EMERGENCY ONSITE AND REMOTE WORK PROCEDURES

The State of Montana is implementing **Emergency Onsite and Remote Work Procedures** to protect the health and safety of state employees while reducing potential exposure to the COVID-19 virus and maintaining necessary state-government operations. These procedures are effective Monday, March 23, 2020, and are in effect until further notice. This situation is rapidly evolving; any guidance provided may be revised, updated, or changed at any time.

SCOPE:

During the COVID-19 virus pandemic emergency, the State of Montana is required to continue its necessary operations to the public. To accomplish this responsibility, state employees are required to continue performing the functions of department responsibilities and services. Employees are expected to continue performing their job duties unless alternate management direction has been provided. The emergency procedures described below are unique to the COVID-19 virus pandemic and will not necessarily mirror any emergency plans previously communicated in COOP documents or continuity plans.

EFFECTIVE TIME PERIOD

These procedures are effective Monday, March 23, 2020, and are in effect until further notice. Employees should not assume any specified time period for emergency telework arrangements, and department management may require employees to return to regular, in-office work at any time or alter any other provisions contained within this procedures document.

PROCEDURES:

DEPARTMENT DECISIONS

Each department director or agency head will identify with its agency management which employees are able to work remotely while maintaining the department's current operations.

Agency management should immediately begin identifying employees who can perform their job duties remotely and have the necessary technology currently available to work remotely. Agency management should immediately begin communicating with those identified employees to transition them to remote work. **Employees must receive approval from their managers before beginning to work remotely.** If an employee who can work remotely prefers to remain working from the office, the employee should have the request approved by the manager. Managers will consider whether current CDC guidelines regarding social distancing and disinfecting guidelines can be followed under these circumstances.

Employees, including but not limited to employees working in 24/7 facilities, law enforcement, public safety, and other essential public-service worksites, who cannot work remotely because their job duties do not allow for remote work or do not have the appropriate technology should continue to report to their regular work location. Agency

management needs to ensure that currently recommended social distancing and disinfecting guidelines can be met for these employees.

Agency management will determine which public-facing services will remain available. Once determined, agency management will identify office locations, office hours, and appropriate staffing levels to serve the public.

Employees are expected to continue performing their job duties when possible. When regular job duties cannot be completed, agency management may reassign employees to alternate duties and work functions. If managers are unable to find work for an employee, the manager must contact the department director or agency head to discuss alternatives and contact State Human Resources for direction.

To support employees experiencing unusual personal and work responsibilities during this emergency, agency management shall allow reasonable flexible work schedules for employees working in the office or remote work locations. For example, an employee may need to work a split work shift or perform work outside of the normally scheduled work hours to meet personal and work demands.

Agency managers must establish teleworking expectations by discussing with employees the job responsibilities and duties, equipment needs, location of remote work, and expected remote work schedules.

EMPLOYEE RESPONSIBILITIES

An employee who works remotely will establish an appropriate work environment within his or her home or other identified remote work location. Although flexibility is permitted, employees are expected to carefully track actual hours worked and accurately report time worked on timesheets. The State of Montana will not be responsible for costs associated with the setup of the employee's remote work location.

An employee working remotely shall satisfactorily complete all assigned work as established and assigned by the employee's supervisor. The employee is required to follow normal agency procedures regarding the requesting and approval of overtime, compensatory time, and leave. Employees are limited to work remotely from agreed-to remote locations.

With management approval, an employee's remote work schedule may be modified to accommodate childcare needs, balancing the personal needs of the employee with the need to meet business requirements. Teleworking is not intended to be a replacement for appropriate childcare.

Failure to comply with these expectations can result in discipline.

EQUIPMENT

Each department will determine the equipment needs for each employee on a case-by-case basis. Preparations for remote work should include identifying appropriate equipment needs,

such as hardware, software, phone, and internet access. The IT department must coordinate these equipment needs with employees and provide support to employees as quickly as possible to implement the telework operations. Agencies should consult the SITSD *"Technical Work from Home Options"* information that is included at the end of this document.

Equipment supplied by the department is to be used for business purposes only. Equipment supplied by the department will be supported by the department's IT division. Equipment supplied by the employee, if deemed appropriate by the department, will be maintained by the employee. The department accepts no responsibility for damage or repairs to employee-owned equipment. The employee must agree to take appropriate action to protect the items from damage or theft. All state-owned property will be returned to the department when requested by management or when the emergency remote/telework assignment is terminated by the department.

Consistent with the State of Montana's expectations regarding information security for employees working at the office, teleworking employees are expected to ensure the security, confidentiality, and protection of proprietary and customer information accessible from their remote work location. Any State of Montana data, documents, or other information accessed using privately owned equipment may not be stored on privately owned equipment.

SAFETY

Employees are expected to maintain their remote workspace in a safe manner, free from safety hazards.

REPORTING WORKED TIME

Employees are required to accurately record all hours worked and must enter the worked time in the department's timekeeping system or in the SABHRS payroll system. Hours worked in excess of an employee's agreed-to work schedule per day and per workweek may require the advance approval of the employee's supervisor. Managers should communicate expectations to employees.

FACILITIES AND SECURITY CONSIDERATIONS AND NOTIFICATIONS

If any agency intends to physically move locations, close office locations to the public, or completely close office locations to the public and employees, the department director or agency head must coordinate changes with General Services Division (GSD). This notification applies to all State of Montana-owned, -leased, and -occupied offices, facilities, and buildings. Notify GSD by calling 406-444-3060 or by email at GSDServiceDesk@mt.gov.

Please be prepared to provide the following information:

1. Is this a logistical closure or responsive to a potential exposure to COVID-19?
2. Does this closure affect the public, staff, or both?
3. Will your agency's location be locked down or will employees still need access?
4. If some staff will still be on-site, how many will be there?

5. What will your janitorial service needs be (such as disinfection, daily cleaning, etc.)?
6. For mail pickup and delivery, please provide a contact person who can collect mail at the building or a designated mail pickup location.
7. Have you decided to reroute or cancel deliveries? Remember, GSD is unable to store mail.
8. Are any special security or HVAC needs required?
9. Please provide two designated contacts, including cell phone numbers.

GSD will work with you regarding these issues. It's important to remember that all current safety and security protocols are in effect. If part of your office is remote, employees remaining in the building will need to be in contact with their Building BEAT Coordinators in the event of an emergency. Call GSD with any security concerns.

Please consult with GSD prior to making any requests to alter security and card access to buildings. If employees are working remotely, it is likely not necessary to alter employee ID card access to offices and buildings.

GSD will continue to respond to facilities issues and is available for all routine services including mail delivery, printing, and surplus. GSD is unable to store mail at GSD facilities. GSD can be reached by calling 406-444-3060 or by email at GSDServiceDesk@mt.gov.

State of Montana Technical Work from Home Options

Computer Services:

- Office 365 (http://O365.mt.gov)
    - Office Online or install locally options available
    - Word, Excel, PowerPoint, Teams
    - OneDrive (users should proactively move their home directory files to OneDrive if they haven't already)
    - SharePoint (document libraries can be used to replace file shares) (hosted online in O365)
- Webmail (https://webmail.mt.gov)
- Work Space One - Mobile Device Management (MDM)
    - Secure access to email and secure browser to access internal resources without VPN
- Citrix (https://citrix.mt.gov)
    - Existing applications are currently available off network
    - Scalable – submit ServiceNow case to add new applications
- Web Applications (many are available externally today)
    - Intranet applications can be securely exposed externally with multifactor authentication and web application firewall via Enterprise F5 services - submit ServiceNow case to add new applications
    - Example: SABHRS.mt.gov is available off network for services such as time sheet entry
    - Employee portal (https://mt.gov/employee/)
- VPN (Virtual Private Network)
    - Only available for State owned equipment such as State-owned laptops - 15,000 users
- VDI (Unified Digital Workspace)
    - Currently scaled to 2,000 concurrent users but can be scaled to 5,000 with existing licensing
    - Available state-owned thin clients for home use (pucks) and can be securely accessed from home computers
- RDP
    - Due to security concerns, this option is a last resort option reserved for users who have mission critical software on their physical workstation(s) that isn't available through virtualization. Agencies are asked to limit RDP usage.
- Collaboration/Video Conferencing
    - Teams (can use web client via O365 or installed think client)
    - Zoom - All users are entitled to a basic account for free. Basic account limits meetings to 40 mins, or unlimited 1 on 1.

Voice Services: http://sitsdservicecatalog.mt.gov/voip-avaya-phones

- Call Forwarding
- AVAYA EC500 (Recommended)
    - Sends call directly to a user's cell phone. State numbers calling state numbers will show. If a user uses their cell phone (with EC500) to call a number outside of the Enterprise numbers, the cell phone number would show.

    http://broadcast.mt.gov:8080/itsd/streams/_definst_/Updated%209611%20EC500.mp4
- Equinox/IX Workplace APP
    - Available on State PCs and Cell Phones, creates a mirrored appearance of the state user's phone on the device. On Apple phones the app must be opened to work. We currently do not offer this on VDI due to licensing expenses but are working through a plan now.
- AACC
    - Contact Center is best for taking large # of calls or complex call routing. We offer recording, call back, and survey currently. We can stand up a basic call center very quickly.

Additional information regarding SITSD services can be found at https://sitsd.mt.gov.