

ATTACHMENT C IT TELEWORK EQUIPMENT POLICY

Overview

Before allowing an employee to telework, an employee's manager or supervisor and the employee who wishes to telework must determine on a case-by-case basis the information technology (IT) equipment and resources the employee needs for the employee's telework arrangement. The manager or supervisor must identify the IT equipment and resources necessary to support the employee's proposed telework.

Not all teleworkers perform functions or tasks requiring IT equipment or resources, and telework does not necessarily entitle a teleworker to City-owned assets such as a computer, software, printer, or scanner.

Employees who telework must adhere to all IT policies and Administrative Regulations.

Managers and supervisors must:

- Carefully assess the cost and benefits of a telework arrangement, particularly those requiring additional department expenses for equipment or services.
- Work with the City's Department of Information Technology to assess the IT hardware and software needed for the telework and to provide the teleworker with the necessary IT equipment and services.
- Ensure the IT equipment used by the teleworker is installed, maintained, and updated according to the City's Department of Information Technology's policies, standards, and procedures.

Restricted Use

Employees who telework must acknowledge that the use of any City-provided IT resources, equipment, software, or data is limited to use by the authorized teleworker for City business purposes only.

Property Control

Managers and supervisors must adequately account for City property used for telework by ensuring the following steps are taken:

- Maintain an inventory of City-owned equipment (e.g., laptops, monitors, and peripherals) approved for telework use by their employees throughout the equipment's serviceable life.
- At a minimum, record the property assigned to each teleworker by equipment type, asset tag number when applicable, and serial number.

- Submit the telework inventory, and any changes to it, throughout the life of an employee's telework arrangement to the Department of Information Technology at DoITServiceDelivery@saniego.gov.

City-Provided Equipment

Teleworkers may use City-owned equipment at their off-site telework workspace with the prior approval of their manager or supervisor, provided the equipment is used by the authorized teleworker only for City-related business purposes only.

- Maintenance, repair, and replacement of City-owned equipment issued to the teleworker is the responsibility of the City for normal use and wear, but not any damage, destruction, or loss of the equipment due to the negligent or intentional actions or omissions of the teleworker.
- The teleworker must take reasonable care to protect City-provided equipment from damage or theft.
- The teleworker must maintain software compliance (e.g., operating system and software application patching and maintenance updates) in accordance with Department of Information Technology instructions, Administrative Regulations, and policies.
- Complete the [Asset Release Form](#).

Information Security

Teleworkers must return materials (paper documents, electronic media, etc.) containing confidential information to the City for proper storage, shredding, or disposal. Teleworkers must not discard any such material in a household receptacle.

Reporting Lost Equipment

Per Administrative Regulation 45.80, Management of Loss to City Property Due To Crimes or Negligence, the City requires a teleworker to immediately report any lost, stolen, or damaged equipment directly to their manager or supervisor as soon as practical upon discovery of evidence of the loss or damage incurred. Teleworkers must take the following steps:

- Document the equipment that has been lost, stolen, or damaged, such as the type of equipment and model number.
- Contact their manager or supervisor by phone, text, or email on the day the loss or damage occurs, if possible, to provide the information.
- Obtain replacement equipment as soon as possible to decrease work impact.

Equipment Return

The City requires a teleworker to return all City-owned IT equipment, software, and data when any of the following occur:

- An employee ends their telework arrangement.

- The City determines the employee's position is no longer appropriate for telework and ends the employee's telework arrangement, or the City determines particular telework equipment is no longer needed.
- The employee separates from City employment

Upon notification that a telework arrangement is ending, or that an employee who has been teleworking is leaving City employment, the manager or supervisor must review the equipment assigned to the employee, notify the employee to return the equipment, and ensure the equipment is returned. The equipment should be inspected by the manager or supervisor to verify that the equipment being returned matches City records and there is no damage. If damage is found to the equipment during the inspection, the manager or supervisor should refer to Administrative Regulation 45.80 for next steps.

Equipment Malfunction

In the event of equipment damage or malfunction, the teleworker must notify their manager or supervisor immediately.

- The teleworker may be asked to report to their regular worksite until necessary equipment is usable.
- The teleworker is responsible for returning the damaged or malfunctioning equipment to the City for repair.
- The City's IT Service Desk (IT Help Desk) will provide service and assistance by telephone or email to teleworkers for City-owned equipment and resources.
- The City's Department of Information Technology will not provide any onsite service or assistance at a teleworker's home or other telework location.

Work Product and Data Use

Teleworkers must comply with Administrative Regulation 90.64, Protection of Sensitive Information and Data. The City owns any and all software, products, or data created as a result of work-related activities.

References

A.R. 45.80 Management of Loss to City Property Due To Crimes or Negligence
A.R. 90.25 Wireless Communications Services
A.R. 90.62 Electronic Mail (Email) and Internet Use
A.R. 90.63 Information Security
A.R. 90.64 Protection of Sensitive Information and Data
A.R. 90.66 Mobile Device Policy
IT Security Policies