due to the need to deliver IT services to enterprise agencies. Mobile workers may not be assigned a permanent office, but instead utilize the Free Address option when reporting to their regularly assigned office location.

### **Free Address**

This AWS arrangement may be suitable for an employee whose primary place to conduct State business is in a regularly assigned building, but who frequently collaborates with different groups and/or engages in a variety of different projects. This arrangement is also suitable for Mobile Work and Work from Home employees when they are physically present in the office. This option includes an arrangement whereby employees utilize unassigned, non-permanent workstations on an as needed basis. Employees using this arrangement will be required to reserve the workspace in advance by contacting their team administrative assistant.

### **Factors to consider when designating a position as suitable for an AWS arrangement**

Divisions shall consider AWS for all possible job functions/roles which would lead to efficiencies and effectiveness in daily operations. However, not all job functions/roles may be appropriate for AWS arrangements. Each Division shall identify job functions/roles eligible for AWS and should consider the following factors when determining which positions may be eligible for AWS arrangements:



1. Nature of work performed by positions considered for AWS arrangements;
2. Efficiency of work processes;
3. Impact on ability to provide quality customer service;
4. Utilization of office space;
5. Utilization of technology and environmental impacts;
6. Effectiveness of project teams;
7. Impact on department travel expenses; and
8. Impact on employee quality of life.

### **Eligibility of employees for an AWS arrangement**

Employees must be employed by DTI for at least 90 days before becoming eligible to participate in AWS. All employees in job functions/roles designated by the department as eligible shall be qualified to participate in AWS and all eligible employees are authorized to participate to the fullest extent possible without diminished individual or organizational performance. An employee must demonstrate the ability to work independently, with minimal supervision; demonstrate good time-management skills; and is self-motivated.

An employee may not be eligible to participate in AWS (*pursuant to department discretion*) if:

1. He/she is subject to official discipline for performance or conduct, including suspension, demotion, or recommendation for termination;
2. He/she has documented violation of the Respectful Workplace and Anti-Discrimination policy;
3. He/she has been placed on a Performance Improvement Plan;
4. He/she has violated the terms of the AWS agreement;
5. His/her position involves the direct handling of secure material (daily or on a frequent basis) which the department determines is inappropriate for AWS. This may include materials for which the department maintains a written policy restricting access or use of the material or for which appropriate mitigating IT security measures do not exist;
6. His/her position requires daily, or on a defined consistent basis, onsite work activities that cannot be handled remotely or at an alternative worksite; or
7. He/she has received a performance review rating that is less than a "Successful Performer" or a "Meets Expectation" in the last twelve months.

**The department may waive some or all of these restrictions in the event of unforeseen circumstances, such as a declared state of emergency, to support DTI's operational needs in the delivery of IT services to enterprise agencies.**

### **Supervisor's responsibilities when utilizing an AWS arrangement**

Supervisors of employees utilizing AWS arrangements have certain responsibilities which include, but are not limited to, the following:

1. Setting forth appropriate measures to protect confidential information;
2. Ensuring that customer service is not adversely affected by the AWS;
3. Clearly defining and setting forth the AWS employee's responsibilities;
4. Maintaining effective communications with AWS employees;
5. Ensuring this is not a hardship or burden placed on other employees (additional work, etc.);
6. Maintaining responsibility and accountability for treating all AWS and non-AWS employees similarly in acts involving managerial discretion, including but not limited to: distribution of assignments among employees in the work unit, use of appropriate tracking and communication tools, performance management, both informal and formal feedback,



- performance coaching, learning and development, reassignment, promotions, retention, and discipline;
7. Providing advance notice, if practicable, to AWS employees regarding requests to report to the regularly assigned office location (notice is not required and does not absolve an employee's responsibility to be physically present upon request); and
  8. Annually signing the employee's AWS acknowledgement form; except if the request is for a shorter period which has to be a minimum of 90 days.

### **Employee's responsibilities when utilizing an AWS arrangement**

Employees utilizing an AWS arrangement have certain responsibilities depending on which arrangement is utilized, including but not limited to the following:

1. Maintaining established performance standards;
2. Ensuring that the alternative worksite is appropriate and provides the work environment, connectivity, technology, resource access, and security authority consistent with the work in which the employee is engaged;
3. Procuring and maintaining internet services appropriate to the work effort at their own expense;
4. Maintaining flexibility and responsiveness to the needs of the supervisor, work team and department (communication and collaboration);
5. Reporting to the regularly assigned work office location, pursuant to department needs, for all or part of the workday during which they would otherwise be engaged in an AWS arrangement;
6. Documenting AWS work time in accordance with established DTI time and attendance policies;
7. Complying with Merit and DTI rules and practices as applicable pertaining to requesting and obtaining approval for leave, overtime, or any changes to the employee's work schedule;
8. Maintaining effective communication with supervisors and other employees with whom communication is essential for successfully implementing the arrangement;
9. Being considerate of employees sharing workspace, and maintaining a clean workspace at all times;
10. Properly maintaining and protecting confidential information, and following data security procedures at all times;
11. Using a shared workspace only so long as needed;
12. Maintaining a high level of customer service; and
13. Annually signing the employee's AWS acknowledgement form; except if the request is for a shorter period.
14. Upon termination of employment with DTI, the employee must immediately disable and remove any software or hardware that DTI provided. Employees are responsible for returning all equipment to their supervisor.

Flexible/Compressed Work Schedule arrangements are available to the extent they do not adversely affect customer service and/or operations at DTI. Starting and end times must be between the hours of 7:00 a.m. and 6:00 p.m. Meal breaks may not be scheduled for the start or end of the employee's scheduled workday and must be taken after the first 2 hours of work and before the last 2 hours of work for employees working a consecutive 7.5 hours or more.

When a paid holiday falls on an employee's regularly scheduled day off, the employee will be given another regular scheduled workday (7.5 hours) off during that pay period. Employees are responsible for making up the difference in hours by flexing their work schedules or using appropriate leave.



Also, if employees use a Floating Holiday (7.5 hours) while on a compressed schedule, they are responsible for making up the difference in hours by flexing their work schedules or using appropriate leave

1. Account for the additional time required through use of annual leave or compensatory time to complete 75 hours in a pay period.
2. Complete the required hours by working additional time within the same workweek, if pre-approved by manager.

Time off due to declared Severe Weather Conditions and Emergency Events will be counted as the amount of time normally worked that day. However, if a day off for a Severe Weather Conditions and Emergency Event occurs on an employee's scheduled day off, an additional day off shall not be granted.

It is important that participants understand that the alternative work schedule is not a right given to employees; rather, it is a privilege granted to employees that may be withdrawn for any reason. Approval is at management's discretion and the work schedule may be discontinued, at will, at any time at the request of either the employee or management. Employees working alternative schedules who are covered by the Fair Labor Standards Act (FLSA) may not be scheduled to work more than 40 hours in any week, except in cases of unanticipated operational need and/or a declared state of emergency.

Participation in an AWS arrangement of Work from Home is based upon an employee's job function/role as determined by the department (**refer to the Appendix on page 7 for a list of job function/roles that are not eligible to Work from Home**). If an employee's productivity decreases or other performance/conduct issues arise, the supervisor should treat the AWS employee no differently than an employee working in the regularly assigned office location. This means that coaching and counseling should take place and, if necessary, the supervisor has the authority to issue disciplinary action as appropriate.

Work from home employees are prohibited from providing dependent or adult care while working from home. This requirement may be waived by the department, in the event of a declared state of emergency or similar unforeseen event. Failure to adhere to applicable State and department rules and policies may result in withdrawal of the AWS privilege and discipline, up to and including dismissal.

Commute time from home to work and from work to home are not considered work hours and are not compensable time. An employee may be compensated for commute time if he/she is officially directed to perform work while commuting. However, an employee cannot be compensated for travel to and from his/her official duty station as a normal incident of employment.

Supervisors retain the authority to disapprove an employee's selection of a particular alternative worksite arrangement if, in the supervisor's opinion, the worksite is not business appropriate and/or fails to provide a working environment compliant with this Policy. The worksite is required to have appropriate equipment, anti-virus software, and connection to broadband internet to ensure performance standards are being met.

### **AWS Acknowledgement e-Form**

All employees and supervisors will utilize the AWS Acknowledgement Form when beginning an AWS arrangement. Employees will initiate the Form, supervisors will approve and the HR Office will process the Form. The fillable AWS form is located on the DTI intranet site; DTI Forms (Internal).



**Acceptable Use Policy and Information Technology**

AWS employee utilizing State-owned hardware, software, internet, email and other forms of State-owned communication media shall do so in a manner consistent with the State’s Acceptable Use Policy, Confidentiality (Non-Disclosure) and other State laws, rules and policies.

Employees have a responsibility to safeguard government property and are responsible for the care, security and effective utilization of such property, including computers, tablets, phones and related equipment used to perform official duties. Employees may be financially responsible for the property is if is lost, stolen, damaged or destroyed as a result of negligence or improper use.

Employees may use non-State issued property but must enable an approved firewall, virus scan and security patch.

**Clear-Desk Protocols/ Maintaining Sanitary Shared Workspace**

Employees with workspace-sharing arrangements are required to clear the workspace of all work and personal items after each use. Such practices help provide an accommodating workspace for all users, and reduce the threat of confidentiality and data security breaches.

Teams should take measures to maintain a sanitary workspace by frequently cleaning and disinfecting shared telephones and other high touch surfaces and equipment with multiple users. Disinfecting the area on a daily basis will reduce the spread of contagions and promote the overall health of the workforce.

Questions regarding this policy should be directed to the department’s Human Resources Office.

**DEFINITIONS**

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No definitions applicable.

**DEVELOPMENT AND REVISION HISTORY**

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Initial version established

**APPROVAL SIGNATURE BLOCK**

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<b>On File</b> James Collins	
<b>Name &amp; Title:</b> Cabinet Secretary – State Chief Information Officer	<b>Date:</b> July 1, 2020



STATE OF DELAWARE  
DEPARTMENT OF TECHNOLOGY AND INFORMATION  
801 SILVER LAKE BLVD.  
DOVER, DELAWARE 19904

## **Appendix**

### Job functions/roles that are not eligible to Work from Home

Data Center/Network Operations Center Specialist (NOC)  
Facilities Coordinator  
Inventory Control Specialist (Warehouse)  
Output Management Specialist



## Alternative Workplace Solutions Acknowledgement Form

Employee's Name: \_\_\_\_\_ Period: \_\_\_\_\_ to \_\_\_\_\_

Position: \_\_\_\_\_ Department: \_\_\_\_\_

Instructions: Please review policy DTI-0090 Alternative Workplace Solutions prior to completing this form and select the AWS arrangement(s) being requested. An employee may have more than one AWS arrangement. **Employee forwards the completed form to their supervisor for approval; once approved, supervisor forwards form to HR for processing.** The employee understands that this arrangement may be modified or canceled at any time at the request of either the employee or management.

Work from Home     
  Flex Schedule     
  Compressed Schedule

<b>WEEK 1</b>	<b>Start Time</b>	<b>End Time</b>	<b>Lunch Break</b>		<b>Work from Home Y or N</b>	<b>Total Hours</b>
			<b>From</b>	<b>To</b>		
<b>Monday</b>						
<b>Tuesday</b>						
<b>Wednesday</b>						
<b>Thursday</b>						
<b>Friday</b>						

Check if Week 2 is the same as Week 1.   
  Complete Week 2 if different than Week 1.

<b>WEEK 2</b>	<b>Start Time</b>	<b>End Time</b>	<b>Lunch Break</b>		<b>Work from Home Y or N</b>	<b>Total Hours</b>
			<b>From</b>	<b>To</b>		
<b>Monday</b>						
<b>Tuesday</b>						
<b>Wednesday</b>						
<b>Thursday</b>						
<b>Friday</b>						

I have read and understand the Alternative Workplace Solutions (AWS) Policy and agree to the duties, obligations, responsibilities and conditions described therein. I agree that, among other things, I am responsible for establishing specific work hours, furnishing and maintaining my alternate work location in a safe manner, employing appropriate security measures and protecting the State of Delaware's assets, information and systems. I may be financially responsible for any cost incurred as a result of work from home. I understand that AWS is voluntary, and I may stop at any time. I also understand approval is at management's discretion and may be discontinued, at will, at any time at the request of either the employee or management.

\_\_\_\_\_  
**Name of Employee**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Name of Supervisor**

\_\_\_\_\_  
**Date**

Approved  Not Approved



STATE OF DELAWARE  
DEPARTMENT OF TECHNOLOGY AND INFORMATION  
801 SILVER LAKE BLVD.  
DOVER, DELAWARE 19904

DTI HR Use Only							
<input type="checkbox"/>	Entered in PHRST	_____	_____	<input type="checkbox"/>	Employee Notified	_____	_____
		Initial	Date			Initial	Date



### SAMPLE OF COMPLETED FORM

Employee's Name: John Doe Period: 1/1/2020 to 12/31/2020

Position: Network Engineer Department: Network Engineering

Instructions: Please review policy DTI-0090 Alternative Workplace Solutions prior to completing this form and select the AWS arrangement(s) being requested. An employee may have more than one AWS arrangement. **Employee forwards the completed form to their supervisor for approval; once approved, supervisor forwards form to HR for processing.** The employee understands that this arrangement may be modified or canceled at any time at the request of either the employee or management.

Work from Home       Flex Schedule       Compressed Schedule

WEEK 1	Start	End	Lunch Break		Work from Home	Total Hours
	Time	Time	From	To	Y or N	
Monday	7:00	3:30	11:30	12:30	N	7.5
Tuesday	7:00	3:30	11:30	12:30	N	7.5
Wednesday	7:00	3:30	11:30	12:30	N	7.5
Thursday	7:00	3:30	11:30	12:30	N	7.5
Friday	7:00	3:30	11:30	12:30	Y	7.5

Check if Week 2 is the same as Week 1.       Complete Week 2 if different than Week 1.

WEEK 2	Start	End	Lunch Break		Work from Home	Total Hours
	Time	Time	From	To	Y or N	
Monday						
Tuesday						
Wednesday						
Thursday						
Friday						

I have read and understand the Alternative Workplace Solutions (AWS) Policy and agree to the duties, obligations, responsibilities and conditions described therein. I agree that, among other things, I am responsible for establishing specific work hours, furnishing and maintaining my alternate work location in a safe manner, employing appropriate security measures and protecting the State of Delaware's assets, information and systems. I may be financially responsible for any cost incurred as a result of work from home. I understand that AWS is voluntary, and I may stop at any time. I also understand approval is at management's discretion and may be discontinued, at will, at any time at the request of either the employee or management.

\_\_\_\_\_  
Name of Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name of Supervisor

\_\_\_\_\_  
Date

Approved  Not Approved



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DOVER, DELAWARE 19904

DTI HR Use Only							
<input type="checkbox"/>	Entered in PHRST	_____	_____	<input type="checkbox"/>	Employee Notified	_____	_____
		Initial	Date			Initial	Date