



INSPECTOR GENERAL ALERT

Telework Guidelines

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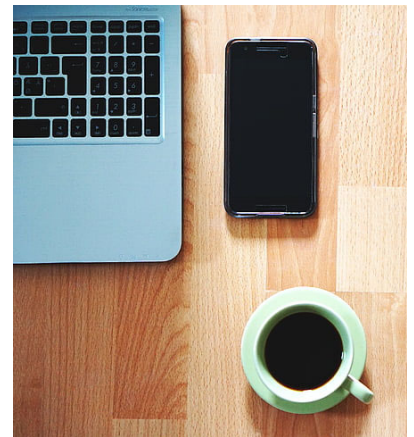
BACKGROUND

Teleworking is a work arrangement in which employees work from a location other than a traditional office. There are both benefits and risks associated with teleworking that the City should be mindful of when making decisions regarding allowing employees to partake in telework activities. Benefits of teleworking include increased flexibility and work-life balance, reduced commuting costs and time, and increased employee satisfaction. Risks associated with employee telework arrangements include reduced productivity, increased security and compliance risks, legal risks, and a more challenging management environment. City of Tallahassee Administrative Policies & Procedures Chapter 706.12, Telework Policy (APP 706.12), governs teleworking by employees and establishes the procedures, eligibility requirements, criteria, and responsibilities for teleworking.

ISSUE

During an investigation, we noted a department did not have documentation authorizing an employee's telework status and incomplete telework documentation regarding other employees. APP 706.12 requires the completion and approval of a telework agreement for all employees who take advantage of the opportunity to work from an alternate location on a regular basis. The telework policy also allows for departments to establish department-specific telework policies provided they do not conflict with the City's policy. This provision allows departments to customize and tailor any telework arrangements to the specific needs of the department.

In addition to the issues related to telework authorization noted during the investigation, there were indications that personal information of City employees was not secured appropriately and may have been exposed to individuals not authorized to access such information. APP 706.12 specifically addresses security and confidentiality stating that all records, papers, digital files, and correspondence must be safeguarded.



RECOMMENDATION

To help mitigate risks associated with telework arrangements and help ensure teleworking remains a viable alternate work option, departments should review APP 706.12 and:

- Develop departmental telework policies/guidelines when APP 706.12 is not adequate to address department-specific needs relating to teleworking and the security of City information,
- Not allow employees to telework without the completion and approval of appropriate telework agreements,
- Establish procedures for monitoring employee performance to ensure productivity is not negatively impacted by teleworking, access to confidential City records and information is properly controlled, and employees are complying with the provisions of telework agreements.