



PSCINST 5330.4

JAN 23 2015

COAST GUARD PERSONNEL SERVICE CENTER INSTRUCTION 5330.4

Subj: PERSONNEL SERVICE CENTER TELECOMMUTING PROGRAM

- Ref:
- (a) Coast Guard Telework Program, COMDTINST 5330.4
 - (b) Management of Electronic Mail, COMDTINST 5270.1D
 - (c) Classified Information Management Program, COMDTINST M5510.23A
 - (d) Operations Security (OPSEC) Program, COMDTINST M5510.24
 - (e) Information and Life Cycle Management Manual, COMDTINST 5212.12 (series)
 - (f) Protecting Federal Records From Unauthorized Removal, COMDTINST 5212.2

1. PURPOSE. This instruction establishes procedures, policy, and guidance regarding the Telework Program for Coast Guard Personnel Service Center (PSC). PSC field units may use this instruction as a reference in developing its local guidance.
2. ACTION. PSC Division and Staff Chiefs must ensure compliance with the provisions of this instruction.
3. DIRECTIVES AFFECTED. Personnel Service Center Telework Program, PSCINST 5330.1, is hereby cancelled.
4. DISCUSSION. The Coast Guard's telecommuting program is a broad management tool which offers employees a voluntary opportunity to work at an alternative site such as the employee's home, a satellite facility, or a mobile office at least one day every two weeks. Telecommuting is distinct from occasional work-at-home days for special or short-term projects. It is a way of further empowering employees to get the job done.

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5. POLICY.

- a. Telecommuting participants must meet the requirements of reference (a) in order to be eligible for the program. Telecommuting is a management tool and not an employee entitlement. The opportunity to telecommute is offered only with the understanding that the telecommuting work site is a workspace and that the time is exclusively for work.
- b. The Coast Guard will not pay for any Internet Service Provider (ISP) or on-line services associated with telecommuting.
- c. Neither employee workload nor supervisory responsibilities are mitigated by any telecommuting arrangement.
- d. Agreement to take part in this voluntary program implies consent to be audited to verify individual compliance with the terms of the telecommuting program.
- e. The employee's official duty station will continue to be the official office location, not the alternative work site.
- f. Supervisors have the authority to approve, disapprove, or retract a previously approved telecommuting agreement for one of their members. For the purposes of this instruction, a supervisor is consistent with the supervisor noted in the civilian performance appraisal, officer evaluation report, or enlisted support form. Nothing in this instruction shall be construed as limiting a supervisor's ability to authorize an occasional work-at-home day.
- g. An individual telecommuting agreement may be canceled at any time by the employee. When telework requests are denied or terminated, supervisors will meet with employees/members and provide a written justification supporting the denial or termination. The reason provided for denial or termination should be based on participation criteria and/or business-related, operational needs. Denial or termination of telework agreements for civilian employees must be reported in accordance with ref (a).
- h. No employee shall be assigned to a telecommuting schedule involuntarily or required to remain in one involuntarily.
- i. Entitlement to locality-based comparability pay, special salary rates, travel and other allowances, and relocation expenses shall be based on the official duty station.
- j. Regardless of the option, users are reminded that auto-forwarding e-mail over the Internet or to an external internet address is prohibited by Coast Guard policy in accordance with reference (b).
- k. In the event of an office closure, delayed arrival, or early departure, those with telework capability are expected to continue working or should request unscheduled leave in accordance with reference (a).

- l. All telework agreements should be updated as least annually or more frequently when there is a change in supervisor or other impacting circumstances.
- m. Civilian employees and military members must follow all reporting requirements in accordance with reference (a).

5. RESPONSIBILITIES.

- a. PSC Human Resources & Administration (HR&A) is designated as the telecommuting coordinator for PSC. PSC-HR&A will maintain the master database of all teleworkers at PSC and retain *copies* of all supervisor-approved telework documentation.
- b. Designated Divisional CAC/RAS Custodians should track their respective Division's teleworkers and maintain all corresponding *original* telework agreements. Custodians shall track telework hours performed by military members and have data available upon request. Prior to issuing accounts, custodians must review usage and remove accounts that have not been used in the last 90 days.
- c. PSC Business Operations Staff-Command (BOPS-c) will provide approved personnel with instructions required to establish remote access to the Coast Guard network.

6. FUNDING. Any costs associated with remote access such as establishing new accounts or repairs/replacements of a CAC-RAS will be funded by the sponsoring division/staff.

7. INFORMATION MANAGEMENT. Coast Guard information shall be appropriately protected at all times. When conducting Coast Guard business, any records, regardless of how they are produced, are considered government property and shall be handled and protected in accordance with references (a) thru (f). Teleworkers shall observe proper Operations Security (OPSEC) in accordance with reference (d).

8. TELEWORK SITES. Supervisors may allow their employees to telecommute from home or an approved telecommuting site. A list of established telecommuting sites in the Washington, D.C. metro area can be found at <http://www.telework.gov/>.

9. PROCEDURES.

- a. Interested personnel should review the program requirements of reference (a) to determine if the program is appropriate.
- b. Personnel meeting the requirements and wishing to telecommute should identify an appropriate telecommuting site, consider how they will meet their work responsibilities, and submit a request through their supervisors.
- c. Mandatory employee and supervisor training are required prior to entering into a telework agreement and can be found on the CG Portal Learning Management System (LMS) at the following link: <https://elearning.uscg.mil/>.

- d. The supervisor and the telecommuter must execute a written agreement using enclosures (1) through (3). A copy of the signed agreement must be forwarded to PSC-HR&A while the original is retained by the division CAC/RAS custodian. If applicable, a copy of any cancelled agreements must also be forwarded to PSC-HR&A.
 - e. For the purpose of completing the agreement, there are two types of telework scenarios including **routine** where work hours are part of an ongoing, regular schedule (e.g. “every Wednesday”); and **situational** where the hours worked are not part of a previously approved recurring telework schedule including inclement weather.
10. **SUPPORT.** The Coast Guard has no obligation or requirement to provide computers (e.g. Coast Guard Standard Workstations) or telecommunications resources. All IT resources, whether government furnished or personally owned, while being used in an official government capacity when teleworking must comply with reference (g).
- a. Remote access assistance is available from TISCOM, OSC from at 1 (800) 821-7081 or <http://cgweb.tiscom.uscg.mil/SUPPORT/remtacc.htm>.
 - b. Only Government owned portable workstations will be supported for the telecommuting program.
11. **ENVIRONMENTAL ASPECT AND IMPACT CONSIDERATIONS.**
- a. The development of this directive and the general policies contained within it have been thoroughly reviewed by the originating office and are categorically excluded under current USCG categorical exclusion (CE) #33 from further environmental analysis, in accordance with Section 2.B.2. and Figure 2-1 of the National Environmental Policy Act Implementing Procedures and Policy for Considering Environmental Impacts, COMDTINST M16475.1 (series).
 - b. This directive will not have any of the following: significant cumulative impacts on the human environment; substantial controversy or substantial change to existing environmental conditions; or inconsistencies with any Federal, State, or local laws or administrative determinations relating to the environment. All future specific actions resulting from the general policies in this Manual must be individually evaluated for compliance with the National Environmental Policy Act (NEPA), Council on Environmental Policy NEPA regulations at 40 CFR Parts 1500-1508, DHS and Coast Guard NEPA policy, and compliance with all other environmental mandates.
12. **DISTRIBUTION.** No paper distribution will be made of this Instruction. An electronic version will be location on the following website: <http://www.uscg.mil/psc/hra/pscinst.asp>.
13. **DISCLAIMER.** This guidance is not a substitute for applicable legal requirements, nor is it itself a rule. It is intended to provide operational guidance to Coast Guard personnel and is not intended to nor does it impose legally-binding requirements on any party outside the Coast Guard.

14. FORMS/REPORTS. The forms referenced in this Instruction are available in Coast Guard Electronic Forms on the Standard Workstation, Internet, and Intranet:

<http://www.uscg.mil/forms/>, <http://cgweb.comdt.uscg.mil/CGForms>.

15. REQUEST FOR CHANGES. Units and individuals may recommend changes by writing via the chain of command to: Commander, Coast Guard Personnel Service Center; Mail Stop 7200, 4200 Wilson Blvd, Suite 1100; Arlington, VA 20598-7200.



M. L. AUSTIN

Commander, Personnel Service Center

Enclosures: (1) Telecommuting Agreement
(2) Safety Checklist for Home Telework
(3) Information Security Checklist for Home Telework

**DEPARTMENT OF HOMELAND SECURITY
U.S. Coast Guard
TELEWORK AGREEMENT**

Privacy Act Statement

Authority: Public Law 111-292, Telework Enhancement Act of 2010.
Purpose: To allow USCG employees to apply and obtain approval for a Telework Agreement within their respective command.
Routine Uses: USCG command supervisors will use this information to render fair and equitable determinations on an employee's Telework Agreement request. Any external disclosures of data within this record will be made in accordance with OPM/GOVT-1, General Personnel Records, 77 Federal Register 73694, December 11, 2012, and DHS/ALL-019, Department of Homeland Security Payroll, Personnel, and Time and Attendance Records, 73 Federal Register 63172, October 23, 2008.
Disclosure: Furnishing this information is voluntary; however, failure to provide the required information may lead to disapproval of the Telework Agreement request.

Check one of the following:		New Agreement	Change to Existing Agreement
Name	Organization	Position Title	Series and Grade
Regular Worksite		Supervisor (Name/Title)	E-mail Address
Telework Location Address		City, State, Zip Code	Phone Number

Official Worksite *(Check the applicable paragraph)*

I am a civilian employee who reports to my official worksite at least two days per pay period. My official worksite is the location of my regular worksite for my position (e.g. the place where I would normally work absent a telework agreement), provided I am scheduled to physically report to that location on a regular and recurring basis.

I am a civilian employee who does not report to the official worksite at least twice per pay period; therefore, a personnel action has been processed designating my telework location as my official worksite. My official worksite is my telework location and is subject to the appropriate regulations pertaining to location-based pay entitlement and eligibility for reimbursement for official travel expenses.

I am an active duty military member; my official worksite is my permanent duty station.

Work Schedule and Location

Unless my supervisor and I agree otherwise, the hours I am scheduled to work remain the same.

Type of telework: Routine *(occurs as part of an ongoing, regular schedule)*
 Situational *(episodic, intermittent, unscheduled, or ad-hoc)*

My official tour of duty *(routine telework only)* will be:

Day	Week 1		Week 2	
	Office Start/End	Telework Location Start/End	Office Start/End	Telework Location Start/End
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				

Enclosure (I) to COMDTINST 5330.4

I understand that, with sufficient notice, I may be directed to report to the office on a scheduled telework day based on operational need and requirements. I am also expected to attend staff meetings at my official duty station, as scheduled.

During emergency situations when the office closes, I understand that I am expected to telework, or request unscheduled leave, or a combination of both, for the entire workday. I shall inform my supervisor of my duty or leave status and record hours worked in the timekeeping system as appropriate. I understand that when the office is closed and my telework location is impacted by the emergency (e.g., when power outages or network problems prevent telework), I must contact my supervisor. My supervisor may require that I continue to telework, request leave, or may exercise his/her authority to grant excused absence on a case-by-case basis.

In the event of inoperable IT equipment and/or network connectivity is unavailable, I am required to work on offline tasks, report to my regular or other approved worksite, or request unscheduled leave.

If engaged in routine telework, and depending on the frequency of my telework participation as outlined above, I understand that I may not have a permanently assigned office or workstation and that I may be required to share an office or workstation when at the official worksite.

Telework Training Completion Date	
Employee:	Supervisor:

Voluntary Participation: I voluntarily agree to work at the approved alternative work site indicated above and to follow all applicable policies and procedures. I understand that telework is not an employee right or entitlement and my participation may be denied or terminated based on my performance or operational needs, in accordance with COMDTINST 5330.4 (series) (or collective bargaining agreements where applicable).

Official Duties: I shall perform official duties only at the official duty station, or the Coast Guard-approved telework location identified above, and will not conduct personal business, such as caring for dependents or making home repairs, while in an official duty status at the telework location.

Time and Attendance (Not Applicable to Military Members): My timekeeper will have a copy of my work schedule. I will record, and my supervisor will certify my time and attendance for hours worked at the regular worksite and/or the telework location in the electronic time keeping system or in hard copy records on a biweekly basis.

Leave: I shall follow established office procedures for requesting and obtaining the approval of leave. If a situation occurs which prevents me from teleworking, I will notify my supervisor as soon as possible to discuss options for leave.

Overtime (Not Applicable to Military Members): I understand that I am permitted to work overtime *only* if my supervisor so orders and approves the overtime work in advance. Working overtime without such approval may result in terminating the telework privilege and/or other appropriate action.

Equipment and Supplies: I shall protect any Coast Guard-owned equipment and use it only for official purposes. The Coast Guard may install, service, and maintain Coast Guard-owned equipment. I shall install, service, and maintain any personal equipment I use. The Coast Guard may provide and/or reimburse me for all necessary office supplies and business-related long distance telephone calls. The Coast Guard will not reimburse any personal internet service provider costs.

The Coast Guard agrees to provide the following equipment:

Security: I will comply with Coast Guard security policies and protect all Coast Guard resources, including Coast Guard data and information being used at the telework location.

Liability: The Coast Guard assumes no liability for damage to a teleworker's personal or real property. DHS and Coast Guard policy prohibit hold harmless/indemnification agreements or clauses as they implicate a violation of the Anti Deficiency Act, 31 U.S.C. § 1341. Therefore, the Coast Guard may not assume liability for injury or damages, except as provided by law in the Federal Tort Claims Act, as amended (28 U.S.C. §§ 2671-2680) or Military Personnel and Civilian Employees Claims Act (31 U.S.C. § 3721).

Work Area and Inspection (residential telework locations only): I shall provide a furnished work area that is adequate for performing official duties. I agree to permit the Coast Guard to inspect my worksite during normal working hours at a mutually agreed upon appointment, to ensure the proper maintenance of Coast Guard-owned property and conformity to safety standards.

Telework Location Costs: The Coast Guard will not pay the operating costs associated with using my home as a telework location (e.g. home maintenance and insurance, locally procured official mail/shipping supplies, or postage) except for authorized home telecommunications costs (e.g. business-related long distance calls). The Coast Guard will not reimburse any personal internet service provider costs. However, I do not relinquish any entitlement to reimbursement for authorized expenses incurred while conducting business for the Coast Guard, as provided for by statute and implementing regulations.

Injury Compensation (Check the Applicable Paragraph)

As an appropriated fund civilian employee, I am covered by the Federal Employee's Compensation Act if injured while performing official duties at my regular worksite or telework location. I agree to immediately notify my supervisor of any accident or injury that occurs at the telework location; the supervisor will investigate my report immediately.

As a non-appropriated fund civilian employee, I am covered by the Longshore and Harborworkers' Compensation Act if injured while performing official duties at my regular worksite or telework location. I agree to immediately notify my supervisor of any accident or injury that occurs at the telework location; the supervisor will investigate my report immediately.

As a military member, I am covered by 10 USC 1201, if injured while performing official duties at my regular worksite or telework location. I agree to immediately notify my supervisor of any accident or injury that occurs at the telework location; the supervisor will investigate my report immediately.

Reasonable Accommodation (if applicable, provide details)

Work Assignments: I shall complete all assigned work according to procedures my supervisor and I mutually agree to and, for civilian employees, according to guidance and standards in my performance plan.

Performance (Check the Applicable Paragraph)

As a civilian employee, to maintain telework eligibility, my most recent performance rating must be at least "Meets" or "Achieved Expectations". My supervisor may require a report of my progress to assist in assessing my performance. A decline in performance may be grounds to cancel a telework agreement.

As a military member, to maintain telework eligibility, I understand that I must not be on performance probation and must have no documented misconduct within the past 12 months involving violation of the Uniform Code of Military Justice, to include non-judicial punishment or conviction by military court-marital/civilian court. I must also have a minimum average of 4 on my most recent Enlisted Employee Review or Officer Evaluation Report. If I am enlisted, I understand that I must have a satisfactory conduct mark on my most recent Enlisted Employee Review. A decline in performance may be grounds to cancel a telework agreement.

Disclosure: I shall protect Coast Guard and government records from unauthorized disclosure or damage and will ensure that records are incorporated only into Coast Guard files or electronic recordkeeping systems and will comply with the requirements of the Freedom of Information and Privacy Act Manual, COMDTINST M5260.3 (series). I will not store, gain access to, or use classified information at home or at a non-Coast Guard work site.

Standards of Conduct: I understand the Coast Guard standards of conduct continue to apply to me while I work at my telework site(s) in accordance with the Standards of Ethical Conduct Manual, COMDTINST M5370.8 (series).

Denial or Termination: After appropriate notice to my supervisor, I may resume working at my regular worksite. After appropriate notice to me, the Coast Guard may instruct me to resume working at my regular worksite, if: (1) my performance declines; (2) my participation adversely impacts organizational needs; (3) the need for in-office interaction between me and my coworkers or customers arises; or (4) for other work-related reasons. The Coast Guard will follow the applicable administrative or negotiated telework procedures to effect the denial or termination of telework agreements.

Employee Preparedness Plan: I have prepared a personal preparedness plan for the telework location following the guidance available at www.ready.gov.

Other Actions: Nothing in this agreement precludes the Coast Guard from taking any appropriate disciplinary or adverse action against me, if I fail to comply with the provisions of this agreement.

Certification Employee Signature	Date
Supervisor Signature	Date

Denial or Termination: If this agreement is denied or terminated, please indicate the reason below.

Acknowledgement Employee Signature	Date
Supervisor Signature	Date

**U.S. COAST GUARD
SAFETY CHECKLIST FOR HOME TELEWORK**

This checklist assesses the overall safety of the home worksite.

WORKSITE ENVIRONMENT

1. Are temperature, noise, ventilation, and lighting levels adequate to maintain your normal level of job performance?

Yes No

2. Are all stairs with four or more steps equipped with handrails?

Yes No

3. Does the electrical system conform to appropriate local building codes?

Yes No

4. Are aisles, doorways, and corners free of obstructions to permit visibility and movement?

Yes No

5. Are file cabinets and storage closets arranged so drawers and doors do not open into walkways?

Yes No

6. Do chairs have secure casters/wheels and sturdy legs?

Yes No

7. Are the phone lines, electrical cords, and extension wires secured under a desk or along a baseboard?

Yes No

8. Is the office space neat, clear, and free of excessive amounts of combustibles?

Yes No

9. Are floor surfaces (including carpets) clean, dry, level, and free of worn or frayed seams?

Yes No

Enclosure (3) to COMDTINST 5330.4

10. Is there enough light to read?

Yes No

11. Is the residence equipped with working smoke detectors?

Yes No

COMPUTER WORKSTATION (If applicable)

12. Is your chair adjustable?

Yes No

13. Does a back rest support your back adequately?

Yes No

14. Is your computer monitor at eye level?

Yes No

15. When keying, are your forearms close to parallel with the floor? Are your wrists fairly straight?

Yes No

**U.S. COAST GUARD SELF-CERTIFICATION
INFORMATION SECURITY CHECKLIST FOR HOME TELEWORK**

This checklist assesses the overall ability to protect U.S. Coast Guard data and information processed, stored, or transmitted or received at the home worksite.

PHYSICAL SECURITY

1. Do all doors and windows have adequate locking devices?

Yes No

2. Is there a lockable file cabinet or container available to store hard-or electronic copies of documents that must be maintained?

Yes No

HARDWARE SECURITY

1. Is the computer hardware positioned so unauthorized persons cannot see the screen?

Yes No

2. Are there adequate environmental controls to protect the hardware from extreme temperatures and humidity?

Yes No

3. Does the computer have either a keyboard or power supply locking device?

Yes No

DATA SECURITY

1. Are the computer and removable media (e.g. external drives, CD-ROMs, etc.) adequately protected from unauthorized access (e.g. friends, relatives, roommates, etc.)?

Yes No

2. When remotely accessing other systems, is your user password encrypted?

Yes No

Enclosure (4) to COMDTINST 5330.4

3. Can others gain access to the computer from other systems?

Yes No

USER SECURITY

1. Have you received adequate Information Assurance (IA) awareness training?

Yes No

2. Have you signed an Automated Information Systems (AIS) User Acknowledgment Form, Form CG-5500A?

Yes No

3. Do you possess an adequate working knowledge of how your computer transmits and receives data?

Yes No

4. Do you possess an adequate working knowledge of what data needs to be protected when you transmit or receive?

Yes No

5. Do you possess an adequate working knowledge on properly storing and handling storage media (e.g. external drives, CD-ROMs, etc.)?

Yes No

6. Are you familiar with computer virus detection and eradication procedures?

Yes No