

Process steps

Title:	Working Remote - Within the state of Oregon
Related to:	Working Remote Policy DAS 50.050.010
Effective date:	09/13/2021

Purpose

The Oregon Department of Human Services (ODHS) is committed to optimizing remote work where appropriate. In ODHS plans to operationalize remote work, it is incumbent on program leadership to evaluate their program service needs, the portability of all positions, and the suitability of individuals interested in working remotely. This coordination ensures ODHS is timely and responsive in providing services to individuals. ODHS business operations, work standards and service delivery must be maintained regardless of the location where the work of the agency is performed. Employees who are working at an alternate worksite must still comply with all applicable rules, policies, procedures, and management guidance. This includes maintaining professional behavior and conduct that supports a professional work environment

Use of remote work options promotes the health and safety of Oregonians; ensures high-quality work and optimal use of resources for agencies; ensures cultural, equity, and accessibility issues are addressed in a meaningful way; and supports flexibility and work-life balance for employees. Working remotely also offers the opportunity to be more flexible in interaction with the Oregonians we serve and decreases the agency's impact on the environment. To ensure equity, it is important that managers and supervisors complete the remote work assessment process in the same manner for every individual with consistent and defensible decisions.

The purpose of this document is to provide managers and staff with information help them assess positions for portability and suitability related to remote work. This document is also intended to provide information that supports managers and their teams in the transition to using remote work as a long-term employment and management strategy.

Process steps

1. Either an individual or their supervisor can initiate remote work options. For remote work to be successful it requires:
 - a. Positions that are assigned duties suitable for being performed remotely.
 - b. Individuals who consistently demonstrate work habits that are well-suited to working remotely, including, but not limited to:
 - A. Self-motivation.
 - B. Self-discipline.
 - C. The ability to work independently, manage distractions and meet deadlines.
 - D. A demonstrated record of meeting established performance expectations.

2. Individuals and their manager engage in a collaborative process using the Working Remote Assessment tool, the Employee Self-Evaluation tool, other tools in the Reference section, or other resources to:
 - a. Review and update the individual's position description (PD) and assigned duties.
 - b. Engage in a discussion between the manager and the individual to discuss the self-evaluation tool as a resource for the individual to determine whether remote work is suitable for their situation.
3. If the manager and individual agree that working remote is an option, both the manager and individual complete and sign the Working Remote Agreement form with terms that:
 - a. Allow the manager to support and oversee the individual's work.
 - b. Outline the individual's work schedule.
4. The manager and individual review the equipment needs of the individual.
 - a. Determine what equipment is needed to ensure the individual can work remotely with success.
 - A. Standard home office equipment usually includes a computer or laptop, two monitors, a keyboard, and mouse.
 - B. Additional home equipment, unless related to an accommodation, is at the manager's discretion.
 - b. Ensure appropriate equipment is assigned or ordered.
 - c. Log all equipment on the MSC0050 and update the form as additional equipment is received.
5. Requests to work remotely may be denied or rescinded to meet the agency's business or operation needs or the need of the agency's customers.
 - a. No request to work remotely can be arbitrarily denied or rescinded.
 - b. Manager provides a written response to the individual with the reason for denying or rescinding the requests to work remotely.
 - c. When the written response is provided, the manager may rescind the Working Remote Agreement with a minimum of seven days advance notice.
 - d. Manager documents the rescission or denial and the business or operation needs or the need of the agency's customers in the comments section of the Working Remote Agreement and uploads the Working Remote agreement to Workday.
6. If the request to work remotely is denied or rescinded, the individual can request a Reconsideration Review.
 - a. Reconsideration Reviews are conducted by program leadership or senior management for the region or district. The review includes all applicable information.
 - b. A final decision is made based on their review of the applicable information.
 - c. The individual is notified of the final decision.
 - d. The manager uploads the Working Remote Agreement documenting the result of the Reconsideration Review to Workday.
7. If the request to work remotely is approved, the manager uploads the Working Remote Agreement, the Equipment Log MSC 0050, the updated PD, and any additional documents that support the decision into Workday.
8. Individual completes the Remote Working Request within Workday:
 - a. Open the [Job Aid](#) for photo supplements to the following instructions.
 - b. Log in to individual Workday account.
 - c. From the Applications section of the home page, click on the "Requests" icon (looks like an envelope with a piece of paper in it).

- d. Under the instructions on the top of the Requests page, click on the “Working Remotely” tab (next to “General Requests”).
 - e. In the Working Remotely page, move to the Actions section on the right-hand side of the page and click on “Working Remotely|Requests”.
 - f. On the new page, click on the pencil icon in the “Primary Address” field to begin editing. (Do not change your home address here. If your home address is not correct in Workday, go back to the Workday Home Page and select the icon labeled Personal Information and Documents” to correct it.)
 - g. Scroll down to the “Usage” section and click on the menu prompt on the right edge of the box.
 - h. Select “Working Remotely”.
 - i. Enter the “Number of Days Per Week” to work remotely.
 - j. Click the menu prompt on the right edge of the “Days of the Week” and select “All”.
 - k. Select the specific “Days of the Week” the individual will work remotely.
 - l. Click on “Details” to open the “Notes” section and use the free text box to enter the work hours, lunch period and other agreed scheduling details.
 - m. Scroll to the bottom of the page and select the “Submit” button.
9. Workday takes individual to the “Up Next” screen.
10. Individual clicks on “Review Documents”.
- a. Review the [Oregon Department of Administrative Services \(DAS\) Working Remotely Policy](#) and the Working Remotely Employee Acknowledgment documents.
 - b. After review, select the “I agree” box next for each document link.
 - c. Click “Submit”.
11. Workday takes individual to the “Up Next” screen.
12. Individual clicks on “To Do”.
- a. Click on the “Asset Survey” link.
 - b. Complete the Asset Survey:
 - A. Data classification relates to the sensitivity of data used by individual employees. Based on DAS policy the classifications are:
 - i. Level 1, “Published” – low sensitivity, not protected from disclosure, will not jeopardize the privacy or security of staff, clients or partners.
 - ii. Level 2, “Limited” – Sensitive information that may not be protected from public disclosure but is not made easily or readily available because it may jeopardize the privacy or security of staff, clients or partners.
 - iii. Level 3, “Restricted” – Sensitive information intended for limited business use that is typically exempt for disclosure because it will jeopardize the privacy or security of staff, clients or partners.
 - iv. Level 4, “Critical” – Extremely sensitive information, intended for use by named individuals only and exempt from disclosure because disclosure could cause major damage or injury, up to and including death to named individuals, staff, clients, partners or the agency.
 - B. Computers, laptops, monitors, and printers should have an agency sticker with the asset identification number.
 - C. iPhone asset numbers can be found in the phone. Go to: Settings>General>About>Serial Number.

- D. List any agency equipment not otherwise identified by the survey in the free text box at the end of the survey.
 - c. Click “OK” to submit.
13. Manager logs into their individual Workday account.
 14. Manager receives Workday notification of the submitted request to their inbox, identified as “Home Contact Change”.
 15. Manager selects from inbox “Home Contact Change”.
 16. Manager reviews staff responses for accuracy with the agreed to schedule.
 17. Manager reviews asset documentation and information classification for accuracy as to assigned tools and appropriate access requirements. To open the asset documentation, manager:
 - a. Goes to Workday home page and selects the application for “Manager Reports” (describe icon).
 - b. On the Manager Reports page, selects the tab for “Employee Reports”.
 - c. On the Employee Reports page, selects the report under Working Remotely, HRM|Survey Reports & Asset Tracking) for accuracy and chooses the appropriate option.
 18. Manager returns to submitted request in their inbox, identified as “Home Contact Change”.
 19. Manager approves the request or returns it to the individual for correction.
 - a. If manager selects “Approve”:
 - A. Workday moves to Approved screen.
 - B. Manager selects “Done” to move to the next message in the inbox.
 - b. If manager selects “Send Back”.
 - A. Manager completes free text box with the reason the request is being returned to the individual. This includes denials and supporting comments.
 - B. Manager selects “Submit”.
 - C. Manager selects “Done” to move to the next message in the inbox.
 20. If the manager sends the request back to the individual, the individual receives an inbox notification in Workday.
 21. Individual opens inbox message, “Home Contact Change”.
 - a. Individual scrolls to the bottom of the page to “View Comments” for requested changes or denial.
 - b. Individual scrolls to the top and selects the pencil icon in the “Primary Address” field to edit.
 - c. Individual completes requested corrections.
 - d. Individual selects “Submit”.
 22. The individual and their manager complete steps four (4) through 20 until the manager can approve the remote work request in Workday.

References

Working Remote Guidelines
Appendix B: General Provisions
Appendix C: Working Remote Out of State
Appendix D: Work Hours – Availability – and Overtime
Appendix E: Computer Hardware – Software – Equipment – and Supplies
Appendix F: Confidentiality and Security

Forms referenced

[Appendix A - Working Remote Agreement – de2114](#)
[Working Remote Assessment Tool](#)
[Working Remote Self-Assessment Tool - me2112](#)
[Working Remote Implementation Tool](#)
Employee Assigned Property Tracking - MSC0050
[Working Remotely Workday Job Aid](#)

Related policies

Agency Compliance with Statewide Administrative Policy - ODHS|OHA-010-014
Working Remotely - DAS 50.050.01
Information Asset Classification - DAS 107-005-050

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Keywords

Alternate worksite, flexible, remote, remotely, remote work, telecommute

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