

**MPR 3000.1
REVISION D**

**EFFECTIVE DATE: May 11, 2016
EXPIRATION DATE: May 11, 2021**

MARSHALL PROCEDURAL REQUIREMENTS

HS01

MSFC TELEWORK PROGRAM

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DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Change/ Revalidation/ Canceled)	Document Revision/ Change	Effective Date	Description
Revision	A	2/24/00	History log added with this revision; previous history contained in Directives Manager's Reference File.
Revision	B	10/26/2004	Changes per HQ Rules Review Action. Added the word shall as necessary throughout document. Changed font, changed MPG to MPR and NPG to NPR. Cover Page revised to reflect MPR and Revision B; deleted effective and expiration dates. Footer URL revised to reflect Times New Roman size 14 Bold font on cover page and 10 font for rest of document. Item P.3 Authority revised to add Section 359 of Public Law No. 106-346, October 23, 2000. Item P.5 Added additional references and updated references to NPR/MPR. P.6 revised to add MPG 3000.1 dated February 24, 2000. Original signature revised to delete Carolyn Griner and add David A. King, Director. Item 3.10 Agency-owned Equipment revised to delete the words "tracked in the NASA Equipment Management Systems (NEMS) and the sentences: MSFC Form 4241, "Employee Equipment Loan Agreements," must be completed and approved by the appropriate supervisor(s) and the Supply and Equipment Management Officer (SEMO) before property is removed from the official duty station. A mobile property pass, MSFC Form 4373, will be issued for each piece of equipment approved for loan. Added sentence: Personnel carrying government property on or off-site shall obtain a Mobile Equipment Property Pass (MSFC Form 4373). Item 4. Records revised to change NPG to NPR 1441.1, deleted Schedule 3/60/A. To bring document in compliance with rules review.
Revision	C	3/9/2009	Title changed from "MSFC Flexi-place Program" to "MSFC Telework Program." This revision is a major re-write to be in alignment with NASA Personnel Bulletin 2006 B3 dated December 16, 2005, and NASA Personnel Bulletin 2007-19-JL dated May 8, 2007.
Change	1	8/28/2013	On 8/28/2013, at the request of the OPRD, references to Canceled directives MPR 1040.4 and MWI 4200.1 were removed.
Revision	D	5/11/2016	This revision is a major re-write to support alignment with the new NPR 3600.2A, NASA Telework Program, dated 12/19/14. Changed the word "Core" Telework to "Routine" Telework throughout the document. Changed the word "Episodic" Telework to "Situational" Telework throughout the document. Added two requirements for the Associate Center Director at 1.2.1a. & b.

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PREFACE

P.1 PURPOSE

- a. MSFC's Telework Program is designed to provide a strategy to facilitate Continuity of Operations during emergency situations, reduce business costs, environmental impact and transit costs, and enhance work-life balance for employees.
- b. Telework arrangements can benefit both managers and employees in the following ways: enhance the recruitment and retention of a high-quality diverse workforce; assist in providing reasonable accommodations to individuals with disabilities, including employees who have temporary or continuing health conditions; provide for the continuity of operations (COOP) during national or regional emergencies; reduce transportation-related stress and costs; improve morale by allowing employees to balance work and family demands; and encourage the highest employee productivity toward the accomplishment of the Center's mission.
- c. This MPR establishes the procedures and responsibilities for conducting the Telework Program in accordance with the Telework Enhancement Act of 2010, which is codified in 5 U.S.C., Chapter 65. MSFC Telework Coordinator located in the Human Resource Services Office (HS50) should be consulted for further information and guidance.

P.2 APPLICABILITY

- a. This MPR applies to Center personnel, programs, projects, and activities, including contractors and resident agencies to the extent specified in their respective contracts or agreements. (“Contractors,” for purposes of this paragraph, include contractors, grantees, Cooperative Agreement recipients, Space Act Agreement partners, or other agreement parties.)
- b. This MPR applies to the Michoud Assembly Facility (MAF).
- c. This MPR applies the following: all mandatory actions (i.e., requirements) are denoted by statements containing the term “shall.” The terms: “may” or “can” denote discretionary privilege or permission, “should” denotes a good practice and is recommended, but not required, “will” denotes expected outcome, and “are/is” denotes descriptive material.
- d. This MPR applies the following: all document citations are assumed to be the latest version unless otherwise noted.

P.3 AUTHORITY

Telework, 5 U.S.C Chapter 65

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P.4 APPLICABLE DOCUMENTS AND FORMS

- a. Federal Employees Compensation Act (FECA), 5 U.S.C. Chapter 81.
- b. Executive Agencies Telework Requirement, 5 U.S.C. § 6502 (a) and (b).
- c. Training and Monitoring, 5 U.S.C. 6503.
- d. The Telework Enhancement Act of 2010, 5 U.S.C. Chapter 65.
- e. Determining an Employee's Official Worksite, 5 CFR 531.605.
- f. NPD 1382.17, NASA Privacy Policy.
- g. NPD 2540.1 Personal Use of Government Office Equipment Including Information Technology.
- h. NPR 1382.1, NASA Privacy Procedural Requirements.
- i. NRRS 1441.1, NASA Records Retention Schedules
- j. NPR 2810.1, Security of Information Technology.
- k. NPR 3600.2, NASA Telework Program
- l. NPR 3713.1, NASA Policy on Reasonable Accommodations Procedures
- m. NPR 4200.1, NASA Equipment Management Procedural Requirements.
- n. NPR 8715.1, NASA Occupational Safety and Health Programs.
- o. WebTADS Online Quick Reference Guide for the Automated Telework Request and Approval Process
- p. Standard Form 50, Notification of Personnel Action
- q. NASA Form 1686, Sensitive But Unclassified (SBU)

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P.5 MEASUREMENT/VERIFICATION

None

P.6 CANCELLATION

MPR 3000.1C-1, MSFC Telework Program, dated March 9, 2009

Original signed by

Todd A. May
Director

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CHAPTER 1. RESPONSIBILITIES

1.1 Center Director

1.1.1 Center Director shall:

- a. Ensure that subordinate managers and supervisors fully support and encourage telework as an alternative work arrangement for eligible employees.
- b. Ensure that all eligible employees have the opportunity to participate in the Telework Program to the maximum extent possible without diminishment in performance or negative impact to the MSFC or Agency's mission.
- c. Ensure procedures are in place for reporting data and analysis in accordance with the NASA AA, HCM guidance.

1.2 Associate Center Director

1.2.1 Associate Center Director shall:

- a. Review requests with employee's directorate level concurrence to telework outside the employee's local commuting area that results in a change to the employee's official duty location.
- b. Make final approval/disapproval determination based upon what is in the best interest of the Government as these arrangements impact pay, benefits, and reimbursements for relocation and travel.

1.3 Director, Office of Human Capital

1.3.1 Director, Office of Human Capital shall:

- a. Implement a local Telework program in accordance with the Telework Enhancement Act of 2010 (5 U.S.C. Chapter 65) and this MPR.
- b. Educate Center officials on the requirements of the Act and provide timely reports to the NASA AA, HCM to meet the data collection requirements contained in the Act.
- c. Annually, or more frequently as required, evaluate MSFC Telework Program to assess participation trends against Agency goals and make program improvements, as necessary.
- d. Establish Center telework goals in line with agency goals and reporting requirements to monitor and evaluate the effectiveness of MSFC's Telework Program in accordance with 5 U.S.C. Chapter 65, specifically with regard to increasing participation to the extent practicable and actions to identify and eliminate barriers to maximizing telework opportunities.

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1.4 The Center Telework Program Coordinator

1.4.1 The Center Telework Program Coordinator shall:

- a. Provide Telework Program orientation via the Office of Human Capital Web presence on ExplorNet, New Employee Orientation, and New Supervisor Orientation.
- b. Provide daily advice and guidance as needed to managers and employees on the appropriate use of telework.
- c. Implement Center Telework program in accordance with the Telework Enhancement Act of 2010 (5 U.S.C. Chapter 65), NPR 3600.2A, and Center procedural requirements.
- d. Prepare and maintain Telework Program status reports and provide timely reports to the Agency AA, HCM to meet the data collection requirements contained in the Act.
- e. Prepare quarterly reports on telework participation rates by organization for Senior Level Management.

1.5 Supervisors

1.5.1 Supervisors shall:

- a. Determine employee eligibility to participate in the Telework Program in accordance with this directive and document that determination in WebTADs.
- b. Ensure all employees are shown as either routine, situational, or ineligible for telework.
- c. Prior to approving an employee's request for telework:
 - (1) Ensure WebTADs reflects that the employee is eligible to participate in the Telework Program.
 - (2) Ensure employees who began teleworking at MSFC on or after December 9, 2010, have completed required telework training, available in SATERN. (5 U.S.C. 6503)
 - (3) Use the Telework Agreement at Appendix E as a framework for discussion. The discussion should include:
 - (a) Expectations on maintaining contact with the organization and customers while in a telework status.
 - (b) Work assignments that are conducive for telework.
 - (c) Equipment and technical support, including the handling of equipment problems.

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- (d) Telework schedule.
 - (e) Notification procedures for requesting situational telework.
 - (f) Requesting leave while in a telework status.
 - (g) Recording telework hours in WebTADS.
 - (h) Expectations for a teleworker in an emergency situation.
- d. Consult with the MSFC Equal Employment Opportunity (EEO) Office when an employee requests to telework based on the need for reasonable accommodation due to a disability or medical condition. (NPR 3713.1)
- e. Ensure that teleworkers utilize the same time and attendance rules as non-teleworkers, including procedures for requesting leave, overtime, or compensatory time.
- f. Ensure that telework hours worked by an employee are coded accurately to reflect use of telework prior to approving an employee's timesheet in WebTADS.
- g. Coordinate requests from employees who wish to permanently telework without having to report physically at least twice each biweekly pay period to the NASA worksite with the Human Resource Services Office (HS50) at least 90 days in advance of a proposed effective date of agreement. These types of request should only be considered when it is in the best interest of the Government. These arrangements impact pay, benefits, and reimbursements for relocation and travel. Teleworkers and their managers should discuss and consider the implications of long distance telework, so that everyone involved clearly understands the arrangement. This may require a supplemental agreement related to the telework arrangement to ensure NASA, MSFC and the employee's interests are protected. Approving official for telework arrangements that result in a change to the employee's official duty location is the Associate Center Director, MSFC.
- h. Coordinate decisions to recruit for vacant positions that will allow remote telework with the Human Resource Services Office (HS50) for assistance to ensure: (1) management's understanding of how this arrangement will work; and (2) the vacancy announcement reflects such arrangements are available to all applicants.
- i. Terminate a Telework Agreement in accordance with this directive any time the telework arrangement fails to meet the needs of the organization or when an employee's eligibility changes based on the criteria in 2.2.1.3.
- j. Periodically, and/or as necessary, review an established Telework Agreement with the employee.

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k. Comply with the terms of the supervisor certification as specified in Appendix E.2 of this directive.

l. Ensure that teleworkers and non-teleworkers are treated the same for purposes of job performance appraisals, work assignments and requirements, training/development, awards, advancement, reduction in grade, retention, removal, and other employment matters involving managerial discretion.

1.6 Employee

1.6.1 Employees shall:

a. Complete telework training in SATERN prior to establishing an agreement to participate in the telework program. (5 U.S.C. 6503)

b. Request approval to telework by completing the Telework Agreement request located in WebTADS; no other Telework Agreement is authorized.

c. When a request to telework is based on the need for reasonable accommodation due to a disability or medical condition, contact their supervisor or MSFC EEO Office for assistance. (NPR 3713.1)

d. Record telework hours worked with the appropriate labor code and telework designation code on their timesheets in WebTADS.

e. Comply with the terms of the telework agreement as specified in Appendix E.1 of this directive.

f. While teleworking, comply with Government-wide regulations and NASA/MSFC policies and procedures for the safeguarding of information technology resources and information, including the appropriate use of removable media. (NPR 2810.1, NPD 1382.17, and NPR 1382.1)

g. Adhere to all NASA and MSFC policies, procedures, security requirements, and property management regulations, concerning the removal and safeguarding of NASA/MSFC property and equipment. (NPD 2540.1 and NPR 4200.1)

h. Ensure a safe alternative worksite and follow proper safety practices at all times. (NPR 8715.1)

i. Be accessible and available to the supervisor, organization, and customers during working hours while in a telework status.

j. Understand they may be required to report to their official worksite due to workload demands or other official purposes in lieu of scheduled telework with very little notice.

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k. Understand telework is not a substitute for dependent or elder care. However, telework can be valuable to individuals with care giving responsibilities. Employees may request and be approved to telework during the work day when they are not performing dependent or elder care responsibilities.

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CHAPTER 2. PROCEDURE

2.1 Employee Participation

2.1.1 Employee participation is voluntary and shall require management approval.

- a. Telework shall not be used as a substitute for dependent care.
- b. Employees shall not use telework duty time for any purpose other than official duties.
- c. All employees shall be shown either as routine, situational, or ineligible for telework.

2.2 Eligibility Requirements and Job-Related Factors

2.2.1 Approval for participation shall be based on the nature and content of the employee's job and whether the telework arrangement does not interfere with the employer's ability to meet mission, staffing, and workload requirements.

2.2.1.1 Positions eligible for telework shall involve tasks and work that are portable and performed effectively outside of the office without causing undue expense or disruption to the organization.

2.2.1.2 Tasks and functions generally suited for telework include but are not limited to: thinking and writing; policy development; research; analysis (e.g., investigating, program analysis, policy analysis, financial analysis); report writing; telephone intensive tasks; computer-oriented tasks (e.g., programming, data entry, word processing, Web page design); or, data processing.

2.2.1.3 Employees shall be considered ineligible for telework if:

- a. The position requires regular and recurring handling of classified materials.

Note: Employees whose duties primarily involve classified materials may telework to perform non-classified work assignments.

- b. The employee performs onsite activities on a daily basis that cannot be conducted at an alternative worksite.
- c. The employee's last performance rating of record was less than fully successful.
- d. The employee's conduct has resulted in disciplinary action within the last 12 months.
- e. The employee has been officially disciplined for absence without leave exceeding five days in a calendar year (5 U.S.C. § 6502(a)).
- f. The employee has been officially disciplined for violations of the standards of ethical conduct related to accessing pornography (5 U.S.C. § 6502(b)).

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2.2.2 Routine Telework Option

2.2.2.1 The employee shall demonstrate ability to prioritize work effectively, utilize good time management skills, work independently, be responsible, have a record of high personal motivation, and require little supervision.

2.2.2.2 Consistent with the organization's staffing, workload, and mission requirements, the supervisor shall ensure adequate staffing is scheduled to be at work at the official duty station each work day.

2.2.2.3 The employee shall establish a WebTADS Telework Agreement Request following the procedure outlined in the WebTADS Online Quick Reference Guide for the Automated Telework Request and Approval Process.

a. The supervisor shall approve, disapprove, modify, or withdraw request as outlined in the Quick Reference Guide.

b. The supervisor and employee shall read orientation material located on the Office of Human Capital Telework Web presence on Explornet.

2.2.2.4 The teleworker shall provide, at their own expense, an alternative worksite with adequate space, access to a telephone, and internet access without undue interruption (e.g., child care or elder care).

a. The teleworker shall be available to the supervisor, co-workers, and the public by telephone and other communication media during their scheduled daily tour of duty at the alternative worksite.

b. The teleworker shall provide the supervisor with a valid telephone number.

c. The teleworker shall check e-mail and voicemail frequently both at the office and at the alternative worksite.

2.2.2.5 Approval shall be required from the first-level supervisor with concurrence of intervening supervisory levels, as applicable, and directorate/office head prior to teleworking.

a. First-level supervisor shall obtain concurrences by e-mailing the NASA Telework Agreement Request summary to intervening supervisory levels and directorate/office head.

2.2.2.6 Routine teleworkers shall report to the official duty station at least twice each biweekly pay period on a regular and recurring basis at the regular worksite except in circumstances involving reasonable accommodation for disabled employees or the need for convalescence from a health condition which limits mobility or ability to perform at the regular workplace.

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a. Other short term situations which prohibit an employee from reporting at least twice each biweekly pay period shall be approved in advanced by the supervisor with consultation from the Telework Program Coordinator.

b. Telework requests based on a health condition shall have medical documentation to support the request including the expected length of the medical condition.

2.2.3 Situational Telework Option Requirements are the same as for Routine Option, except:

2.2.3.1 The nature of the work shall be occasional, one-time, or on an irregular basis, including less than one day per week, to complete a specific project or task. This includes completion of short-term assignments while recovering from a health condition which limit mobility or ability to perform at the regular workplace.

a. If a situational arrangement becomes regular and recurring the supervisor shall modify the situational arrangement to a routine arrangement.

b. An employee shall initiate a Routine Telework Agreement Request if a situational arrangement becomes regular and recurring.

2.2.3.2 Approval shall be required from the first-level supervisor.

2.3 Time and Attendance Issues

2.3.1 Certification and Control of Time and Attendance.

2.3.1.1 A teleworker's tour of duty shall be consistent with the requirements of the work schedules established for NASA (e.g., standard, compressed, or flex-tour). Telework is a change in work location only, time and attendance rules remain the same.

2.3.1.2 The specific days and hours that the employee will telework shall be specified in the Telework Agreement Request and approved by the supervisor prior to teleworking.

a. Changes to the telework schedule shall require supervisory approval.

2.3.1.3 Time spent in telework status performing official duties shall be accounted for and recorded in the same manner as if the teleworker reported for duty at the traditional worksite.

2.3.2 WebTADS

2.3.2.1 The Telework Agreement is available via NASA Web-Based Time and Attendance Distribution System (WebTADS) and is the only agreement which shall be used for an employee teleworking. The Telework Agreement is the result of the automated Telework Agreement Request when approved by supervisor and certified by employee.

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2.3.2.2 WebTADS shall be used to establish, approve, and certify a Telework Agreement; record and report specific telework arrangement; and to generate quarterly reports to Congress and others on the number of NASA employees participating in a telework arrangement.

2.3.2.3 All employees shall be documented in WebTADS as eligible for telework, either on a regular and recurring basis (routine) or on an occasional, non-routine basis (situational), unless there is a business-based reason for an exception (ineligible).

a. The telework hour type shall not be available to an employee unless the supervisor has indicated the employee is approved for either routine or situational telework.

b. The telework status of a new employee shall be documented in WebTADS within 30 days after assignment to the organization.

2.3.2.4 Supervisors shall document in WebTADS the telework status on the “leave balance” page of the employee’s timesheet.

a. Employees set to ineligible shall have basis of ineligibility selected in order to avoid an error message on employee leave balance page.

b. New employees shall automatically default to eligible in WebTADS until changed by supervisor.

2.3.2.5 Teleworkers shall enter telework hours in WebTADS in the same manner as they enter any other hours of work by choosing the telework hour type and associating it with the appropriate labor code.

2.4 Administrative Leave, Dismissals, Emergency Closings, COOP, and Pandemic Health Crises.

2.4.1 The principles governing administrative leave, dismissals, and closings remain unchanged. The ability to conduct work (and the nature of the impediments) whether at home or at the office, determines when an employee is excused from duty.

2.4.2 A telework participant will sometimes, but not always, be affected by an emergency requiring the traditional office to close. A telework employee shall not be excused from work unless work cannot be performed because the traditional office is closed.

2.4.3 When an emergency (e.g., power failure), affects only the alternative worksite for a major portion of the workday, the teleworker shall be required to report to the traditional office, take approved annual leave, leave-without-pay, or receive an authorized excused absence.

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2.4.4 COOP

2.4.4.1 During emergency situations, the Telework Program shall play a vital role in preserving essential Center functions and serve as a vital option for employees to continue working during times when many of the population-at-large and NASA/Marshall employees are quarantined or prevented from reporting to their traditional duty site.

2.4.4.2 Supervisors shall implement telework to the greatest extent possible in the workgroup so systems are in place to successfully support remote work in an emergency and integrate COOP response expectations into Telework Agreements as appropriate.

2.4.4.3 During the emergency timeframe, all telework is situational in nature and does not guarantee routine telework privileges under normal circumstances.

2.4.4.4 Teleworker shall:

- a. Maintain current Telework Agreement specifying responsibilities and perform duties assigned by management even if they are outside usual or customary duties.
- b. Practice telework regularly to ensure effectiveness.

2.4.4.5 Pandemic Health Crisis

- a. In the event of a pandemic health crisis, the Telework Program will help the Agency and Center to retain functionality as infrastructure issues and other challenges make the official duty station difficult to access.
- b. The Telework Program shall benefit the Center by providing an option to slow the spread of disease by keeping face-to-face contact to a minimum while maintaining operations as close to normal as possible.
- c. Supervisors shall implement telework to the greatest extent possible in the workgroup so systems are in place to support successful remote work in an emergency and integrate pandemic health crisis response expectations into telework agreements as appropriate.

2.5 Overtime/Compensatory Time

Teleworker shall obtain advance approval to work in excess of their normal hours of duty.

2.6 Telework and Travel

2.6.1 Travel provisions that apply to employees working at the traditional worksite also apply to teleworkers.

2.6.2 Teleworkers who are directed to travel to another worksite (including the traditional

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worksites) during regularly-scheduled basic tour of duty shall count travel hours as hours worked.

2.6.3 Teleworkers who are directed to travel back to the traditional worksite after their regularly-scheduled basic tour of duty for irregular or occasional overtime work are entitled to at least two hours of overtime pay or compensatory time off.

2.6.4 Only the time actually worked shall be recorded.

2.6.4.1 If time is split working at home and reporting to MSFC, commute time to work and lunch shall not be recorded as time worked.

2.6.5 In those exceptional circumstances where an employee teleworks full-time from a location outside of the local commuting area of the traditional worksite, and their alternative worksite has been determined as the official worksite, management shall fund all work-related travel outside the employee's normal commuting area, including travel to the traditional worksite.

2.6.6 Management shall reserve the right to require the teleworker to report to the traditional worksite on scheduled telework days based on operational requirements.

2.7 Performance Management and Communication of Expectations

2.7.1 Employee shall have a proven or expected (for new employees) performance rating of at least "Meets Expectation" or equivalent to be eligible for participation and for ongoing participation in the Telework Program.

2.7.2 A teleworker's performance shall be monitored in the same manner as all employees at the traditional worksite.

a. Specific tasks performed while teleworking shall be agreed upon by the employee and supervisor.

b. The supervisor shall establish any related performance expectations including feedback or review requirements and include those expectations in the Telework Agreement.

2.7.3 Teleworkers shall complete all assigned work, consistent with the approach adopted for all other employees in the work groups according to standards and guidelines in the employee's performance plan.

2.7.4 Telework does not require a change in either the position description or the performance plan because telework does not change the employee's position duties or performance elements. The employee is simply performing assigned duties at an alternate work site.

2.8 Information Technology Security and Records Safeguards.

2.8.1 Teleworkers shall reasonably assure the protection of NASA assets, including electronic

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data.

a. All applicable NASA information technology (IT) security requirements shall be met, including IT security training and safeguards for electronic data, information, applications, and systems. Reference NPR 2810.1 for applicable information.

b. The following is a partial list of practices for which teleworking employees shall be aware:

2.8.1.1 Computers processing U.S. Government information shall be protected by anti-virus software which is kept up-to-date.

2.8.1.2 Operating system and application software on computers processing U.S. Government information shall be kept up-to-date and contain current security patches.

2.8.1.3 Computers processing U.S. Government information and utilizing digital subscriber lines or Cable Modem connections to the internet shall be running a firewall that is kept up-to-date.

2.8.1.4 All U.S. Government information shall be secured from access by other users of a personally-owned computer system.

2.8.1.5 All sensitive information in hard copy format shall be appropriately protected and closely controlled.

2.8.2 Loss or compromise of sensitive U.S. Government information shall be reported within one hour of the loss or compromise to the NASA Information Support Center Help Desk.

2.8.3 Teleworker shall install security patches if a non-Outsourcing Desktop Initiative for appropriate Agency End User Services Contract system is connected to a NASA network to protect Agency IT systems from vulnerabilities.

2.8.4 Teleworker shall have as a minimum the following safeguards for any system that connects to a NASA network remotely:

2.8.4.1 Current anti-virus software running.

2.8.4.2 Install a firewall (software or hardware).

2.8.4.3 Keep operating system and software up-to-date with proper patches.

2.8.4.4 Ensure Government files are secured from other users of system.

2.8.5 Teleworkers requiring access to the Agency's centralized IT systems are allowed, as a minimum, remote logins from the alternative worksite computer and shall have a userid and password to minimize vulnerabilities to the Agency when providing external access.

2.8.6 Teleworkers requiring remote connection to NASA networks from an Internet Service

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Provider shall require encrypted authentication and data transmission, such as by a Virtual Private Network.

2.8.7 Teleworkers shall comply with the same requirements for safeguarding Government equipment as non-teleworking employees.

2.8.7.1 Teleworkers shall not connect an unauthorized laptop to the NASA network.

2.8.7.2 Teleworker shall ensure a NASA laptop is protected when connecting to any unknown network (e.g., hotels, internet café) since any information transmitted that is not encrypted is at risk.

2.8.8 Personally-owned IT resources utilizing a network Internet Protocol (IP) address are subject to all network security activities such as content monitoring, penetration testing, and vulnerability scanning. Personally-owned IT resources utilizing a NASA-managed network IP address, shall be approved by the Center's Network Configuration Control Board.

2.8.9 Teleworkers shall comply with the same requirements for safeguarding Government records and NASA information as non-teleworking employees.

- a. Off-site access to classified data shall not be permitted.
- b. Sensitive but Unclassified (SBU) information shall only be used by teleworkers provided with Government-furnished equipment.
- c. SBU information shall not be stored on personally-owned computers or sent to personal e-mail accounts.
- d. SBU information shall be accompanied by NASA Form 1686 and attached in prescribed location as directed by established guidelines.
- e. Special care shall be given to sensitive information accessible via computer equipment.
- f. Information shall be accessible only by use of effective passwords that are changed frequently.

2.8.10 All requirements set forth in the Privacy Act of 1974, applicable to the use, storage, and disposal of Privacy Act data, and NPD 1382.17 apply to work performed at the alternative worksite.

2.8.11 Teleworkers shall complete required Information and Information Technology Security and SBU training and understand their responsibilities in safeguarding work-related information before telework begins.

2.8.12 Off-site access to classified data shall not be permitted, i.e., no classified document (hard

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copy or electronic) may be taken to an employee’s alternative worksite.

2.8.13 Teleworkers shall not save sensitive information to a laptop hard drive unless it is encrypted.

2.8.14 Removal of Government records from the Center shall require prior coordination with the supervisor and the organization’s Records Liaison Officer including documentation on the custodian’s records plan.

2.8.15 Official records removed for telework assignments shall remain the property of MSFC. Any records generated from telework assignments are the property of MSFC.

2.8.16 Information “removed” using software deletion commands (‘remove,’ ‘erase,’ or ‘delete’) is still retrievable in certain situations.

2.9 Telecommunications

2.9.1 MSFC shall provide telephone credit cards or reimburse a teleworker working under an approved Telework Agreement for business-related long distance and toll phone calls on a personal phone.

2.9.1.1 Teleworker shall be required to certify that all usage of such services is for official Government business.

2.9.2 The supervisor shall certify that adequate safeguards against private misuse exist and that the service is necessary for direct support of the Agency’s mission.

2.10 Agency-Provided Equipment and IT System Support

2.10.1 Agency-provided IT computer support and operations shall ensure that IT support and operations controls are continuously addressed, including hardware maintenance, software maintenance, system and information integrity, and media protection.

Note: Call the Help Desk for assistance.

2.10.2 Agency-provided IT computer support and operations shall employ antiviral and protection mechanisms to detect and eradicate malicious code transported by electronic mail, electronic mail attachments, removable media, downloaded code, or other methods.

2.10.3 In most cases, a user’s desktop system shall be replaced by a laptop system while participating in the Telework Program.

- a. The user’s data shall be transferred to the laptop for use while offsite.
- b. Any cost differential between a desktop and a laptop shall be the responsibility of the user’s

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organization.

2.10.4 Teleworkers shall return all Government-furnished equipment to the Center upon conclusion of telework assignment or upon request by the Center for yearly scanning.

2.10.5 Upon conclusion of telework assignment, teleworkers shall return laptop to their appropriate Agency End User Services Contract to have seat rate adjusted to the appropriate amount for their previously issued system.

2.10.5.1 Appropriate Agency End User Services Contract shall ensure that all data is transferred to teleworker's original type of desktop system.

2.10.6 No connection services such as cable, a Digital Subscriber List, or in-home wireless network shall be supplied unless prior arrangements are made with employee's organization.

2.10.7 Agency-owned computer equipment shall be returned to Center for servicing by authorized technicians.

2.10.8 Issues regarding damaged or lost equipment are handled through the Survey Report process.

2.10.9 NPD 2540.1 permits NASA employees limited use of IT resources for personal needs if the use does not interfere with official business and involves minimal additional expense to the Government.

2.10.10 Teleworkers approved by supervisor to use personally-owned computers and equipment for assignments involving non-sensitive unclassified data are responsible for the installation, repair, and maintenance of the personally-owned computers and equipment. During such installation, repairs, or service all NASA data shall be protected or secured in a manner as stated within this document and referenced within NPR 2810.1.

2.10.11 Employees authorized to use personally-owned computers and equipment that stores NASA data shall allow the Agency access to the equipment (pursuant to NPR 2810.1) to verify compliance with Agency policy and procedures; when an IT security event occurs; or when necessary, to configure that equipment with the proper hardware and software necessary for secure and effective job performance.

2.11 Workers Compensation, Disability, and Other Liabilities

2.11.1 Employees shall be responsible for ensuring a safe alternative worksite and adhering to property safety practices at all times. Occupational Safety and Health Administration rules govern Federal employee workplace safety.

2.11.2 Employee shall notify their supervisor immediately of any accident or injury at the alternative worksite, provide details of the accident or injury.

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Note: On-the-job injuries or accidents are subject to investigation.

2.11.3 Telework employees are covered by 5 U.S.C. § 8101, et seq.

2.11.4 The Government shall not be liable for damages to an employee’s personal or real property while the employee is working at the approved alternative worksite, except to the extent the Government is held liable by the Federal Tort Claims Act.

Note: Refer all request for advice and assistance regarding legal claims or other liabilities to the Office of the Chief Counsel.

2.12 Pay Issues

2.12.1 Pay Rate and Official Worksite

2.12.2 A teleworker’s official worksite for such purposes as special salary rates, locality pay adjustments, and travel is established by Federal rules in “5 CFR Part 531.605(d),” and officially documented on the Notification of Personnel Action (Standard Form 50 or equivalent) in the Duty Station block.

2.12.3 The official worksite for an employee covered by a Telework Agreement is the location of the regular worksite for the employee’s position of record.

2.12.4 Exceptions which change the official worksite are outlined below and shall be documented in the telework agreement with a personnel action initiated and effective before the telework arrangement commences to change the employee’s official worksite.

2.12.4.1 An employee is not required to report to the regular worksite at least twice each biweekly pay period on a regular and recurring basis; or

2.12.4.2 An employee’s location varies on a daily basis and does not perform work within the locality pay area for the regular worksite at least twice each biweekly pay period on a regular and recurring basis.

2.12.5 Temporary telework arrangements causing no change to the official worksite shall be approved when an employee is unable to report to the regular worksite for reasons beyond the employee’s control, at least twice each biweekly pay period on a regular and recurring basis in cases such as:

2.12.5.1 Recovery from an injury or medical condition.

2.12.5.2 Situations preventing an employee from regularly commuting to the normal worksite (e.g., aftermath of a hurricane, tornado, or flood).

2.12.6 A telework employee’s official worksite shall be documented in the Telework

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Agreement.

2.12.7 Premium pay rules apply.

2.13 Facilities Issues

2.13.1 MSFC Office Space: The supervisor determines if office space shall be maintained for Routine telework employees.

2.13.2 Home Office Space: For work-at-home arrangements, the employee shall designate one area in the home as the official work station. The Government's potential exposure to liability is restricted to this official work station for the purposes of telework.

2.13.3 Home Utility Expenses: Incremental home utility costs associated with working at home shall not be paid by MSFC.

2.13.4 Miscellaneous Expenses

a. Costs associated with the printing/copying of work-related materials, fax charges, express mail, etc., shall not be reimbursed by MSFC.

b. These tasks shall be performed at the duty station using MSFC equipment, services, and materials.

2.13.5 Worksite Inspection: An employee on a telework arrangement shall permit inspections of the telework work location during the employee's normal duty hours.

2.13.6 Telecommuting Centers: The supervisor shall consider an employee's request to use a Telecommuting Center, subject to budgetary considerations.

2.14 Tax Considerations

Employees shall consult their personal tax advisor or the Internal Revenue Service for information on tax laws, entitlements to tax deductions based on home office or work space, and interpretations. This is a matter strictly between the employee and the Internal Revenue Service.

2.15 Reporting

2.15.1 When requested by the Office of Human Capital Management, the Center shall report telework hours worked annually for Agency consolidation and analysis consistent with Office of Personnel Management requirements.

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CHAPTER 3. TELEWORK APPLICATION PROCESS AND PROCEDURES

3.1 Telework Application

3.1.1 Before submitting a request to telework, the employee shall approach the supervisor informally to initiate a discussion of telework options.

3.1.2 The employee and supervisor shall consider and discuss the procedural requirements of the Telework Program, the work assignments to be performed at an alternate worksite, how communication will be maintained on telework days, and how the supervisor will review and evaluate work products.

3.1.3 To establish a Telework Agreement, detailed instructions are outlined in the WebTADS Online Quick Reference Guide on the Automated Telework Request and Approval Process. The request for telework process is available for employees on their Leave Balances page in WebTADS. Employees can request to telework on either routine or situational options. The request will be electronically submitted to the selected approver as outlined in the Online Quick Reference Guide.

3.1.4 The supervisor shall normally respond to a Telework Agreement Request within 14 calendar days.

3.1.5 If multiple employees request similar telework arrangement, such requests shall be evaluated by the supervisor and decisions based on the mission, staffing, and workload requirements of the office.

3.1.6 All approved telework participants and their supervisor shall review orientation material located on the Office of Human Capital Telework Web presence on Explornet prior to entering the Program.

3.2 Telework Agreement Request Renewal

3.2.1 The Telework Agreement is a living document and shall be reviewed by the supervisor and teleworker at least annually to identify any changes.

3.2.2 A new Telework Agreement shall be required when a telework employee is reassigned, detailed, promoted to a different position, or a change in duty station occurs as documented in the initial Telework Agreement.

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CHAPTER 4. DISAPPROVAL, TERMINATION, AND WORK SCHEDULES

4.1 Disapproval and Termination

4.1.1 Employees determined by supervisor to be ineligible based on the criteria outlined in 2.2.1.3 shall document the ineligibility option in WebTADS.

4.1.2 Telework arrangements shall be terminated by the employee or supervisor at any time upon sufficient notice to ensure management and employee have adequate time to plan for reverting to a regular work environment and schedule.

4.1.3 Telework arrangement shall be terminated when a telework employee is reassigned, detailed, or promoted to a different position, a change in duty station occurs, or the employee becomes ineligible based on criteria outlined in 2.2.1.3.

4.2 Work Schedules

4.2.1 The existing rules on hours of duty apply to teleworking employees.

4.2.2 Management shall determine the employee's work schedule, including the days and times the employee works at the traditional worksite and at the alternative worksite consistent with the staffing, workload, and mission requirements of the office, Government-wide policy, and applicable bargaining agreements.

4.2.3 Assigned telework hours shall parallel those in the traditional worksite or be specific to the alternative worksite.

4.2.3.1 Employees working an alternative work schedule (i.e., a flexible work schedule or a compressed work schedule), shall be eligible for telework.

4.2.4 Telework schedules shall remain fixed until changes are requested by the employee and approved by the supervisor.

4.2.4.1 Changes shall be accommodated by the supervisor when practical and consistent with mission requirements.

4.2.5 Participants recuperating from medically-related complications such as surgery, complications associated with pregnancy or other health conditions which limit mobility or ability to perform at the traditional worksite typically do not have in-office days and shall work a full-time or part-time schedule from the alternative worksite.

4.2.6 Management reserves the right to direct an employee scheduled for telework to report to their official duty station for meetings, receiving work assignments, training, travel, unscheduled absences of other employees, emergency situations or other situations deemed necessary by the supervisor to meet mission, staffing, and workload requirements. The supervisor shall give the

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employee as much notice as possible of the need to report to the official duty station.

4.2.7 There shall be no “carryovers” of “missed” telework days from week-to-week.

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APPENDIX A

DEFINITIONS

Alternative Worksite: A location other than the employee's duty station (official worksite) such as an employee's residence, a Telework Center, an approved facility established by a state, local, or county government for use by teleworkers, or other location that is conducive to performing assigned duties.

Continuity of Operations Planning (COOP): Defined by the Federal Emergency Management Agency as an effort to ensure that the capability exists to continue essential Agency functions across a wide range of hazard emergencies.

Duty Station: The official worksite of the employee for purposes of pay (special salary rates, locality pay adjustments, and travel) in accordance with 5 CFR § 531.605(d).

Eligible Position: A position in which some or all of the employees' assigned duties can effectively be performed away from their duty station without adverse effect on customer service delivery and does not require the direct handling of classified materials on a regular and recurring basis.

Local Commuting Area: The geographic area that constitutes ones area for employment purposes. It includes an area in which people live and can reasonably be expected to travel back and forth daily to their usual employment.

Official Worksite: The official worksite is the site where an employee reports for duty. The official worksite of an employee teleworking on a regular and recurring basis will be determined on a case-by-case basis and documented in the Telework Agreement.

Routine telework: An approved telework arrangement performed at an alternative worksite on a regular and recurring basis that occurs at least once each biweekly pay period and may include situational telework.

Situational telework: An approved telework arrangement performed at an alternative worksite on an occasional, one-time, or non-regular basis to complete all or discrete portions of a project or to convalesce from a short-term injury or illness.

Telework: A work flexibility arrangement under which employees perform their assigned duties and responsibilities and other authorized activities from an approved worksite (normally their residence) other than the location from which the employee would otherwise work.

Telework Agreement: A written agreement outlining a specific work arrangement between a supervisor and an employee. Telework Agreements are mandatory for an employee's participation in the telework program (except in an emergency situation).

Telework Center: A General Services Administration or other approved facility established by state, local, or county government or private sector organization for use by teleworkers.

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APPENDIX B

ACRONYMS

AA	Assistant Administrator
CIO	Chief Information Officer
CFR	Code of Federal Regulation
COOP	Continuity of Operations Planning
EEO	Equal Employment Opportunity
HCM	Human Capital Management
IP	Internet Protocol
IT	Information Technology
MAF	Michoud Assembly Facility
MPR	Marshall Procedural Requirements
MSFC	Marshall Space Flight Center
NPD	NASA Policy Directive
NPR	NASA Procedural Requirements
NRRS	NASA Records Retention Schedules
SATERN	System for Administration, Training, and Educational Resources for NASA
SBU	Sensitive But Unclassified
U.S.C.	United States Code
WebTADS	Web-based Time & Attendance Distribution System

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APPENDIX C
(Reserved for Verification Matrix)

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APPENDIX D

RECORDS

D.1 Telework requests, authorizations, and reports are maintained in WebTADS. WebTADS is maintained by the Agency Applications Office and are therefore responsible for the records.

D.2 Once the Telework Agreement Request has been made and all approvals input to and display in the WebTADS Historical Telework Agreement Request List, temporary e-mail records used to obtain concurrences may be deleted per NRRS 2/15/B/2; destroy immediately after data have been entered or otherwise incorporated into the master file or database and verified, but longer retention is authorized if required for business use.

D.3 Copies of MSFC reports to NASA Headquarters or other Governmental organizations concerning MSFC telework employees or annual telework hours work should be maintained by the MSFC Office of Human Capital in accordance with NRRS 3/10/B; destroy when two years old.

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APPENDIX E

TELEWORK AGREEMENT

E.1 Employee Certification

E.1.1 I have read and understand NPR 3600.2A, MPR 3000.1 and any applicable MSFC-specific policies and procedures relative to telework and will fulfill all my responsibilities in accordance with such policies and procedures.

E.1.2 If I began teleworking at NASA on or after December 9, 2010, I have completed employee-specific telework training, such as the training offered in SATERN. (5 U.S.C. 6503)

E.1.3 I understand that I must demonstrate an acceptable level of performance in order to telework and my last rating of record cannot be less than Fully Successful.

E.1.4 I understand that telework is not an entitlement, that it cannot impact mission accomplishment, and that I may be required to report to the official worksite on a scheduled telework day to accommodate workload demands or other official purposes and such notice will be provided in advance.

E.1.5 I will ensure that my workstation, computer, and work area are appropriately set up to ensure my safety and the adequate protection and security of any NASA-provided equipment and data in my possession.

E.1.6 I will comply with Government-wide regulations and NASA/MSFC policies and procedures for the safeguarding of information. (NPD 1381.17 and NPR 1382.1)

E.1.7 I will adhere to the same time and attendance rules as non-teleworkers, including the procedures for adjusting my work schedule, requesting leave, overtime, or compensatory time, and I will accurately record time while in a telework status on my timecard.

E.1.8 I understand how working at an alternative worksite (e.g., residence, Telework Center, or location outside of my local commuting area) may impact my pay, benefits, and entitlement to compensation for travel.

E.1.9 I understand that I may be required to work during Center closure, administrative dismissal, etc. to the extent the closure/dismissal coincides with my scheduled telework. I understand that I am expected to follow Center policy and applicable collective bargaining agreements with respect to Center closures, (e.g., inclement weather or other events including emergency situations), and I will communicate with my supervisor regarding my individual situation.

E.1.10 I will communicate with my supervisor to discuss any change which adversely affects working conditions at the alternative worksite and prevents continuation of work, such as disruption of utility services, loss of contact with the official worksite, etc. Depending on the situation, and at the discretion of my supervisor, I may be required to report to the official

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worksite, required to request leave, encouraged to follow an alternate work schedule, or if appropriate and on a case-by-case basis, be granted an excused absence.

E.1.11 I understand that telework is not a substitute for dependent or elder care. However, telework can be valuable to me should I have care giving responsibilities. Time saved commuting can be spent with family members, and the flexibility of being closer to home may enable me to take less time off for activities such as doctor's visits, school programs, etc. A teenaged child or elderly relative might also be home with me, after school or during the day, as long as they are independently pursuing their own activities. I understand that I may request and be approved to telework during the work day when I am not performing dependent or elder care responsibilities.

E.1.12 I will be available to communicate with my supervisor on a regular basis regarding work products done remotely.

E.1.13 I understand that my participation in the Telework Program is strictly voluntary, (except during any period of time my Center is operating under a COOP/pandemic health crisis situation), and I may discontinue my participation upon providing sufficient notification if feasible (i.e., typically two weeks) to my supervisor.

E.1.14 I understand that a request to telework outside of my local commuting area requires special considerations because of potential pay, benefits, and security concerns. This may require special rationale and a supplemental agreement related to the telework arrangement to ensure NASA and my interests are protected. I should submit the request at least 90 days prior to commencement of the agreement and understand this request takes Associate Center Director approval.

E.1.15 I understand that my supervisor may terminate this agreement by giving advance notice and providing rationale. In addition, I understand that my supervisor may terminate this agreement should my performance fail to meet my performance standards, my conduct results in disciplinary action, or the telework arrangement fails to meet the needs of the organization.

E.1.16 I understand that I will be evaluated consistent with the Agency's regular performance management system (i.e., telework employees will be treated the same as non-telework employees with regard to performance management and performance ratings).

E.1.17 I understand that I will receive the same treatment and opportunities as non-telework employees for work assignments, awards/recognition, advancement, and development opportunities.

E.1.18 I certify that I have read and understand the terms and conditions of this telework agreement and have discussed them with my supervisor.

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E.2 Supervisor Certification

E.2.1 I have read and understand NPR 3600.2A, MPR 3000.1 and any applicable MSFC-specific policies and procedures relative to telework, completed training for supervisors or managers of teleworkers, such as offered via SATERN, and I will fulfill all my responsibilities in accordance with applicable policies and procedures and this agreement. (5 U.S.C. 6503)

E.2.2 I have determined the employee is eligible to telework, including ensuring that the employee has completed telework training if they began teleworking at NASA since December 9, 2010, employee's most recent performance summary rating is at least Fully Successful, they have the necessary tools (e.g., computer hardware, software, and communications equipment), and no disciplinary action against the employee has been taken in the last 12 months.

E.2.3 I understand that I may not authorize an employee to telework under any circumstances unless a telework agreement has been established in accordance with MPR 3000.1 except during any period of time the Center is operating under a COOP/pandemic health crisis situation in which time I may require an employee to telework with or without a Telework Agreement in place.

E.2.4 I have discussed performance level and communication expectations while in a telework status with the employee.

E.2.5 I have discussed with the employee the need to ensure a safe alternative worksite and the adequate protection and security of any NASA-provided equipment and data in his/her possession.

E.2.6 I have reviewed the Government-wide regulations and NASA/MSFC policies and procedures regarding the safeguarding of information. (NPD 1382.17 and NPR 1382.1)

E.2.7 I have confirmed that the employee understands that he/she must adhere to the same time and attendance rules as non-teleworkers, including the procedures for requesting adjustments to work schedules, leave, overtime, or compensatory time. In addition, I have informed the employee of his/her responsibility of ensuring that time while in a telework status must be accurately recorded on his/her timecard.

E.2.8 I have discussed with the employee how working at an alternative worksite (e.g., residence or Telework Center) may impact his/her pay and entitlement to compensation for travel and that he/she may be required to telework during Center closure, administrative dismissal, etc. to the extent the closure/dismissal coincides with his/her scheduled telework.

E.2.9 I understand that a request to telework outside the local commuting area requires special considerations and may impact the employee's pay, benefits, and entitlement to compensation for travel. This arrangement also raises potential safety and security concerns. I will ensure appropriate safeguards have been established to prevent compromise of NASA information. For requests to telework outside the local commuting area, I shall coordinate with the Center Office of Human Capital. Such a request may require a supplemental agreement related to the telework arrangement to ensure NASA and my employee's interests are protected. I have made the

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employee aware that the request should be submitted at least 90 days prior to commencement of the agreement.

E.2.10 I will communicate with my employee on a regular basis regarding work products, meetings, etc.

E.2.11 I acknowledge that employees participating in a telework arrangement will be evaluated consistent with the Agency's regular performance management system (i.e., telework employees will be treated the same as non-telework employees with regard to performance management and performance ratings).

E.2.12 I acknowledge that employees participating in a telework arrangement will receive the same treatment and opportunities as non-telework employees for work assignments, awards/recognition, advancement, and development opportunities.

E.2.13 I certify that I have read and understand the terms and conditions of this telework agreement and have discussed them with my employee.