

# A NEW WORKPLACE

Modernizing Where, How, &  
When Utah Works

**FREQUENTLY ASKED QUESTIONS**



GOVERNOR'S OFFICE OF  
MANAGEMENT AND BUDGET

# GENERAL INFORMATION

## 1. What is “A New Workplace - Modernizing where, how and when Utah Works”?

This is a statewide initiative aimed at:

- improving air quality,
- increasing job growth in rural Utah
- more effective real estate utilization
- increased employee productivity
- enhanced talent recruitment and retention

These goals can be accomplished by promoting non-traditional work practices, including Remote and Mobile work that allows employees to work from home or an alternate site, and for when employees who are in the office (Resident workers), and in-office Adaptable workers utilizing Free Address work space. The result will be efficient workspaces tailored to the needs of a changing workforce. A key difference between Utah Works and historical telecommuting is that participants in Remote work will be required to be out of the traditional office setting a majority of the time and give up their assigned office space.

## 2. Why is the state doing this?

There are many benefits to implementing Utah Works, including, but not limited to:

- Improve Air Quality
- Increase Jobs in Rural Utah
- Improve Building Utilization
- Increase Employee Productivity
- Increase Employee Retention and Talent Recruitment.

This program will give the employees the flexibility they need to do their jobs. For more details on workplace trends and the benefits of enterprise teleworking programs, see [“A Business Case for A New Workplace: Modernizing how, where, and when Utah Works.”](#)

## 3. How does this affect me?

When an agency or department participates in Utah Works, employees can expect both changes to workplace culture and workplace design. Depending on their position, employees may be eligible to work from an approved alternate location part, or most of the time. Employees will have access to different styles of work stations. If an office space is transitioned to a Utah Works workspace, the new atmosphere may include options such as collaborative spaces, enclaves, or “heads-down” work spaces.

## 4. How is the new Utah Works policy different from the old telecommute policy?

The most notable differences between the two policies are the requirements for Remote workers to be out of the

office a majority of the time, give up their assigned space, the creation of a modern workplace for all, access to differing work spaces and a focus on managing performance and not presence in the office. Utah Works changes the culture in a department to reinforce the new workplace. To achieve this, even the manner in which work is done has to be modernized. Historical telecommuting programs have not resulted in such dramatic changes to organizational culture.

## **5. How are the departments chosen?**

All Executive Branch departments will be participating in the Utah Works program. It does not mean that all employees within the department will be Remote workers, but all will subscribe to the goals and culture. The Governor's Office of Management and Budget (GOMB) will work with each department on the initial rollout. GOMB will provide a full kit of tools and support for the department as they work towards a mature Utah Works implementation. The roll out of the departments will be based on the agencies with the largest amounts of potential Remote workers to the smallest and taking into consideration other business factors.

## **6. Do all employees have to participate?**

Participation is based on job function eligibility and the willingness of the employee. Agency leadership will determine each position's eligibility. Each employee will then work with his or her supervisor in order to determine how they will work in the new work environment and which work profile best fits their position and work style. Working in the Utah Works culture impacts everyone, whether employees are Remote, Mobile, Adaptable or Resident workers and all employees will benefit from a New Workplace. It will be important for all employees to learn how to communicate effectively in the new environment.

## **7. Which positions will be affected?**

Agency leadership determines if, and how, each position fits into the Utah Works policy. However, all employees will be impacted by the culture changes that come along with a New Workplace. Transitioning to an environment dependent on increased virtual communication will impact both those employees in the traditional office as well as those out of it. It will be important for all employees to learn how to communicate effectively and work to create a positive culture that reinforces the Utah Works program.

## **8. How will this save money?**

By eliminating unused office space, rightsizing the number of assigned spaces, and giving employees the opportunity to work outside of the traditional office, the state will need less office space. As a result, the state will save money on building costs. This does not include any savings that would come from retention of employees and increases in productivity related to this initiative. In addition, this does not include all of the other benefits that will save money for the employee and citizens of the state.

## **9. How will this make employees more productive?**

For many employees, this will eliminate distractions, resulting in increased daily productivity. Studies also show that more flexible work environments result in more engaged and satisfied employees. The more engaged an employee is, the better his or her performance. For more information on potential increases in productivity see ["A Business](#)

## **10. How does Utah Works enable the recruitment of top talent?**

Research indicates that individuals who are currently entering the workforce are specifically interested in a workspace that works with them. In addition, Utah Works will allow for recruiting efforts across the whole state potentially increasing the number of applicants as well. Most days employee tasks change, demanding a workspace that changes along with them. By offering flexible office space, management is giving not just new recruits, but also current employees, the flexibility they need and want to do their job. For more information on workplace trends see [“A Business Case for A New Workplace: Modernizing where, how, and when Utah Works.”](#)

## **11. How is this initiative different from SUCCESS, SUCCESS +, Operational Excellence, space utilization, etc.?**

Utah Works is an initiative that supports and incorporates all of these great efforts. For example, the SUCCESS and Operational Excellence programs are efforts to help the departments improve performance within their core missions. Starting at the top or system level, moving down into the process level, and ultimately to the individual level. Tying these all together will help the individual, and management, see how each one contributes to the success of the system. Having individual performance measurements facilitates management of employees who are no longer within view of the supervisor (i.e. Remote working). Having a mature Utah Works program in the department allows for better utilization of the space and the configuration of such to better support the employees inside and outside of the office space. These initiatives are not mutually exclusive but reinforce each other.

## **12. What happens to employees who currently have a flexible work schedule?**

Employees who currently have flexible work schedules will likely experience little change to their day-to-day work environment. The advantage to these employees in a Utah Works layout, is that employees will gain access to alternate workspaces that can be utilized based on day-to-day needs. Employees will have the opportunity to make choices about their workspace needs, maximizing the overall utilization of our office space. Employees working flex schedules in Remote work eligible positions should work with their agency management to determine whether Remote work and Flex Schedules will be approved together. If allowed by agency policy, Remote workers can work a flex schedule as long as all other requirements of the Utah Works policy are met.



# REMOTE WORK

## **1. What does it mean to Remote work?**

The work an employee performs when he or she is working remotely is no different from the work performed while working at the office. This option just gives employees flexibility in where the work is done, allowing them to save time and money from having to commute to his or her formal office space every day. The key difference is Remote workers must be outside of the office a majority of the time. For example, in a typical 5 day per week work schedule the Remote worker will be out of the office a minimum of 3 days. On days employees are in the office, they will be able to choose the type of space to work in - either collaborative or private.

## **2. How will employees who are Remote working remain connected to their coworkers?**

Virtual communication tools such as Google Meet are available for more face-to-face type communications while out of the office. Additionally, employees who work Remote may still spend consistent time in the office. The time employees spend in the office will be a critical component of maintaining office relationships. Finally, there will also be collaborative type workspaces available to support and maintain office relationships. In all cases, it becomes even more critical that all members of the team deliberately communicate with each other.

## **3. How will employees remain in communication with individuals that are now Remote workers?**

Supervisors need to have a communication plan in place so that team members are accessible and so that everyone knows when communication is expected. Employees should work with supervisors to ensure they have the appropriate contact information to reach employees regardless of their physical location. Quick questions can often be resolved via email, phone or through one of the Google apps (i.e. Chat, Hang-outs Meet). For issues that require more in-depth discussion, employees can set up a time to talk on the phone or video conference. The Department of Technology Services (DTS) team is dedicated to supporting agencies as they transition to this new style of work, and the team is working diligently to make sure employees have the necessary technology to stay connected to the office, with teammates, and with their supervisors.

## **4. For employees who will be Remote working, will inspection of home offices by supervisors or other state personnel be required?**

Once an employee has been approved and provided with the tools and resources they need to Remote work, the employee is responsible for making sure equipment is installed as well as connected properly. An inspection of his or her alternate work site will be at the discretion of the agency. However, employees will be asked to verify that his or her alternate work site meets all of the requirements outlined in the department's policy and Remote Work agreement and will be required to notify their supervisor should any of those conditions change.

## **5. Will the state provide employees with office equipment and supplies?**

Departments and agencies will provide employees with basic equipment for Remote work. This will typically include a laptop computer, telecommunications, and software solutions to perform their job functions. Additional technology, equipment, and office supplies may be provided to the employee at the discretion of the agency. Typically, network connectivity for employees who utilize the Remote work option will not be provided and will be the sole responsibility of the employee.

## **6. Will employees who Remote work be able to write his or her expenses off as a tax deduction?**

Employees who believe they may be entitled to a tax deduction based on home office or work space, depreciation of employee-owned personal computers and related equipment, etc. should consult their tax advisors or the Internal Revenue Service for information.

## **7. Can a Remote work agreement be cancelled?**

Remote work is about helping the employees be more successful through higher productivity and engagement. However, the employee should consult his or her supervisor in the event they are experiencing difficulties with the Remote working arrangement. Likewise, the supervisor will advise the employee if he or she determines that Remote work is not the best option for the employee to further the agency's mission. In either case, the agency and the employee will work to resolve any issues. Ultimately, management determines where and when employees perform job duties and may cancel the Remote work agreement if it is not serving the agency's mission.

## **8. How will employees who require paper files be able to Remote work?**

Online records management is at the core of developing a more mobile and effective workforce. Utah Works is working closely with each agency to move from a paper-based workforce to a digital operation. As agencies move through the process, one of the considerations will be to ensure employees are enabled with the necessary tools to be a productive and successful employee no matter where they are physically located.

## **9. How will Utah Works impact employees who currently telecommute?**

Current telecommuters will need to revisit their current working arrangements and, in collaboration with their supervisor, determine if the Remote work option is a viable option based on their position or job function and role within the agency. If so, the employee and supervisor will need to sign a [Utah Works Employee Acknowledgement and Remote Work Form](#) and discuss any changes to the current work agreement.

## **10. If an employee is already scheduled to Remote work and state offices close due to inclement weather, is the employee eligible for Administrative Leave for inclement weather?**

One of the benefits of Remote work is removing the stress of the daily commute, especially in inclement weather. An employee who was scheduled to Remote work is expected to do so despite inclement weather and would not normally be eligible for Administrative Leave for inclement weather.

## **11. Are there standard office requirements for Remote work employees setting up their home office?**

Employees who work from home or from a remote site will be asked to certify that their working space is safe and maintains a minimum level of security. Appropriate administrative, technical, and physical safeguards should be taken to ensure the security and confidentiality of all records. For additional information on technical requirements and remote office safety please refer to the Utah Works Deployment Guide Tools.

# MOBILE WORK

## 1. How does this initiative affect people who are already mobile?

Mobile employees will experience little change when Utah Works is implemented. Given that these employees currently spend the majority of their time in the community and little time in their assigned office space. However, on days Mobile employees come into the office, they will choose from various Free Address workspaces such as a “touchdown” space, a collaborative space, or a private enclave to do their work for the day.

## 2. Will Mobile and Remote work employees be able to utilize space at the office?

With Utah Works, fewer offices will be permanently assigned, creating more opportunities to find a “touchdown” spot for employees to connect his or her laptop or tablet from the Free Address spaces within the building. Rather than having one assigned location, employees will be able to choose which type of workspace suits their business needs that day. Enclaves can be used for work that requires more private space. Employees can also choose from other types of work spaces, such as group work spaces, formal meeting rooms, desk connections for personal laptops, or large areas to share with coworkers. Additionally, personal storage areas will be available for employees to use when they are in the office.

## 3. How often will Mobile employees be required to come into the office?

Employees utilizing the Mobile work option will report to their assigned physical building as per agreed upon with their supervisors. For some that may mean any time they are not in the field conducting state business. For others that may mean as little as quarterly for meetings.

## 4. Is the state going to provide the technology I need to be Mobile?

The departments that have or are implementing Utah Works will need to provide employees with the technology and equipment they deem necessary for that particular job function.

# ADAPTABLE

## 1. What does it mean to be Adaptable?

“Adaptable” means that an employee is working from a regular office location, but is not assigned a specific space within that location. Adaptable workers may also be Remote eligible workers who choose not to participate in Remote work. All Remote, Mobile and Adaptable workers will use Free Address space while in the office. Employees can select the type of workspace from the Free Address space that best aligns with the type of work they need to do each day. Some spaces are quiet, “heads down” work stations, enclaves, and offices; while others are collaborative, group work spaces, and formal meeting rooms. Free address areas typically include lockers or designated space for personal storage.

## 2. Is Utah Works just going to downsize each person’s office space?

Utah Works is not about smaller workspaces; rather it is about increasing options and flexibility in where work gets done. Each employee will have more shared space to work in and will select the workspace that matches the type of work they need to do that day.

## 3. How can Adaptable employees be confident they will have somewhere to sit if the aren’t assigned workspaces?

A ratio is used to calculate how many workspaces are needed for a given division, department, or agency. Free Address generally increases the overall occupancy of a work area, creating enough space for an employee to come into the office.

## 4. Even though space is unassigned can employees elect to work from the same spot each day?

Utah Works is designed based on employees being flexible in choosing different work stations each day. The most important part of Utah Works is working with your coworkers as a team. Using the same space every day limits resources available to other employees in your office. For example, enclaves are not designed to become individual offices; rather, they are meant for periods of time or individual days when private time is needed.

## 5. What are “enclaves” and what are they for?

Enclaves are small offices or conference rooms available for all employees when quiet space or privacy is needed. They should be used when a group work space is not conducive to the type of work an employee is doing.

## 6. Will employees lose all privacy if the space is really open?

Enclaves and meeting rooms will serve as private options when employees need to conduct private conversations.

The use of enclaves is important for maintaining quiet zones in communal areas and not disrupting the conversations in the collaborative spaces.

## **7. Where can employees keep their personal belongings?**

Employees will have storage in the office where they can keep a small number of files and personal items. This storage area will also have the ability to be locked, so that employees can store their valuables. The storage may be lockers or locking drawers within a space used by the employee for the day.

## **8. Will employees lose their offices?**

Each department's leadership will identify which positions and job functions require an office. Transitioning to a Utah Works workspace will mean some employees will no longer have a permanently assigned space. This does not mean that there are no longer any private spaces available. Rather, it means that employees will have the option to select a workspace that is more conducive to the type of work they are doing currently.

## **9. How will employees be productive in a more open, and possibly noisier, work environment?**

The flexibility built into Utah Works gives employees not only open and collaborative areas, but also private enclaves for days when tasks demand a quiet, or private, environment.

## **10. Where can employees make phone calls or have private conversations?**

Enclaves and meeting rooms are available anytime employees need to have a private conversation on the phone or in person. Enclaves are also designed for meetings so that they don't interfere with the open work environment.

## **11. Will stand up desks be available?**

The flexible Utah Works work environment offers the opportunity for sit or stand desk options. These will primarily be unassigned making them available all individuals.

## **12. Will employees be able to customize their workspace?**

Employees who utilize the Free Address option will only have their personal storage area available for personalization. Work stations may be used by others and should remain free of personal objects.



## **1. Is there technology available to support an initiative of this scale?**

The state does have the technology available to support Remote work and Mobile work employees. Utah Works will continue to expand the technologies and capabilities available to employees in support of their business needs. These include collaboration technologies, improved IT workstations, secure state network access, videoconferencing, and softphones.

## **2. Are employees required to have a certain internet speed in order to work from home?**

Internet bandwidth should be a minimum of 5 mbps. If the home network is shared with other users or services (i.e. spouse, children, gaming and/or streaming applications), then higher bandwidth will be required to successfully work from home while using a virtual private network (VPN) to access resources on the state network. If using WiFi for wireless access on your home network, it must be encrypted.

## **3. Are employees who require consistent phone use still eligible to Remote work?**

Cellular phones or softphones can be used for telephone needs, allowing employees to work from home.

## **4. With more meetings possibly being handled by conference call, will employees have access to secure bridge lines?**

Bridge lines with a static pin number are not the first option for a conference call. These are priced based on usage per month and would be a cost incurred by the agency. Another, and better, option would be the use of Google Meet for these calls which is included in the Google Suite of apps and is no cost to the agency. It also contains additional functionality, like video streaming, to a static bridge line.

## **5. If an employee needs assistance with his or her computer and they call DTS but DTS is unable to fix the issue, how will the issue be resolved since the employee will be Remote working?**

The employee may take devices to a regional location or schedule a meeting at a mutually convenient state office building for troubleshooting.

## **6. If employees have poor network access at home, can they use their cell phone or hotspot?**

Employees with poor network access at their alternate location may not be able to participate in Remote work if they cannot resolve the network access issues to effectively perform their job.

## **7. Will employees have increased access to flash drives?**

This would be an agency business decision. The agency is strongly encouraged to purchase encrypted flash drives for staff if they choose to deploy them or better yet work to a paperless process and use a secure cloud or network drive solution. Please consult with DTS for more information.

## **8. Will videoconferencing be available?**

There are facilities across the state that can be utilized for shared videoconferencing. Additionally, more mobile resources are available for use through the Google Meet app in your email apps and the purchase of a portable video conferencing tool, such as an OWL.

## **9. How do employees ensure the cache is wiped so that no one can see what was printed or copied?**

The Division of Purchasing's Print Services can provide additional information and options to the agency.

## **10. Will the employees have access to a platform that facilitates file sharing?**

The state has several options for file sharing, such as Google Drive. Many departments also have their own file sharing options.

## **11. Is there an instant messaging system available for our use so that we can facilitate communication between those in and out of the office?**

Google Hangouts Chat is available today, and allows for quick and easy communication between team members regardless of where they are physically located. It can also be accessed through the Google Hangouts app on mobile phones.

## **12. What do we do if someone does not have internet at home or if his or her service is limited to certain areas in the house?**

Home internet connectivity is the responsibility of the employee, except in rare cases at the discretion of the agency. One of the benefits of Utah Works is that employees have the flexibility to work from home and reduce commuting time and costs they now incur. Those costs would offset home internet use. Regarding reliable connectivity, if the employees are not using a wired connection the user would likely need to plan on working from the area with the best WiFi access. Sufficient bandwidth would be incumbent on the employee to obtain from their local Internet Service Provider (ISP).

## **13. Previously there has been difficulty receiving notifications to change passwords if you are not constantly connected to the network and changing passwords outside of the state's network has been problematic. Has this been resolved?**

For state enterprise systems, state users have been added to the Active Directory password expiration notice. Employees will receive an email notifying them their password is going to expire and they should change it. The password can be changed remotely while connected to the state's VPN or while connected in a state office building.

#### **14. What technology tools will be available to Mobile employees so they can effectively participate in conference calls?**

Employees can access phone solutions through a cellular phone, a soft phone and/or the Google Meet app. For calls made through the computer (i.e. soft phone and Google Meet) a headset is recommended. See the DTS recommendations in Utah Works Deployment Guide.

# HUMAN RESOURCE MANAGEMENT

## **1. How will supervisors be expected to manage employees who are not physically in the office?**

Supervisors must ensure that employees fully understand their responsibilities and the expected outcomes, whether the employee is working in the office, Mobile, or Remote. Supervisors should develop a communication plan so that employees know when and how they will need to connect with their supervisors, teammates, or others at the department. Working to keep employees who are in the office connected with those out of the office (and vice versa) will be a transition and require consistent effort. Technology will be a large component of maintaining inter-office connectedness. Additionally, all Remote workers will be required to have reportable performance measures in place with baselines to monitor performance.

## **2. How will the state ensure appropriate supervision of employees is provided? Will there be a process to monitor work productivity of employees?**

Supervisors are expected to monitor the productivity of all of his or her employees, regardless of where they report to work each day. There will be a uniform process to monitor work productivity of employees who Remote work through a required performance metric reported on a monthly basis. The performance metric is included in the employee's Remote work agreement, as well work expectations and outcomes. These should also be followed up by regular and frequent communication between the employee and the supervisor. The same performance management tools should be used for employees who do not participate in Remote work.

## **3. Will working out of the office impact promotional opportunities?**

Employees utilizing the Remote work option will be given the same opportunities as employees who report to their assigned office location daily.

## **4. Will salary adjustments be made for those employees working from the office every day since those Remote work will experience savings?**

Employees' salaries will not be adjusted based on them reporting to an assigned office as was required and expected prior to Utah Works. Those who Remote work will do so based on their job classification and roles and responsibilities within the agency. Some individuals may experience savings based on less gas, reduced travel time, etc. Others may also have minimally increased expenses such as utilities that will not be covered by the state.

## **5. What procedures are in place in the case of an employee whose productivity is not maintained?**

Supervisors are expected to monitor the productivity of his or her employees regardless of their work location. If a Remote work employee is having issues with productivity, it should be addressed in the same manner as an

employee who reports to the office on a daily basis. The expected performance standards and work outcomes should be listed in the employee's Remote work agreement, performance plan, and appropriately communicated to the employee. If performance issues arise, counseling and coaching should take place. If there is no improvement, disciplinary action may be necessary. This may or may not involve cancellation of the Remote agreement.

## **6. How will supervisors ensure employees are working during the agreed upon business hours?**

Trust and consistent communication between the employee and supervisor are critical to the success of Utah Works. Prior to any employee transition to an alternate work environment, both the employee and supervisor must receive training to understand the basic tenets of supervising a Remote employee. The [Utah Works Employee Acknowledgement and Remote Work Form](#) is intended to be signed by both the employee and supervisor prior to the start of an alternate work arrangement. An employee is expected to communicate with his or her supervisor in the event of a change to the agreed working hours and follow DHRM and agency policy for modifying work schedules.

## **7. Some employees do not work well independently, are not self-directed, and cannot be relied on to work well out of sight. How are supervisors expected to handle these employees?**

An employee who Remote works and is having issues with performance should be treated no differently than an employee who reports to the office on a daily basis. If the action steps and outcomes in the employee's Acknowledgement and Remote work agreement and performance plan are not being met or if other work assignments are not properly completed, the supervisor should counsel and coach the employee as needed and pursue disciplinary action if needed. Trust and constant communication between the employee and supervisor is an integral part of having success with Utah Works. Supervisors should consult with the agency Utah Works coordinator or agency human resources specialist for assistance.

## **8. Are there processes in place for employees who abuse the privileges associated with Utah Works?**

An employee who Remote works and is having issues with performance should be treated no differently than an employee who reports to the office on a daily basis. If the action steps and outcomes in the employee's Acknowledgement and Remote work agreement and performance plan are not being met or if other work assignments are not properly completed, the supervisor should counsel and coach the employee as needed and pursue disciplinary action if needed. Trust and constant communication between the employee and supervisor is an integral part of having success with Utah Works. Supervisors should consult with the agency Utah Works coordinator or agency human resources specialist for assistance.

## **9. What guidance is there regarding supervising Remote work employees? Are there resources available to the supervisor that contain information on effective supervision of remote work?**

Training is offered and required for all supervisors and employees participating in Utah Works. DHRM has created training for Supervisors of Remote work and employees participating in Remote work. It is available on the State's LMS system (SABA). It is recommended that all employees with team members participating in Utah Works complete the training prior to implementation of telework to help ensure readiness and likelihood of success of the program. The agency human resource specialist will also serve as a resource for supervisors. The Utah Works Supervisor Training can be found by clicking here - [Utah Works Supervisor Training](#) the Utah Works Employee Training can be found by clicking here - [Successful Teleworking Course](#).

### **10. What if an employee who is scheduled to Remote work is asked to come in to the office instead and refuses, will they need to take annual leave if they cannot meet expectations?**

Pursuant to Utah Works Policy, an employee who participates in Utah Works must remain flexible and responsive to the needs of the supervisor, work team, and agency. The employee must also report to the office based on agency needs for all or part of the workday during which they would otherwise be working from home or a remote location as requested just as an employee who works in the office may need to travel to a different location for a meeting. If an employee refuses to report as requested, he or she may be subject to disciplinary action. It is at the supervisor's discretion to approve the use of annual leave if requested.

### **11. If an employee cannot work because of IT issues, will the employee be required to take annual leave?**

Communication is essential for the success of Utah Works. An employee who experiences downtime due to technical issues should immediately contact his or her supervisor. Resolution will be addressed on a case-by-case basis. In some instances it may be practical for an employee to simply report to the office or an alternative work location, and in other instances it may not be practical to do so. Supervisors may also assign additional work that can be performed without the use of technology. The supervisor may grant an employee's request to take annual leave in these instances. The supervisor should consult the agency human resources specialist to develop alternate solutions.

### **12. Will probationary, temporary, or seasonal employees be eligible to work from home?**

The decision for a probationary, temporary, or seasonal employee to Remote work will be at the discretion of the agency management after consultation with agency human resource specialist. Approval will likely depend on the type of project(s) the employee is working on and the level of interaction required.

## SUPPLEMENTARY FAQ

### **1. Is it acceptable to take a reduced lunch break when Remote working and if so what is the minimum amount of time that must be taken?**

DHRM rule states, "Each full time work day may include a minimum 30 minutes non-compensated lunch period, at the discretion of agency management." It is not normally recommended that lunch and break periods be rearranged to alter or shorten the workday, but it is not excluded in rule. Coordination is a key aspect of a successful Remote working program. If employees are not available when and where they should be, regardless of whether they participate in Remote work, it reflects poorly on the agency and reduces service levels; and may ultimately put the Remote work program in jeopardy. Ultimately, the determination is made by agency management and it is recommended that DHRM specialists are consulted prior to any decision made.

### **2. Will employees be reimbursed for mileage when they Remote work and drive into the office?**

Mileage will be reimbursed according to Finance and Department policy. For specific questions regarding reimbursements, please contact your supervisor.

### **3. Will Remote workers get paid for the time they spend traveling from their home to the office?**

If the employee drives to or from the office during the hours the employee regularly works at home, the employee should be paid for this time. Generally, if the employee drives to or from the office before or after work hours, this may be considered non-compensable-commuting time.

### **4. What if an employee who usually teleworks is assigned to temporarily work from another remote location?**

When an employee is temporarily working at a different fixed remote location, generally, the travel before or after work hours from the employee's home to that location will not be compensable time.

### **5. What if that same employee is required to travel as a normal, contemplated, and mandated incident of their employment that does not involve an overnight stay?**

Generally, the employer would not need to compensate the employee for the travel time from their home to the other location unless it cuts across the normal workday.

### **6. Where will confidential files addressing performance and disciplinary issues be maintained?**

As with all employees, final performance improvement plans and disciplinary letters are maintained in the official personnel files. Supervisors remain responsible for maintaining confidential documents.

### **7. What if the employee does not have a quiet place to work at home?**

Then the employee may not be eligible for a Remote work agreement. Employees interested in a Remote work arrangement should work with their agency management on the agency requirements for an alternate work location. Interested employees should then work to meet the requirements.

### **8. Will the alternate work site have to be inspected by someone for those Remote working to determine any type of eligibility to participate?**

The answer is determined by the agency. At the very least employees will need to certify the working conditions meet the requirements set forth in the policy and supply pictures of the work space in their Remote working agreement.

### **9. Will there be any reimbursement if there is an increase to our internet service bill because of our working at home? (i.e. video conferencing, streaming video, collaboration tools)**

No. It is anticipated that any additional expenses the employee may incur as a result of working from home will be offset by the fact they have less expense in gas to travel to the office, clothes, parking, and possibly lunch, etc.

### **10. Can we take any of the office chairs from the office to our homes? Check them out like we would other department equipment?**

State owned property is to be used to accomplish the agency's business under the direction of agency management. Any purchase or relocation of state owned equipment must be approved by management.

### **11. When can I work my hours if I Remote work or Mobile work?**

An employee's anticipated work schedule will be outlined in the telework agreement and any modifications must be approved by the employee's supervisor.

### **12. There seems to be a lot of positives for those who are eligible to participate in Utah Works, but what are the positives for those who have to work full time in the office?**

The employees in the department are the hub of the department. Without their support, we would not be able to successfully accomplish all that we do. Understand that Utah Works is more than just Remote work and includes a New Workplace and Modernizing how, where, and when Utah Works. There will be benefits to workspaces and how work gets done that will be a benefit to all.

### **13. Will employees who are permanently assigned to the office have access to close parking?**

It is anticipated that agency leadership will review parking assignments after implementation of Utah Works and reassign parking as appropriate for those regularly in the office.

### **14. Can employees work anywhere or do we have to know “where” they are working and approve the location?**

To ensure the security and confidentiality of our records, management will have to approve any alternate work location. Employees who are assigned to Remote work, must be available to come to the office on any given work day as requested by the supervisor. Employees will not have discretion to determine that they cannot come to the office. All employees (Remote work and Mobile work) must be available to work as requested by their supervisor.

### **15. How will we know when everyone is working?**

Please remember that employees who are Remote or Mobile are still working during the regular workday. Those who are out of the office should follow whatever protocol the supervisor has in place for in and out of office, leave use, etc. There is technology to support communication between office employees and those who are physically away from the office so that those employees can remain in communication and connected with each other. We encourage employees to work and connect no matter their physical location.

### **16. If employees are Remote or Mobile working, how do we ensure communication, collaboration, work around flexible schedules, etc.? How do we handle when an employee is taking lunch at home?**

When employees Remote or Mobile work and take lunch, coordinating with them is no different from if they were working in the office and taking lunch. We have technology to support communication between office employees and those who are physically away from the office so that those employees can remain in communication and connected with each other. We encourage employees to work and connect with their team together no matter their physical location.