



TOWN OF GOFFSTOWN

REMOTE WORK POLICY

Policy #	TOG-IS-004
Policy Type	Information Systems
Adopted Date	05/09/2022
Adopted By	Select Board
Effective Date	11/13/2023
Revised Date	11/06/2023

PURPOSE

This policy is intended to benefit the Town of Goffstown through workforce recruitment and retention, enhanced agency performance, increased customer satisfaction, and reduced environmental impact. It is designed to implement Remote Work without undue risk or cost to the Town of Goffstown.

Teleworking, telecommuting, e-commuting, working from home, and working remotely are synonymous phrases that mean a work arrangement has been established that allows staff not to have to travel/commute to the workplace. Staff working from a remote location should always utilize Town of Goffstown-supplied computer devices to perform their job responsibilities.

The purpose of this policy is to establish the protective measures that should be taken by the staff member to maintain the security of the Town of Goffstown (Town) Information Systems (IS) and highlight the responsibilities of the Town and of the staff member.

A Department's decision to opt into Remote Work or to end Remote Work is at the sole discretion of the Department Head. Remote Work is not a substitute for dependent care, shall not reduce the use of employee leave, and does not permit non-work activities to be performed by the employee during work hours.

Remote Work is a privilege, not an employee right.

SCOPE

The scope of this policy applies to any staff eligible to work remotely.

ELIGIBILITY FOR TELEWORK

Employees are not eligible for Remote Work until completion of all orientation requirements. Departments may add further training or time requirements prior to Remote Work approval.

Employees shall not commence Town service in Remote Work. Employees must conclude employment at the Primary Worksite.

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Eligibility for Remote Work must take into consideration the employee's access to suitable dedicated workspace, equipment, functionality, and scheduling. The employee and direct supervisor will review the conditions of the physical workspace to determine if the remote work location is suitable.

Remote Work eligibility depends on the ability to maintain confidentiality at home, the ability to securely access required data and resources, and the possession of necessary equipment for all work functions. These considerations include hardware and software capability.

Employees in leave statuses (e.g., FMLA, military orders, leave without pay, worker's compensation, etc.), under investigation, or in disciplinary process may not be eligible or may forfeit eligibility for Remote Work.

Work Schedules

Department Heads shall develop a work schedule with each employee. Remote Work employees must conform to the agreed-upon schedule. Remote Work schedules shall define Primary and Alternate Worksite days. All schedules shall include at least one Primary Worksite day per pay-period. Agencies may require additional Primary Worksite days. The schedule shall also define start, end, and meal times for each workday. The Department Head must agree in advance to any changes in that work schedule.

Changes to an employee's work hours will be compliant with the Town's Personnel Plan and any applicable collective bargaining agreements.

Remote Work employees must be accessible (e.g., by email, phone, instant messaging, online collaboration tools, etc.) to the supervisor, clients, and coworkers as required by the position during the agreed-upon work schedule, regardless of worksite location.

If an employee knows that a situation will preclude working at the Alternate Worksite, the employee must report to the Primary Worksite or request supervisor approval of appropriate leave.

In accordance with the Town's Personnel Plan, the employee must obtain approval from the supervisor before performing overtime or compensation time, regardless of worksite location. Failure to do so may result in discipline or revocation of the Remote Work privilege.

The Department Head of a Remote Work employee has the authority to require the Remote Work employee to attend certain meetings in-person, regardless of the approved Remote Work schedule.

POLICY

Staff should use only Town-issued and/or Town-owned computer devices and supported equipment and applications while working remotely. Town owned equipment would need to be pre-approved and appropriately tracked in the Information Technology (IT) Office hardware management software prior to the equipment being deployed to staff for remote work.

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Before equipment is issued, the IT Office should ensure hardware is configured in compliance with Town hardware and software security practices. This includes all software deployed to protect the Town's IS from malicious activities and actors.

For remote network access, access should be through the Town Virtual Private Network (VPN) and should utilize current Multi-Factor Authentication (MFA) solution.

Before working remotely for the first time, staff should be current with cybersecurity training obligations.

The staff member's immediate supervisor should determine the acceptable work hours.

When working remotely, staff should remain compliant with all Town policies, procedures, obligations, and instructions.

SUPPLIED EQUIPMENT FOR WORKING FROM HOME

The following equipment can be supplied to a staff member that has been approved to work from home:

- Laptop – contains required keyboard, camera, microphone, and speakers
- Docking station – required to connect to laptop, external monitors, power, and ethernet, if requested
- Mouse, if requested
- Keyboard, if requested
- 24" monitor and monitor cable
- Second 24" monitor and monitor cable, if requested, role requires it, and is approved by Department Head
- Headset, if requested, role requires it, and is approved by Department Head
- Power strip, if requested
- Standard software
 - Current Windows Operating System
 - Office 365 License
 - Malware and End Point Protection Software
 - VPN Connection

All items are subject to availability and may be substituted with like item(s) pursuant to IT Purchasing Plan.

TOWN SUPPORT FOR STAFF WORKING FROM HOME

The following support is provided from Town IT Office Service Desk staff to staff members working from home:

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- Only supplied equipment (listed above)
 - Troubleshoot or replace
- Windows updates/patches
- Supported application updates/patches
- VPN Connection to Town IS
- Microsoft Office 365 Applications

The following support is **not provided** from the Town IT Office Service Desk staff to staff members working from home:

- Staff owned devices:
 - Computers, printers, monitors, mice, keyboards, modems, cell phones, routers, switches, etc.
- Home network connectivity which includes:
 - Ethernet cabling
 - Wi-Fi connections or configurations
- Troubleshooting non-supported applications
 - Includes any applications not installed in standard deployment of laptop when received by staff member
- Any hardware/equipment that is added to the Town's initially supplied equipment above
- Household electrical issues
- Issues with staff member's Internet Service Provider (ISP)
- Issues with staff member's Electrical Power Provider
- Desks
- Chairs
- Office related equipment
- Lighting

GUIDELINES FOR WORKING FROM HOME

Whether working from home, or working from any non-Town location, staff should be sure to follow these standard guidelines:

- Determine your technological needs and agree on securing Town assets. Town assets should be tracked and validated by Town IT Office staff prior to deployment.
- Get appropriate training to ensure productivity when working remotely.
- Work only in a safe and secure work area.
- Be free from distractions or the possibility that citizens, colleagues, vendors, or co-workers will overhear inappropriate content from your surrounding area.
- Have existing high speed internet access at home via either of the following:
 - Wired (Ethernet) connection – **Preferred**.

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- Secured (password protected) wireless connection – If a wireless connection is needed, it is highly recommended by the Town IT Office that the network connection is private, from a router that you own, and that is installed in your home office work area.
- Use strong passwords or passphrases.
- Have steady and dependable electrical (power) to adequately supply the equipment needed for staff to function appropriately.
- Set up an appropriate workspace that is separate and distinct from your “home space” and conducive to working effectively without interruptions.
- Design your workspace for efficiency, with documents and materials you need.
- Create a healthy workspace – good light, comfortable temperature, ergonomic adjustable chair, computer keyboard and mouse suited to your needs, unified communications headset, etc.
- Set boundaries with your family members.
- Ensure your family members understand that although you are home, you are working.
- Establish ground rules with individuals in your surroundings for work hours, interruptions, noise, etc.
- Do not use working from home as a substitute for childcare.
- Town staff should always be connected to the Town VPN.
- Town staff should always be connected to the Town VPN and system left on when required by the IT Office for updates or patching procedures.

GUIDELINES FOR TROUBLESHOOTING YOUR WORKING FROM HOME

When working remotely from any non-Town location, staff should be familiar with the basic troubleshooting requirements:

- Validate that your router has internet connectivity.
- If you have Internet slowness, freezing, or other quality issues:
 - Unplug the power cord to your router – and the modem too if it is a separate device. Wait 2 minutes. Then reconnect the power.
 - Reduce the number of smart devices, online gaming, and video streaming on your network. Extra network traffic will cause slowness.
 - If you are near your router, consider plugging your laptop into the router with a Cat 6 Ethernet cable. This direct connection will provide the highest speed based on your router and your Internet Service Provider limits.
 - Cat 6 cables and Ethernet adapters are available at retailers such as Amazon, Best Buy, Newegg, or Staples.
 - If your ISP issued you network equipment that is more than three years old, reach out to your provider to inquire about updated equipment.

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- Do you own an older router – that is, one that did not come from your ISP? Consider upgrading to a newer, more powerful one, especially if you have multiple devices competing for bandwidth.
 - If you are vying with others for bandwidth on your home network, your data package may no longer meet your needs. Your ISP often holds the key to your household bandwidth. Even though a newer router can give you greater speed, this is useless if your provider has allocated only 20 Mbps to you. Contact your provider to explore a data package with more bandwidth.

 - If you have no internet connection
 - Are other devices connected to the Internet working?
 - If no other devices are working you can assume that there is an issue within the home/location network.
 - Make sure you are plugged into the Ethernet port on your docking station; look for the computer connection icon to your bottom right windows screen, appears as a Monitor icon.
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- Run an internet speed test – your ISP can provide you with the proper link to test.
 - You can test your connection speed to the Internet using links such as speedtest.xfinity.com, speedtest.att.com, or fast.com.
 - Check your cables.
 - One of the most common problems with home networks is that a cable is loose or unplugged somewhere. Check to make sure everything is hooked up properly.
 - Check a different website.
 - If you cannot connect to a particular website, try a few others to see if any of them load. If one website loads and another does not, the problem is probably with that website and not your network.
 - Try resetting your devices.
 - You could try “power cycling” your devices, which means rebooting all the pieces of your network one at a time.
 - To power cycle your network:
 - Unplug your modem for at least 10 seconds; plug it back in
 - Unplug your router for at least 10 seconds; plug it back in
 - The lights on your router should start blinking
 - When the light comes on the router that shows you have an Internet connection, reboot your laptop device
 - What can I do if I need to use Wi-Fi, but my internet connection drops frequently?
 - If your home Wi-Fi offers a choice of connecting at 5 GHz or 2.4 GHz, connect to the 5 GHz band. The higher band is less crowded but has a smaller range.
 - If your device connects to the Internet initially, but the connection keeps dropping, there are a few tricks that might help you get a better signal.

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- Move closer to your router.
 - If your device is portable, move it closer to the router and try again.
 - Reduce interference.
 - Another potential problem is that your network may be experiencing interference from other networks or electronic devices. Products such as microwaves, cordless phones, and Bluetooth devices could be interfering with your wireless signal. If that is the case, try shutting off the devices that may be causing the interference.
 - Why is my connection weak in certain parts of the house?
 - If you have a large house, or if you are experiencing interference from your neighbors' wireless networks, it is not uncommon to find "dead zones", or areas your wireless network cannot reach. Here are a few things to try:
 - Moving your router.
 - It is possible your router is not in an ideal location. Try moving the router to the location where it can cover the largest area of your home.
 - Be sure to place your router in place where it will not be blocked. Higher up is generally better, and you will want to make sure your router is not tucked away in a drawer or closet where it cannot effectively broadcast a signal.
 - Get a more powerful router.
 - Perhaps your router is just not powerful enough or is using outdated/older wireless technology. Replacing it with a newer, more powerful model may allow you to increase the coverage area in your home.
 - Wireless network extenders.
 - Wireless network extenders pick up the signal from your router and re-broadcast it to create a larger area of coverage.
 - Powerline extenders.
 - Powerline extenders work by sending a signal through the electric wires that already exist inside your home, letting you extend your network to any location where there is an electrical outlet.
 - Contact your service provider.
- If the above steps have not gotten you re-connected, you might have to call your ISP to make sure that there is not a service outage or a change to your service plan that you were not aware of.

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REQUESTING SUPPORT

If you have validated and gone through all the steps above, please follow the procedure below:

- Reach out to a colleague and ask if they are encountering similar issues.
- Contact your supervisor to let them know you are having issues.
- Open a service ticket through the Town IT Office Service Desk portal if you can or have your supervisor submit one for you. (Access to the Service Desk portal is available via Cell Phone browser and mobile app)

EQUIPMENT DEPLOYMENT AND RETURNS

Process for Deploying and Returning of equipment for Remote Staff

Deploying equipment:

- Department Head will submit a service request through the Town IT Office Service Desk portal
 - Portal:
 - <https://service.goffstownnh.gov/?format=portal>
 - <https://townofgoffstown.samanage.com/?format=portal>
 - Create Service Request and include the following:
 - Name of staff member
 - Home address or location at which equipment will be deployed
 - Mobile phone number for staff receiving equipment
 - Choose required equipment
 - Choose deployment method and timeframe
- Town IT Office Staff will confirm the following:
 - Staff member has been assigned all required licensing.
 - Staff has successfully completed IS Security trainings.
- Town IT Office Staff will configure all equipment being assigned to staff member.
- Town IT Office Staff will schedule deployment based on Department Head request.

Returning equipment:

- Department Head will submit a service request through the Town IT Office Service Desk portal
 - Portal:
 - <https://service.goffstownnh.gov/?format=portal>
 - <https://townofgoffstown.samanage.com/?format=portal>
 - Create Service Request and include the following:
 - Name of staff member
 - Home address or location at which equipment will be returning from

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- Mobile phone number for staff returning equipment
- Choose equipment being returned
- Choose date of return
- Town IT Office Staff will schedule return of equipment based on Department Head request.
- Town IT Office Staff will adjust licensing, if required.
- Town IT Office Staff will confirm all equipment that will be returned by staff member and adjust inventory assignment accordingly.

ENFORCEMENT

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

DISTRIBUTION

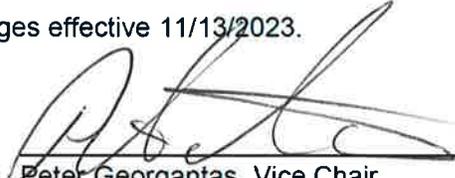
This policy is to be distributed to all Town of Goffstown employees.

POLICY APPROVAL

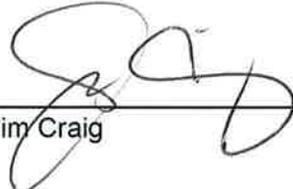
Adopted by the Select Board on 05/09/2022; effective 06/09/2022.

Revised by the Select Board on 11/06/2023; changes effective 11/13/2023.


 Kelly Boyer, Chair


 Peter Georgantas, Vice Chair

 Collis Adams


 Jim Craig


 Mark T. Lemay

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USER AGREEMENT

USER AGREEMENT TO REMOTE WORK POLICY

I certify that I am an employee, volunteer, vendor or contractor working for or on behalf of the Town of Goffstown and that I have read the Remote Work Policy and understand my obligations as described herein. I understand that this policy was approved by the Town and applies to all Information Systems users. I understand that failure to observe and abide by these obligations may result in disciplinary action, which may include dismissal and/or contract termination. I also understand that in some cases, failure to observe and abide by these obligations may result in criminal or other legal actions. Furthermore, I have been informed that the Town will retain the signed Agreement on file for future reference. A copy of this Agreement shall be maintained in the personnel file and/or in the Information Technology Office Administrative file.

Name: _____

Signature: _____

Date: _____