



## NATIONAL GUARD BUREAU

1636 DEFENSE PENTAGON  
WASHINGTON DC 20301-1636

NGB-ZA

OCT 05 2011

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: National Guard Bureau (NGB) Telework Policy

1. The enclosed memorandum provides updated policy on telework for civilian and military personnel assigned to the NGB. Telework is a vital part of the myriad of variations available to assist Federal agencies in the strategic management of their human capital. It is actively promoted and implemented throughout the Department of Defense in support of their commitment to workforce efficiency, emergency preparedness, and quality of life. Although telework is not an entitlement, it can serve as an effective recruitment and/or retention tool. It can be the answer to critical office space while assuring the continuity of operations, and benefits our environmental quality and energy conservation efforts.

2. All NGB Directors and Office Chiefs should review the policy and look within their organizations to determine if any positions qualify for the telework program. Upon identifying the applicable positions and employees, the Directors and Office Chiefs are asked to forward for review the appropriate telework agreements, safety checklist, and technology/equipment checklist provided in the enclosure, along with their organization chart to the NGB telework coordinator, NGB-J1-T5.

3. The point of contact for this matter is Ms. Brenda Lindley, NGB-J1-T5, (703) 607-1684, [brenda.lindley@us.army.mil](mailto:brenda.lindley@us.army.mil).

Encl

A handwritten signature in black ink, appearing to read "CR McKinley".

CRAIG R. MCKINLEY  
General, USAF  
Chief, National Guard Bureau

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NATIONAL GUARD BUREAU TELEWORK POLICY AND GUIDELINES

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**Summary.** This memorandum covers the authority, criteria, and guidance for the National Guard Bureau (NGB) telework policy (also known as telecommuting).

**History.** This NGB Memorandum updates the existing NGB Memorandum dated 17 March 2004.

**Applicability.** This memorandum is applicable to all civilian and military personnel as defined in Title 5 U.S.C. § 2105, and assigned to the NGB. Civilian/military personnel who telework must abide by established policy/guidelines.

**Proponent.** The proponent for this memorandum is NGB-J1-T5. Users are invited to send comments and suggestions directly to the proponent.

**Distribution.** All NGB Directorates/Offices.

**1. References.**

- a. Public Law 106-346, Section 359, October 23, 2000.
- b. Public Law 111-292, Telework Enhancement Act of 2010, December 9, 2010.
- c. 5 U.S.C. Chapter 65- Telework.
- d. Office of Personnel Management (OPM) Memorandum, Establishing Telecommuting Policies, February 9, 2001.
- e. OPM Guide to Telework in the Federal Government, April 2011.
- f. DoD Instruction 1035.1, Telework Policy for Department of Defense, October 21, 2010.

**2. Definitions.**

- a. Ad hoc Telework. Approved telework performed on an occasional, one-time or irregular basis (less than one day per pay period).
- b. Alternative Worksite. A place away from the traditional worksite that has been approved for the performance of officially assigned duties.
- c. Continuity of Operations (COOP). An effort to ensure that the capability exists to continue agency essential functions across a wide range of natural disasters or local or national declared emergencies.
- d. Eligibility. Characteristics of the job position and the employee that identify suitability for teleworking as determined by the supervisor or other appropriate management official in the employee's chain of command.
- e. Mission-Critical Duties. Job position functions that are identified as critical to performance of the mission.

f. Regular and Recurring Telework. An approved work schedule where eligible employees regularly work at least one day per biweekly pay period at an alternative worksite.

g. Situational Telework. Telework that occurs on an occasional non-routine or ad hoc basis. Telework that occurs to complete short-term special assignments or to accommodate special circumstances is also considered situational even though the telework may occur continuously for a specific period.

h. Telework is a voluntary work arrangement where an employee performs assigned official duties and other authorized activities during any part of regular, paid hours at an approved alternative worksite on a regular and recurring or a situational basis. Telework includes remote work where an employee resides and works at a location beyond the local commuting area of the employing organization's worksite.

i. Telework Agreement. A written agreement, completed and signed by an employee and the authorized management official(s), via the DD Form 2946 (Enclosure 1), that outlines the terms and conditions of the telework arrangement.

j. Telework Site. Alternative worksite location where an employee or Service member performs assigned official duties.

k. Traditional Worksite. Location where an employee would work absent an alternative workplace arrangement.

l. Unscheduled Telework. An arrangement where an employee on an approved telework agreement performs assigned official duties at home or other 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.

**3. Purpose.** This memorandum establishes administrative policy for implementation of the telework program in the NGB and is intended to supplement DoD policy as outlined in cited references.

#### **4. Benefits.**

- a. Serves as a basic element of COOP.
- b. Promotes NGB as an employer of choice.
- c. Improves the recruitment and retention of high-quality employees through enhancements to employees quality of life.
- d. Reduces traffic, building, and parking congestion.
- e. Decreases energy consumption.
- f. Reduces transportation costs.

#### **5. Program Requirements**

a. Telework is a management option. It is not an employee entitlement and does not change employment terms and conditions. Therefore, either the employee or the supervisor may terminate the telework arrangement at will. If it is determined that an arrangement is having an adverse impact on work operations or performance, the

supervisor will provide notice to the employee that the arrangement will be terminated and utilize the DD Form 2946 to indicate the termination. Reason(s) for termination must be based on business reasons (e.g., the telework agreement fails to meet the organization's needs or the employee's performance does not meet the prescribed standard). The supervisor will assess the employee's teleworking performance on a quarterly basis.

b. Mission Impact. Telecommuting must not adversely affect organizational missions and functions. If managers determine there is an adverse affect, they must immediately modify or terminate the telecommuting arrangements.

c. Bargaining unit employees may dispute the denial of telework, the reasons given for a denial and the termination of an existing telework agreement through their negotiated grievance procedures. Non-bargaining unit employees may dispute the denial of a request to telework through the administrative grievance procedure unless specifically excluded.

d. All employees who telework on a regular, recurring, situational, or ad hoc basis must complete a DD Form 2946. The form will be signed and dated by the employee and the authorized management official (director/office chief of the organization) and reviewed by the NGB Telework coordinator, NGB-J1-T5, who will be appointed by separate letter by the Chief, NGB. The employee's supervisor will maintain a copy of the signed agreement. All telework agreements should address:

(1) The employee's telework location.

(2) The supervisor's expectations of a teleworker's performance and work assignments to be performed.

(3) Whether the employee will telework when the traditional worksite is closed due to emergency situations regarding weather or any type of emergency situation.

(4) Instructions on whether sensitive, unclassified or competition sensitive source selection data is authorized for use at the telework location. A description of the proper encryption, storage, safeguarding and return of such information and data must be annotated on the DD Form 2946.

(5) Employees should designate one section of their home as the telework location, provide a diagram of this location, and complete the self-certification safety checklist as part of the DD Form 2946.

e. Employees participating in telework programs must be accessible and available for immediate recall to their regular offices for operational requirements including meetings, briefings, special assignments, emergencies, and duties that must be performed in the office. Supervisors have the authority to require telework employees to report to their traditional worksites on scheduled telework days.

f. Prior to teleworking, the employee and supervisor must complete telework training at [http://www.telework.gov/tools\\_and\\_resources/training/managers/index.aspx](http://www.telework.gov/tools_and_resources/training/managers/index.aspx) for supervisors and [http://www.telework.gov/tools\\_and\\_resources/training/employees/index.aspx](http://www.telework.gov/tools_and_resources/training/employees/index.aspx) for employees. Both the employee and supervisor must print out the certificate of training and attach copies to the completed DD Form 2946 that is submitted to NGB-J1-T5. The OPM also offers telework training for managers available through the OPM Eastern and Western management Development Centers. Details on the Development Centers and course

schedules can be found at <http://www.leadership.opm.gov>. Employees currently teleworking under an approved telework agreement must also complete this training.

g. Performance management is conducted using the same process as employees that do not telework.

(1) Supervisors must establish performance standards.

(2) Managers will annotate work assignments and expectations on the DD Form 2946. Employees are accountable for the results they produce while teleworking.

h. Participation in the program will be terminated if an employee's performance does not meet the prescribed standard or if the teleworking arrangement fails to meet organizational needs.

i. Telework may not be used to replace appropriate arrangements for dependent care.

j. Requests by teleworkers to change their scheduled telework day(s) in a particular week or biweekly pay period should be accommodated by the supervisor where practicable and consistent with mission requirements. Permanent changes of the telework agreement must be reflected by approval of a new DD Form 2946.

k. Telework agreements shall be reviewed by the supervisor and teleworker and revalidated every two years or when a new relationship is established between the employee and their supervisor.

l. The policies for requesting annual leave, sick leave, or leave without pay remain unchanged. Time spent in a telework status must be accounted for and reported on the employee's timecard. The timekeeping code of "TW" will be used for an approved work scheduled for eligible employees who regularly work at least one day per biweekly pay period at an alternative worksite. The "TS" code will be used for approved telework performed on an occasional, one-time, or irregular basis. The "TM" code will be used for telework that has been approved for a particular employee as deemed necessary by the command for medical reasons.

m. Employees are authorized to work from their personal residences, or other approved alternative locations. Employees must address issues of their own personal safety to be effective while teleworking from a home office or other alternative worksite. Work-related injuries and/or damages at the alternative worksite are covered by the Military Personnel and Civilian Employees Claims Act, the Federal Tort Claims Act, or the Federal Employees' Compensation Act (worker's compensation), as appropriate.

n. Employees may work part of the day at their approved alternative worksite and part of the day at the traditional worksite to accommodate work schedules and personal commitments (e.g., to attend a training course or a medical appointment located near the employee's alternative worksite prior to reporting to the traditional worksite).

o. The official worksite for an employee covered by a telework agreement is the location of the traditional worksite for the employee's position (e.g., the place where the employee would normally work absent a telework agreement), as long as the employee is scheduled to report physically at least twice each biweekly pay period on a regular and recurring basis to the traditional worksite.

(1) When an employee's worksite is changed from the official worksite to the telework location in a permanent arrangement, a Standard Form 50 must be completed by the appropriate civilian personnel center.

(a) Employees are compensated based on the location of their official worksite (e.g., when the telework location is the employee's official worksite, locality pay is based on the location of the telework site, not the traditional worksite).

(b) Employees are entitled to reimbursement for official business travel to the traditional worksite when the employee teleworks full-time from a location outside of the local commuting area, and his or her alternative worksite has been determined as his or her official duty station.

(2) The division chief or directorate may reassign an employee to the telework site in certain temporary situations, such as when an employee is recovering from an injury or medical condition or the employee is affected by an emergency situation that prevents the employee from commuting to the traditional worksite.

**6. Determining Eligibility.** Civilian and military personnel assigned to National Guard Bureau may be eligible to participate in telecommuting.

a. The telework program is voluntary and subject to approval by an employee's supervisor. Positions eligible for telework involve tasks and activities that are portable, computer-oriented, telephone-intensive, and require critical thinking and writing. Eligible positions will be conducive to supervisory oversight and will not depend on the employee being at a traditional worksite. Telework eligibility criteria should be applied impartially and consistently.

b. Military and civilian employees eligible to participate in the program must have received a rating of fully successful or above on their most recent evaluation. Eligibility for employees who have not been rated is determined by his or her division chief.

c. Eligible employees may participate in both an Alternate Work Schedule (AWS) and a telework program at the same time.

d. Supervisor eligibility to telework is determined by the division chief.

**7. Telework Position Eligibility.** Telework is discretionary workplace flexibility. Although use of telework is encouraged, employees cannot be ordered to telework, unless the employee's duties are designated as mission-critical or the employee's telework agreement addresses this requirement. Employees in the following types of positions/categories are typically not eligible for telework:

a. Employees in positions that require, on a daily basis, direct handling of classified materials. Classified work at an approved alternative location may be allowed contingent on division requirements regarding such work, when situations warrant.

b. Employees in positions that require, on a daily basis, an on-site activity or face-to-face personal contacts that cannot be handled remotely (e.g., hands-on contact with machinery, equipment, or vehicles; direct patient care).

c. Employees on probationary status are not eligible to telework.

d. Employees whose performance or conduct warrants more close supervisory direction than telework may provide, whose rating of record is below fully successful (or its equivalent), whose conduct has resulted in disciplinary action within the past 12 months, or who have unresolved security issues. Employees that are deemed ineligible to telework based on security or performance issues may receive another evaluation six months after they were originally identified by their supervisor as ineligible.

e. Employees who have been officially disciplined for being absent without permission for more than five days in a calendar year.

f. Employees who have been officially disciplined for violations of Subpart G of the Standards of Ethical Conduct of Employees of the Executive Branch for viewing, downloading, or exchanging pornography, including child pornography on a Federal Government computer or while performing Federal Government duties.

**8. Appropriate Employee.** An employee whose personal characteristics are well suited to telework as determined by the supervisor, may include:

a. An employee who is a dependable self-starter and can function independently.

b. A highly motivated employee with good time-management skills.

c. An employee with full understanding of the organizational mission.

**9. Equipment and Information Technology (IT) Security.**

a. Divisions/Directorates at the Army National Guard Readiness Center (ARNGRC), JP1, and the Pentagon must coordinate with the Directorate of Information Management (DOIM) to configure the government-furnished equipment (GFE) laptop. All ARNGRC employees are currently issued pre-configured laptops. The laptops must have a Common Access Card reader along with up-to-date card reader and antivirus software. Employees that choose to telework must have high-speed broadband Internet capability at their residence location. Only GFE computers are authorized for telework. ARNGRC employees must document on the DD Form 2946, in the component specific terms and conditions block, that the laptop was configured by the DOIM. This is not required by ARNGRC members. When information technology essential to perform the job is unavailable or not securely configured to support required tasks, an employee will not be approved to telework.

b. The ARNGRC employees will use NGB Reserve Component Citrix Network (Enclosure 3) as the primary method to log in to Microsoft Outlook. The alternate access is via Outlook Web Access (Enclosure 2). The ARNGRC employees may use any of three available solutions for remote access; ANG Virtual Private Network (VPN), Citrix, or OWA. Refer to ARNGRC Remote Access Toolkit Quick Reference Guide (Enclosure 4) for detailed instructions.

c. The ARNGRC employees are required to take their GFE laptops to their DOIM at least once every 90 days to ensure that updates and security patches are installed. The ARNGRC full time telework employees should log in via VPN at least once a week to download updates and security patches. All other teleworkers laptops will be automatically updated at the traditional workplace.

d. The ARNGRC employees participating in the telework program must forward his or her work phone number to a functioning telephone number that has been pre-coordinated with the employee's supervisor, and that will act in place of the business phone during the telework day. The ANGRC employees will provide a functioning telephone number which will act as the employee's business phone during the telework day.

e. The Equipment and IT Security policy for NGB units located outside of the National Capital Region will be delegated to the Commander.

f. The NGB assumes no responsibility for operating costs associated with an employee using his or her residence as an alternative worksite. This includes home maintenance, insurance, and utilities. Additionally, NGB assumes no responsibility for broadband costs, printers, fax machines, or increased telecommunication costs.

  
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