



**NATIONAL GUARD BUREAU**  
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ARNG-CSZ

23 December 2019

MEMORANDUM FOR Personnel Assigned to the ARNG Directorate and Supervisors  
SUBJECT: ARNG Directorate Telecommuting Policy #47

1. References:

- a. United States Code (U.S.C.), Public Law 111-292 (also known as the "Telework Enhancement Act of 2010).
- b. Office of Personnel Management Guide to Telework in the Federal Government, dated April 2011.
- c. Department of Defense Instruction 1035.01, Telework Guide, dated 4 April 2012.
- d. Chief National Guard Bureau Instruction 1101.01, National Guard Bureau Telework Program, dated 20 October 2017.

2. This policy constitutes the implementing instructions for administering the telework program within the ARNG Directorate for Department of the Army Civilians (DAC). Using telework in any manner is a privilege subject to the needs of the Directorate and compliance with this policy by the employee and the supervisor. Telework is not a right. Reference 1d precludes telework when handling of classified materials is required; when on a daily basis an on-site activity or face-to-face personal contacts that cannot be handled remotely is required; when employees performance or conduct warrants more close supervision (or whose DPMAP rating is below Fully Successful); or for employees with formal disciplinary action in the last 12 months (see reference 1b). The use of telework is only for employees who choose to do so. Supervisors may not compel an employee to telework, even if the duties of the position make that employee "telework eligible."

3. The term 'teleworking' refers to a work flexibility arrangement under which an employee performs the duties and responsibilities of such employee's position, and other authorized activities, from an approved alternate worksite. In practice, "telework" is a work arrangement that allows an employee to perform work, during any part of regular, paid hours at an approved alternative worksite (e.g., home, telework center).

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This definition of telework includes what is generally referred to as remote work but does not include any part of work done while on official travel or mobile work.

4. There are two types of telework; routine and situational.

a. Routine telework occurs as part of an ongoing, regular schedule.

b. Situational telework is approved on a case-by-case basis, where the hours worked were NOT part of a previously approved, ongoing and regular telework schedule. Examples of situational telework include telework as a result of inclement weather, doctor appointment, or special work assignments, and is sometimes also referred to as situational, episodic, intermittent, unscheduled, or ad-hoc telework.

c. Any employee who wishes to telework (regardless of which type) must first successfully complete an interactive telework training program and must enter into a written agreement with his/her supervisor. OPM recommends, and the ARNG Directorate requires, that supervisors and managers of teleworking employees complete telework training.

5. The references and this policy serve to implement telework as a workplace flexibility tool that assists the agency to maintain continuity of operations and reduce management costs while also improving Federal employees' ability to balance their work and life commitments.

6. The ARNG Directorate policy is that scheduled telework is for DACs and that situational telework is available and encouraged for both DACs and military personnel. Contract personnel conform to the conditions stated in the contract. The supervisor of the employee is responsible for granting or denying telework, and accomplishment of work during telework periods. In most situations, telework periods will be one day per week. Although eligible employees may participate in both an Alternate Work Schedule and a telework program at the same time, supervisors should consider the cumulative effects on mission impact prior to approval. Long-term telework (exceeding two weeks) has been granted in the past, but requires approval of this office through an Exception to Policy by ARNG-CSO. Supervisors should note that telework arrangements that do not result in the employee being present in the normal workplace at least one day every pay period will have their locality pay adjusted to conform to the telework location, which can result in pay reduction.

7. Responsibilities:

a. Office of the ARNG Chief of Staff:

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(1) Establish a policy under which eligible employees may be authorized to telework.

(2) Monitor execution of the telework program and compliance with policy.

b. Human Capital Management Division:

(1) Respond to data requests on telework from the NGB J1 Telework Managing Officer.

(2) Manage ATAAPS timekeeping system to enforce tracking of telework.

(3) Provide Labor Management and Employee Relations support to managers adjudicating discipline and personnel issues involving telework.

(4) Support telework training as may be requested.

c. ARNG G3: Incorporate the telework program into Continuity of Operations Plans (COOP). Ensure ARNG Directorates establish and maintain telework agreements for personnel who will not relocate to alternate sites in a COOP scenario.

d. ARNG G6:

(1) Support IT requirements for all government personnel for telecommuting.

(2) Maintain help desk services for telecommuters. Report persistent problems with connectivity to the supervisor and

e. ARNG G-Staff. Provide oversight of the program concurrently with mission accomplishment.

f. ARNG Division Chiefs:

(1) Ensure accomplishment of all division responsibilities to the Army standard (when applicable) in the most cost effective manner.

(2) Configure the division's workforce in the most efficient manner. Ensure that routine telecommuting days are spread throughout the week for the workforce in order to reduce parking requirements on peak days.

(3) Set guidelines to support telework decisions within the division.

(4) Ensure all DACs are aware of telework opportunities.

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(5) Support the branch chief's responsibilities to determine employee eligibility to participate in telework, and execute telework agreements for all scheduled telework participants and the remaining DACs and all military personnel for situational telework.

g. Branch Chiefs / Supervisors:

(1) Manage the telework program for assigned DACs and execute telework agreements for all other government personnel (military) for situational telework.

(2) Make scheduled telework decisions to meet telework program objectives when type of duties and employee performance supports participation.

(3) Ensure telework agreements are in place for all scheduled telework participants (and reviewed/refreshed every two years), and that the employee meets the requirements of the agreement and the agreed upon work plan.

(4) When approving scheduled telework plans, distribute telecommuting days throughout the week to evenly reduce parking requirements at TARC. The telework schedule should be focused on Tuesdays, Wednesdays, and Thursdays. Consider the effects on the mission of both telework and Alternate Work Schedule on the mission when addressing concurrent requests.

(5) Establish work plans for all scheduled telework employees. The work plan should define what tasks should be worked during telework by day or by week and what deliverables are expected to be completed. Supervisors may request that teleworkers send an email at the beginning and end of shifts.

(6) Monitor completion of the work performed during each telework period.

(7) Disenroll previously approved scheduled telework participants when the work plan is not being executed, when quality standards are not met, when response to customer's and stakeholder's telephonic and email communications is lacking, or when other evidence demonstrates the employee is not compliant with the agreement.

(8) Document completion of the online course "Telework Fundamentals for Managers" at <https://www.telework.gov/training-resources/telework-training/virtual-telework-fundamentals-training-courses/managers-course/index.htm>.

(9) Impartially and consistently apply telework policies.

h. Scheduled Telework Participants:



- (1) Complete the standard telework agreement (enclosure one) and the accompanying safety checklist.
- (2) Document completion of the online course "Telework Fundamentals for Employees" at <https://www.telework.gov/training-resources/telework-training/virtual-telework-fundamentals-training-courses/employees-course/index.htm> and attach the certificate to the telework agreement.
- (3) Ensure that a reasonable quality telephone and internet service is available at the telework location.
- (4) Provide a personal computer with VMWare and a CAC reader, or bring a government owned computer to the telework site for network access through AnyConnect. Remote access can be obtained by clicking on the "NCR NGB NEC" blue button on the computer desktop and opening the folder named Remote Access Information and completing the Remote Access Request Form. The Network Enterprise Center (NEC) only supports Government Furnished Equipment.
- (5) Forward calls on the work phone to the telecommuting telephone number.
- (6) Maintain awareness and respond to routine emails within 15 minutes.
- (7) Avoid distractions at the telework location such as childcare responsibilities or television.
- (8) Alter the telework schedule when important meetings or other job requirements require on-site attendance.
- (9) Report telecommuting time in ATAAPS by clicking on "NtDiff/Haz/Oth" button on the bottom of the timecard and use the "Add" feature on the Haz/Oth row to designate time worked at TM (Telework Medical), TS (Telework Situational), or TW (Telework Regular).
- (10) Report any work-related accidents or injury occurring at the alternate worksite and provide the supervisor with medical documentation.
- (11) Protect all information accessed while working at an alternate worksite from compromise to unauthorized persons or networks. Do not use personal email accounts for official business. Encrypt PII and other sensitive information when using email.
- (12) Comply with all aspects of the telework agreement and the work plans developed in conjunction with the supervisor.

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i. Situational Telework Participants. All government employees, civilian or military, not on scheduled telework are encouraged to complete the requirements for situational telework. This is mandatory only for those military or civilian members who are deemed "mission essential" or are identified as teleworking in the Continuity of Operations Plan, but recommended for all. Situational telework allows a member to mitigate commuting when there is a medical appointment or a need for household repair for a portion of the day. It can also provide relief from taking leave or coming to work when OPM offers or directs unscheduled telework

(1) Situational telework personnel must meet all requirement listed in paragraph 6g above, except that closure of the government by OPM may preclude the opportunity to forward the work phone to the phone number at the alternate site.

(2) Use of situational telework is approved at the discretion of the supervisor, unless OPM offers it as a solution to weather or other circumstances in the NCR.

8. The point of contact for this policy is Ms. Joyce Bull, 703-607-7016 or joyce.bull.civ@mail.mil.

Encl  
DD Form 2946



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