



# United States Department of the Interior

FISH AND WILDLIFE SERVICE  
Mountain-Prairie Region



Date: February 12, 2008

## **REGIONAL DIRECTOR'S ORDER NO. 5A-B (Revised for Telework and Wireless Use)**

**Subject: REGIONAL TELEWORK POLICY (RD's Order #5A)**

**Sec. 1. What is the purpose of this Order?** This Order supersedes Regional Director's Order No. 5, Regional Telework Policy, dated 07/07/05. This policy supplements the Fish and Wildlife Service's (Service or FWS) Telework Program Policy, 226 FW 4, dated 10/26/2007.

**Sec. 2. To whom does this Order apply?** This Order applies to Region 6 employees.

**Sec. 3. What are the authorities for taking this action?** Service Policy 226 FW 4, Telework Program, dated 10/26/2007, and the Department of the Interior (DOI) Personnel Bulletin No. 05-02, Telework Policy, dated February 18, 2005.

**Sec. 4. What is telework?** Telework is:

- A. A work arrangement where supervisors permit employees to perform their usual job duties away from their central workplace, in accordance with their same performance expectations and other agency-approved or agreed-upon terms on an established or occasional (situational) basis,
- B. A management option rather than an employee entitlement,
- C. Voluntary, and
- D. Not a substitute for child care, elder care, or personal leave.

**Sec. 5. Why should a supervisor consider an employee for this program?** In addition to meeting the requirements of Public Law and the Department's policy, potential benefits of offering telework include:

- A. Enhance retention of workforce,
- B. Reduce the cost of doing business, ensure continuity of operations, and provide service to internal and external customers,
- C. Accommodate employees with disabilities or continuing health problems,
- D. Allow employees to concentrate on the "project" itself with less distraction from the office environment,
- E. Improve morale and reduce stress by giving employees more options to balance work and family demands, and
- F. Save hours of commuting time, allowing the employee to spend more time on projects, completing them with a higher quality of work in a more timely manner.

**Sec. 6. What types of positions are suitable for telework?**

- A. Telework is not suitable for employees who need to be in the office to learn the organization, who require on-the-job training, who need close supervision, or who thrive on interaction with co-workers and would suffer from the isolation of working alone.
- B. A successful teleworker should be an organized, disciplined, and conscientious self-starter who requires minimal supervision.
- C. Teleworking should not adversely affect the employee's own performance or that of his/her coworkers. Thus, if the employee's job involves frequent interaction with his/her coworkers or customers, the employee will be expected to be available at the same times as when he/she were at work for this interaction via email or telephone.
- D. Although telework will give some employees more time for their family responsibilities, duty time may not be used for providing dependent care or for any purpose other than official duties.
- E. The employee must provide a safe and adequate place to work off-site that is free from interruptions and that provides the necessary level of security and protection for Government property. If this is not possible, telework can take place in an alternate telework center, if available.

**Sec. 7. What is management's responsibility in implementing the telework program?**

- A. Assistant Regional Directors:
  - 1) Implement the program in accordance with Department and Service policy, and this Order.
  - 2) Concur or disagree with the first-level supervisor's approval recommendation.
- B. First-level Supervisors:
  - 1) Evaluate employees' requests for telework participation in a fair and equitable manner, according to qualification requirements, and office and project needs.
  - 2) Review the information on telework located at the Service's intranet website: [https://intranet.fws.gov/region9/bphr/hr/telework/telework\\_portal.html](https://intranet.fws.gov/region9/bphr/hr/telework/telework_portal.html)
  - 3) Review the Telework Agreement (FWS Form No. 3-2348) that describes the terms and conditions of the telework arrangement with the employee.
  - 4) Recommend employee's request for telework be approved. Submit a signed copy to the ARD for concurrence. If the employee's request for telework is disapproved, no action by the ARD is necessary, but the supervisor must explain why to the employee. Employees do not have appeal rights for teleworking.
  - 5) Coordinate with any other officials in making the telework arrangement. Supervisors must send the Telework Agreement to the Human Resources Office Telework Coordinator in the RO.
  - 6) Provide the employee with the following information:
    - R6 RD's Order #5A-B on Telework and Wireless Use
    - R6 Telework Agreement and Safety Checklist (Attachment 1 for signature)
    - R6 Rules of Behavior for Network Resources (Attachment 2 for signature)
    - R6 Statement of Responsibility/Liability (Attachment 3 for signature)
    - R6 Password Control Document (Attachment 4 for signature)
    - R6 Wireless Use policy (Attachment 5)
    - DOI Internet Acceptable Use Policy: [https://intranet.fws.gov/region9/irtm/bsm/sec\\_policies/](https://intranet.fws.gov/region9/irtm/bsm/sec_policies/)
    - FWS IT Appropriate Use Policy: [https://intranet.fws.gov/region9/irtm/bsm/sec\\_policies/](https://intranet.fws.gov/region9/irtm/bsm/sec_policies/)
    - DOI Telework Policy: <http://www.telework.gov/policies/DeptInteriorTeleworkPolicyA.pdf>
    - FWS Telework Policy: <http://www.fws.gov/policy/226fw4.html>

**In addition to the employee, it is also the supervisor's responsibility to read and be familiar with these guidance documents.**

- 7) Ensure that employees follow policies and procedures concerning:
  - a) Safeguarding records,
  - b) Accountability for Government property, records, and documents, and
  - c) Work-related injury or illness.
- 8) Balance an employee's needs by considering factors such as the teleworker's job requirements and frequency of telework with budget and other work-related parameters.
- 9) Provide the employee with a Government computer (e.g., laptop). Other computer equipment (e.g., printer, copier, scanner, facsimile), telecommunications, and associated technical support that is deemed necessary for mission accomplishment can be provided at the supervisor's discretion.
- 10) Ensure that employee uses only Government-furnished computer equipment and software meeting the Service's technical standards.
- 11) Complete an inventory of equipment (what the Government is providing and what the employee is supplying). This is part of the Telework Agreement.
- 12) Reconsider an employee's participation whenever:
  - a) Performance falls below a "Fully Successful" performance level,
  - b) Customer service is adversely affected,
  - c) Leave restrictions become necessary, or
  - d) Conduct issues arise.

#### **Sec. 8. What is the employee's responsibility in implementing the telework program?**

- A. Complete a Telework Agreement (FWS Form No. 3-2348), review it with his/her supervisor, sign it, and give it to the supervisor for approval.
- B. As part of completing the Telework Agreement, assess the alternative worksite and complete the Safety Checklist.
- C. Review the information on telework located at the Service's intranet website:  
[https://intranet.fws.gov/region9/bphr/hr/telework/telework\\_portal.html](https://intranet.fws.gov/region9/bphr/hr/telework/telework_portal.html)
- D. Read (and sign where designated) the following information:
  - R6 RD's Order #5A-B on Telework and Wireless Use
  - R6 Telework Agreement and Safety Checklist (Attachment 1 for signature)
  - R6 Rules of Behavior for Network Resources (Attachment 2 for signature)
  - R6 Statement of Responsibility/Liability (Attachment 3 for signature)
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  - DOI Internet Acceptable Use Policy: [https://intranet.fws.gov/region9/irtm/bsm/sec\\_policies/](https://intranet.fws.gov/region9/irtm/bsm/sec_policies/)
  - FWS IT Appropriate Use Policy: [https://intranet.fws.gov/region9/irtm/bsm/sec\\_policies/](https://intranet.fws.gov/region9/irtm/bsm/sec_policies/)
  - DOI Telework Policy: <http://www.telework.gov/policies/DeptInteriorTeleworkPolicyA.pdf>
  - FWS Telework Policy: <http://www.fws.gov/policy/226fw4.html>

**It is the employee's responsibility to read and be familiar with these guidance documents.**
- E. Follow established procedures for:
  - 1) Requesting leave,
  - 2) Obtaining approval for working overtime, compensatory time, or credit hours,
  - 3) Standards of conduct, and
  - 4) Accountability of Government property.

- F. Adhere to Service Information Technology Security and the Acceptable Use policy, especially governing the use of Government-furnished equipment, software, e-mail, and connectivity to the Service network.
- G. If teleworking from home, contract with and make payments to an Internet service provider for broadband-class connectivity, such as cable modem or DSL.
- H. The employee does not have appeal rights for teleworking if his/her request is not approved.

**Sec. 9. Can an employee be reimbursed for direct work-related expenses as the result of teleworking?** Except for the expenses described below, the Service will reimburse direct work-related expenses with proper documentation.

- A. Pre-approval of Expenses. Employees and supervisors should be prudent concerning the expenses claimed. For instance, equipment, supplies, and copies should be obtained through existing Service policy and the appropriate procurement channels. To avoid any misunderstanding, the employee must receive pre-approval to claim direct telework expenses either within the telework agreement or by their supervisor. If pre-approved, the employee may claim:
  - 1) Local mileage reimbursement, tolls and parking fees from residence to meeting or training site. Mileage reimbursement is limited to mileage incurred in excess of normal commuting mileage.
  - 2) Mass transportation costs in excess of normal commuting costs.
  - 3) Small emergency purchases where the Government purchase card could not be used.
  - 4) Reimbursement of a portion of monthly broadband service costs. The Service will reimburse teleworkers based on their telework schedule. Specifically, the Service will reimburse:
    - a) Actual broadband service costs or up to \$15 a month for Service employees who have a 2 day a week, regular telecommute schedule.
    - b) Employees that telecommute fewer than 2 days a week or telework on a situational basis are not eligible for broadband cost reimbursement.
    - c) The employee cannot include add-on services or taxes as part of the reimbursement claim. If the employee's broadband services are bundled as part of telephone and/or cable TV services, the broadband portion, less any discounts, should be identified. If not identifiable on the bill, then the employee should claim a prorated amount attributable to the broadband service.
    - d) The Service will provide reimbursement only for the number of months the employee participated in the telework program.
    - e) TDY travel and leave will not affect reimbursement, unless the employee is on non-telework status for more than 20 consecutive business days. Non-telework status is defined as an employee who is on temporary travel duty (TDY), local detail, leave, or in the office for more than 20 consecutive business days. Employee must deduct the applicable month's broadband costs where the majority of travel, leave, or detail occurred.
    - f) For employees that start participating in the telework program after the 15th of the month or end participation before the 15th of the month, the Service will provide one-half month's reimbursement.
- B. Telework Expenses Not Reimbursable. The Service will not reimburse the following types of expenses:
  - 1) Home expenses, such as increased residential utility costs as a result of teleworking, home improvement costs, home office renovation, etc.

- 2) Installation of broadband-class connectivity. Broadband includes high-speed cable modem, DSL, or satellite high-speed connection from a commercial vendor.
- 3) Mileage between the telework site and the official duty station when the supervisor requires the employee to be in the office on a scheduled telework day.
- 4) Personal telephone, cell phone and long distance calls. The Service teleworker should use a Service-issued calling card or cell phone for long distance calls. If the Service teleworker decides not to use the calling card or loses the calling card due to abuse, the teleworker is not eligible to separately claim reimbursement.
- 5) Copying costs. Service personnel are not authorized to use Government purchase or travel cards to pay for copying services unless a GPO waiver is obtained. Contact the Regional Printing and Publications Manager in the Office of External Affairs for waiver information.

**Sec. 10. How does an employee get reimbursed for broadband expenses?** Based on the reimbursement requirements above, the Service will reimburse the teleworker on an annual basis. The teleworking employee must wait to submit the documentation for reimbursement until January 1 of the following year.

- A. All submissions must be received by February 15 for the previous calendar year. If not received by NBC Payroll by February 15, the employee forfeits his/her reimbursement amount.
- B. If an employee terminates his/her employment with the Service before the submission time period, the employee may submit certification to NBC within two weeks of separation.
- C. Reimbursement is through Electronic Funds Transfer. The Service will pay the employee using the payroll system and will include the entitlement in the employee's salary payment.
- D. Contact the Regional Budget and Finance Division for reimbursement procedures.

**Sec. 11. What is the maximum number of days an employee can work at the alternative worksite?** Region 6 policy allows up to four (4) days per pay period for **core** telework, with the understanding that the employee will be available to interact with supervisor, coworkers, and customers. **Situational** telework will be handled on a case-by-case basis, and the number of days will depend on the circumstances surrounding the request for telework.

**Sec. 12. Will entitlements such as pay, leave, or travel differ for employees on telework?** Generally, the provisions are the same as those at the official duty station; however, supervisors should consult the DOI Personnel Bulletin No. 05-02, and contact the Human Resources Office when unusual circumstances arise.

**Sec. 13. What if an employee is injured at home while participating in telework?** Telework employees are covered under the Federal Employees Compensation Act. Teleworkers at home are required to designate one area in the home as the official telework station. Telework employees working at home are responsible for ensuring that their work space is safe and in compliance with safety guidelines. Employee must notify his/her supervisor immediately of any accident or injury at the alternate worksite. In the event of an injury, the supervisor will contact the Human Resources Office for guidance.

**Sec. 14. When is this Order effective?** This Order is effective immediately.

**Sec. 15. When does this Order expire?** This Order will remain in effect until the Regional Directorate determines otherwise.

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**Subject: REGIONAL WIRELESS USE POLICY (RD's Order #5B)**

**Sec. 1. What is the purpose of this Order?** This Order establishes Wireless Implementation Policy for Region 6 and supplements the Fish and Wildlife Service's (Service or FWS) Wireless Use Policy, expected to be released in late February 2008. This policy provides guidance for the use of laptop wireless connectivity for R6 Service employees and contractors. This Order applies specifically to 802.11x wireless and broadband wireless connectivity.

**Sec. 2. What is the scope of this Order?** This Order establishes the use of wireless as a method of connecting to the FWS network from unsecure public Internet hotspot and broadband wireless connections. This Order applies to R6 FWS employees and contractors both in travel status and teleworking (telecommuting), and the use of wireless within Internet hotspots (e.g., Internet cafés, restaurants, and airports) for employees and contractors attempting to conduct official business while away from their official duty station. This Order also applies to R6 FWS work in remote locations where wireless access allows for Service operations to be conducted efficiently. This Order does not apply to FWS wireless Local Area Network (LAN) connections on the FWS network.

**Sec. 3. Does this Order supersede or amend other directives?** Department of the Interior (DOI) Directive 2005-012, Subject: Wireless Network Security, dated July 29, 2005, prohibits the use of DOI resources connecting to non-DOI networks or resources in a manner where Sensitive But Unclassified (SBU) data/information may become inadvertently or intentionally stored/copied unencrypted on a non-DOI resource. The draft DOI Security Policy Handbook and Standards (SPHBS; expected to be released in the near future) eases those restrictions and allows each bureau to determine authorized wireless usage.

**Sec. 4. What do R6 FWS employees and contractors have to do to use wireless?** Users shall not rely exclusively on wireless availability for the protection of life and property where other communication mechanisms are available. Wireless is a tool used to increase the efficiency and effectiveness of FWS operations within the context of data security risks associated with each application. The misuse of wireless may result in disciplinary actions. This Order will maintain the highest level of security and due diligence, while permitting the use of wireless connections from public Internet hotspots and wireless broadband connections.

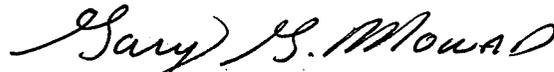
R6 employees and contractors must follow Regional and Program procedures to accomplish the following:

- Provide their computer equipment to the Office of IRTM for loading the FWS Security Technical Implementation Guides (STIG) to secure laptop operating system configuration. The objective of the STIG (mandatory configuration settings and software) is to protect the confidentiality and integrity of data during transmission, protect the mobile computing device from security threats, and enable auditing of security-related events to detect and identify actual and attempted security violations.
- The STIG and IRTM will ensure that:
  - Users shall work on Government-furnished equipment.
  - Computerized data at rest is encrypted.

- Computers/devices meet FWS configuration guidelines for wireless communications, and all other DOI and FWS security policies and procedures.
- Accept the Region 6 Wireless Use Policy.
- Read and understand the Region 6 Wireless Use Training that:
  - Informs users of rules and responsibilities for wireless use,
  - Informs users of steps to combat threats and avoid common mistakes, and
  - Reviews current security policies, rules of behavior, and FWS Configuration Procedures and Guides.

**Sec. 5. When is this Order effective?** This Order is effective immediately.

**Sec. 6. When does this Order expire?** This Order will remain in effect until the Regional Directorate determines otherwise.

  
Regional Director

**Attachments:**

- #1 R6 Telework Agreement between Supervisor and Employee (Form 3-2348) and Safety Checklist
- #2 R6 Rules of Behavior for Network Resources
- #3 R6 Telework Statement of Responsibility/Liability
- #4 R6 Password Control Document
- #5 R6 Wireless Use Policy

**Links:**

- 1) DOI Internet Acceptable Use Policy: [https://intranet.fws.gov/region9/irtm/bsm/sec\\_policies/](https://intranet.fws.gov/region9/irtm/bsm/sec_policies/)
- 2) FWS IT Appropriate Use Policy: [https://intranet.fws.gov/region9/irtm/bsm/sec\\_policies/](https://intranet.fws.gov/region9/irtm/bsm/sec_policies/)
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