

FACT SHEET: Telework

During the initial response to the COVID-19 crisis, the County Government significantly ramped up its use of situational telework for employees. Over 3,500 County employees engage in situational telework. In general, feedback on this high level of telework has been very positive with benefits for employees and the residents/customers the County serves. As a result, the County is continuing the use of telework for employees, as well as exploring steps that should be taken to maximize the effective use of telework in the County: both short-term efforts to address some of the challenges related to teleworking while also working with employees, departments, and unions on longer-term policies to promote further teleworking. [Contract employees are not subject to the telework program/policy. The ability of a contract employee to effectively telework is governed by the employer's policies, and by the contract between the County and the contractor.]

During Phase A and B of the Reconstituting County Worksites initiative, the expectation is that situational telework will continue to the maximum extent possible and practicable. Teleworking staff should return to the office during Phases A and B only on an exception basis. Viable reasons for returning to the office could include:

- The nature of the work requires “in person” services – e.g., dental services, some library and recreation programs, etc.;
- State or other mandates to provide “in person” services;
- Rotational schedules for employees at the main worksite;
- Significant productivity impairments when working from home (e.g. inadequate access to State databases, limited workspace at home, difficulty functioning with other family members at home, etc.).

Timekeeping and Telework Reason Codes

The County is tracking the use of the Telework Reason Codes to determine how best to continue the expansion of Telework, including where Telework can continue but had not been implemented in the past, so the recording of Telework time is crucial to this effort. Employees who are teleworking for part of a day but need to travel to and from the employee's main worksite are reminded that such travel is considered part of their regular commute, so the commute time(s) are not part of the workday for timekeeping purposes.

County Equipment

If an employee is teleworking 100% of the time, and requires County-supplied equipment (e.g., office chair, monitor) at their Remote Work Location in addition to their laptop from the County worksite, they can discuss this issue with their supervisor. If the employee is allowed by the supervisor to take the County-owned equipment home, any County property allowed to be brought by the employee to their Remote Work Location must be recorded by the supervisor for asset management purposes. The Remote Work Location does not replace the employee's assigned primary work location.

Technology

The County's Department of Technology Services is continuing to work on enhancements that will facilitate and improve the telework experience. The most recent enhancement was announced in a June 23, 2020, email to all County staff concerning DTS supported telephony options. That email (and attachment, which follows at the end of this Fact Sheet) describes four primary options to make and receive work-related calls from home. Additional upgraded solutions are being explored and will be communicated once available. If you require assistance, please contact the IT Help Desk at 240-777-2828; option 3. For more complex business needs (i.e. group calling, ring downs, call attendants), email the DTS Telecom Services team at telecomservicerequest@montgomerycountymd.gov

TELEPHONE OPTIONS

FOR MCG EMPLOYEES & CONTRACTORS

AVAILABLE OPTIONS



REQUIREMENTS

MICROSOFT TEAMS



- Available now to all Teams users
- For internal calls to and from County employees



- Teams license
- Usable on any PC or mobile device
- No VPN required

MICROSOFT TEAMS TELEPHONY



- Available to Teams users with G5 license
- For receiving inbound and making outbound telephone calls



- Upgraded G5 license
- AD Account
- County phone #
- Usable on any PC or mobile device
- No VPN required

AVAYA PHONE SYSTEM - CALL FORWARDING



- For those who want to forward desk phones to another phone
- For calls within and outside the County telephone network



- County phone #
- Requires a home or mobile phone to forward to
- Dial outs will show the call from phone #
- No Teams integration

AVAYA PHONE CALLS ON COMPUTER



- For those who do not use Teams.
- For receiving inbound and making outbound telephone calls



- AD Account
- County phone #
- Usable on a County-issued computer
- VPN required
- No Teams integration