



State of Alaska
Division of Personnel
Telework Policy

I. Policy

This policy supersedes prior guidelines governing employee telework and applies to individuals within the classified and partially exempt service. Employees in exempt agencies are also subject to the provisions outlined below.

- A. Agencies are encouraged to implement telework arrangements when doing so serves the best interests of the State and is operationally feasible. Agencies retain full discretion in identifying eligible positions, groups, and individuals.
- B. Telework agreements must uphold service quality and continuity. Renewal may be denied for various reasons, including performance concerns.
- C. Authorized under a Telework Work Agreement (TWA), telework allows employees to perform their duties from an approved, alternative location, provided it does not diminish operational effectiveness.
- D. All telework assignments must comply with applicable State laws, regulations, and employment policies.
- E. Participation is voluntary and contingent upon written pre-approval. It does not constitute a guaranteed right, benefit, or condition of employment, nor does this policy create an employment contract between the State and its employees.
- F. All routine out-of-state TWAs require pre-approval of the Office of the Governor.
- G. International telework, regardless of routine or situational, is strictly prohibited unless expressly pre-approved by the Chief of Staff.

II. Guidelines

A. General Eligibility

- 1. An employee and a position may be considered for telework if:
 - a. Performance expectations are clearly defined, measurable, and trackable.
 - b. The employee consistently demonstrates strong telework-compatible habits, including self-motivation, independence, time management, and adherence to performance standards.
 - c. The employee has a consistent telework location with controlled access.
 - d. The employee has the necessary technical capacity, such as reliable internet, electricity, telephone reception, and security.

B. Disqualification:

1. An employee may be ineligible for remote work if:
 - a. They have received formal discipline or a Performance Improvement Plan (PIP) (or similar) within the past 12 months.
 - b. They have not yet attained permanent status in their position, unless waived by the Division Director, Deputy Commissioner, or Commissioner.

III. Telework Categories

- A. Routine Telework:** A **regular and ongoing** schedule. This generally means that the employee has regular scheduled work hours, some or all of which occur at an approved telework location such as the employee's home. Routine telework is detailed in a TWA.
- B. Situational telework** may be approved on a **case-by-case basis** for circumstances such as inclement weather, health recovery, special assignments, or temporary inaccessibility of the primary worksite. These arrangements do not require a formal Telework Agreement (TWA) but must receive written pre-approval from a supervisor. The duration typically spans a **few hours to several days**, and in rare cases, may extend up to 29 calendar days. Situational telework must not be used to circumvent the requirement for a formal Telework Agreement (TWA). Doing so constitutes a violation of this policy and may result in denial of future telework privileges.

IV. Telework Arrangements

- A.** Telework may be **hybrid** (both in-office and telework) **or full-time**. Initial arrangements are approved for **up to 12 months** and must be reviewed and approved before extension. Management may cancel any telework agreement at any time.
- B.** Schedule changes require supervisor approval and must be documented in advance in the TWA if long-term.
- C.** Employees must have an approved TWA in writing and in accordance with the procedures herein **before** starting routine or long-term telework. Situational telework that extends into a long-term arrangement also requires a formal TWA.

V. Telework Compliance and Expectations

- A. Manager Oversight:** Managers are responsible for ensuring employee adherence to the Telework Agreement (TWA), state policies, performance standards, work expectations, productivity, and time accountability. The TWA must be discussed at least annually or whenever there is a major change in circumstances as agreed upon in the TWA.
- B. Employee Availability:** Employees must be accessible during scheduled work hours via email, telephone, and online tools. They must answer work calls and respond to voicemail and messages promptly. Unavailability during work hours requires prior approval. If ill or unable to work, employees must follow their division's absence reporting protocol. Employees may be called to the office as needed, with or without prior notice.

- C. Assignment & Performance Tracking:** Managers must provide clear expectations for assignments, deadlines, and communication. Employees must follow a designated reporting method for tracking work. Managers should ensure remote employees remain engaged, productive, and connected. For **additional guidance**, visit the Division of Personnel's [Telework Resources](#) page.
- D. Office Coverage:** Supervisors must ensure adequate coverage for public or internal contact and work requiring on-site presence. Leave, training, holidays, and Alternate Work Schedule (AWS) considerations must be addressed when planning telework arrangements. Division core hours, including lunch periods, must be covered. Employee workload and work type must be evaluated before approving telework requests.
- E. Telework is not a substitute for dependent care.** Employees will continue to make arrangements for dependent care to the same extent as if the employee was in the workplace. However, having a dependent at home will not necessarily prohibit an employee from teleworking. Requests will be reviewed on a case-by-case basis. Supervisors may suspend TWAs for employees who use them to enable dependent care.
- F. Weather & Emergency Considerations:** If severe weather is expected, telework-ready employees must prepare for telework, ensuring they take home the necessary equipment (e.g., State laptop). Teleworkers are not excused from duty during office closings unless their worksite is also directly affected. If a telework site is impacted by an emergency (e.g., power outage), but the office remains open, employees must either take leave or report in-person to the office.

VI. Remote Work Standards & Accountability

A. Telework Location:

1. All telework locations — commonly the employee's home — must be pre-approved and documented in the Telework Agreement (TWA). The visual background during virtual meetings should reflect a **professional and distraction-free environment**. Employees are expected to present themselves in a manner that upholds workplace standards, including dressing appropriately during work hours and while attending remote meetings or video conferences when representing the State.
2. The telework location must include a functional workspace with adequate lighting, telephone and internet connectivity, consistent power supply, temperature control, and reasonable security measures. Employees are responsible for furnishing ergonomic equipment and maintaining a clean, safe, and organized work area suitable for productive and secure work.

B. Telework Expenses: The State will not reimburse expenses related to telework.

C. State Equipment Use & Security: Employees must protect State equipment from damage or unauthorized use and report any damage, theft, or loss to their supervisor immediately. In case of theft, they must notify local law enforcement. State-provided equipment is strictly for official work and not for personal, family, or friend use in compliance with State of Alaska Office of Information Technology (OIT) policy. Employees approved for remote

telework must ensure the work location complies with all requirements outlined in the OIT security policy.

- D. Liability & Equipment Provision:** The State is not responsible for personal property damage, repair, or replacement. Employees are liable for any loss or damage to State-owned equipment. The State may inspect telework sites and generally does not provide additional equipment for alternative work locations unless approved by leadership, human resources, and OIT when necessary.
- E. Tax Implications:** Teleworkers must determine any tax implications of maintaining a home office. The State does not provide tax guidance or assume tax liabilities.
- F. Salary Considerations:** Teleworking from a location outside the permanent duty station may impact salary. Short-term telework (e.g., less than 30 days) arrangements may allow employees to remain on their original salary schedule if they maintain residency at their duty station. Otherwise, salary will be adjusted based on the telework location.
- G. Travel expenses** to and from the telework location to attend work-related meetings and events on telework days are generally not reimbursable. Unusual circumstances that warrant reimbursable travel expenses must be agreed upon in writing in advance.
- H. Business travel:** Pay and travel reimbursement may not exceed the dollar amount that would have been incurred if the origination point for the trip was the permanent duty station.
- I. Work Injuries** Employees must report any telework-related injuries to their supervisor immediately and complete the **Notice of Occupational Illness or Injury** form within 10 days. See the Division of Risk Management's (DRM) home page at [DRM](#).

VII. Telework Agreements, Time Limitations, Extensions, Cancellations, and Exceptions

- A.** All requests and agreements **must** use applicable Division of Personnel forms.
- B.** Telework Agreements may be approved **up to a duration of one year**.¹
- C.** If the employee is exceeding or meeting performance expectations while teleworking, a subsequent TWA may be issued for up to one year at a time.
 - 1. The TWA may be canceled by the employee with **15 calendar days** written notice.
 - 2. The manager, supervisor, or Division Director may cancel the TWA agreement and instruct the employee to resume working at the duty location at any time.
 - 3. Exception to policy: Accommodation processes under the Americans with Disabilities Act may deviate from this guidance for situational and routine telework with express approval of the State Personnel Director or their designee.

¹ **Note:** If the employee is covered by a Collective Bargaining Agreement and union approval is required for the TWA, some unions (such as the Alaska Public Employees Association and the Alaska State Employees Association) require Telework Sign-up Forms be renewed annually. These sign-up forms expire on June 30 of the fiscal year in which they were signed.

VIII. Telework Within and Beyond State Borders and Required Approvals

All telework arrangements that extend **30 calendar days or more** must be formalized through a Telework Agreement (TWA). Managers have the authority to approve *situational telework* — as defined in Section III(B) of this policy — in alignment with their department's or division's internal procedures and guidelines. *Out-of-country telework*, regardless of duration or frequency, requires written preapproval from the Chief of Staff prior to commencement.

A. In-State Telework:

1. Routine telework in Alaska requires written pre-approval of the employee's **Division Director**. See Section X(A) for additional requirements and details.

B. Out-of-State Telework:

1. Routine telework outside of Alaska requires written pre-approval by the **Office of Governor Chief of Staff** and the **Director of the Office of Management and Budget** documented in a TWA.
2. Out-of-state telework is limited to three categories:
 - i. Family or personal emergency;
 - ii. Medical situation; or
 - iii. The State's best interest (e.g., critical knowledge transfer/training of a new incumbent or completion of a significant project, mission critical work, etc.).
3. For the purposes of this policy, "out of state" refers to any U.S. state outside the State of Alaska and Washington, D.C. U.S. territories are currently excluded due to federal and local government tax implications.
4. Coordination with the Division of Finance (DOF): For out-of-state telework, employees must notify **DOF Payroll Production** at DOA.DOF.Payrollsupport@alaska.gov in advance to allow time for state tax withholding setup. Employees are responsible for:
 - i. Contacting **DOF Payroll Production** to address tax requirements
 - ii. Consulting **DOF Payroll Services** about any salary schedule changes
 - iii. Submitting all required state tax documents within **five business days** of TWA approval.

Special note: Working from the **State of Oregon** for any duration (routine or situational) has Oregon state income tax consequences and requires pre-approval and consultation with the Division of Finance.

- C. Out-of-Country Telework:** Working internationally, regardless of duration, will only be considered in the rarest of circumstance and requires written preapproval by the **Office of the Governor Chief of Staff**.

IX. Employees covered by a Collective Bargaining Agreement

If working away from the position's duty station city for 30 calendar days or more, either in-state or out-of-state, an employee will likely need concurrence from their bargaining unit representative. If union approval is required, it must be in place **before** beginning telework. The State has Master Letters of Agreement for employees assigned to the General Government Unit,

Supervisory Unit, and Confidential Employees Association. See **Special Notes** below and on page 7 for additional information.

X. Procedures

A. Workflow for In-State Telework Agreements

1. **Employee** initiates the Telework Agreement form, completing applicable sections with their supervisor. Employee signs the completed TWA form.
2. **Manager or supervisor** reviews, and if approves, signs, and submits to the Division Director or agency head.
3. Once approved and signed by the **Division Director or agency head**, copies of the agreement shall be distributed according to the department's internal procedures, ensuring both the supervisor and the employee receive a copy. *Note: Some departments or agencies may require additional approval from senior officials (such as a Deputy Commissioner, Executive Director, or Commissioner) based on their internal policies.*
4. **Special Note for Bargaining Union Represented Employees:** If the in-state TWA requires bargaining unit concurrence (e.g., sign-up to a Master Letter of Agreement), the employee and supervisor should access the Division of Personnel (DOP) SharePoint at [DOP Internal Online Forms](#) and follow the guidance. On the site, you'll find:
 - Detailed instructions;
 - A short submission form;
 - The union Master Letter of Agreement and associated Sign-up Form; and
 - An upload area for the In-State Telework Sign-up Form signed by the employee and the supervisor.

After submission, DOP will initiate contact with the appropriate union. The TWA will only be considered finalized once the union process is complete.

- **Important:** Do not distribute the finalized TWA or enter it into IRIS HRM until the union approval process (if applicable) is fully completed.
5. Once all required parties have approved the in-state TWA, the employing department will follow its internal protocol and ensure the agreement is timely **inputted into IRIS HRM** (Integrated Resource Information System, Human Resource Management).
 6. Copies are distributed per the department's internal protocol to include the supervisor and the employee.

B. Workflow for Out-of-State Telework Agreements

1. **Employee** initiates the Telework Agreement (TWA) form, completing applicable sections with their supervisor. Employee signs the completed TWA form.
2. **Manager or supervisor** reviews, and if approves, signs and submits to the Division Director or agency head.

3. If approved (and signed) by the **Division Director or agency head**, the Division Director or agency head submits request to the Commissioner's Office.
4. If the **Commissioner** approves the request, the Commissioner's Office submits the request to the State Personnel Director's office at doa.dop.directors.office@alaska.gov in the Division of Personnel Department of Administration.
5. After review, the **State Personnel Director's** office returns the TWA to the department.
6. The **Commissioner's Office** submits the request to the Office of Governor via OMB's **Revised Program (RP) Log**.
7. The completed (approved or denied) TWA — signed the **Office of Governor Chief of Staff** and the **Director of the Office of Management and Budget** — is returned to the department via the RP Log.
8. **Special Note for Bargaining Union Represented Employees:** If the Office of the Governor (OOG) approves the out-of-state Telework Agreement (TWA) and union approval is also required due to factors such as geographical wage differentials, the TWA is not finalized until the bargaining unit representative approves it. TWAs requiring union approval must be submitted to the Division of Personnel (DOP) via the [DOP Internal Online Forms](#) SharePoint site. On the site, you'll find:
 - Detailed instructions;
 - A short submission form;
 - The union Master Letter of Agreement and associated Sign-up Form; and
 - An upload area for the fully signed TWA.After submission, DOP will initiate contact with the appropriate union. The TWA will only be considered finalized once union action and approval are complete.
 - **Important:** Do not distribute the finalized TWA or enter it into IRIS HRM until the union approval process is fully completed.
9. Once all required parties have approved the out-of-state TWA, the employing department will follow its internal protocol and ensure the agreement is timely **inputted into IRIS HRM** (Integrated Resource Information System, Human Resource Management).
10. Copies are distributed per the department's internal protocol to include the supervisor and the employee.

C. IRIS HRM Action Required for Early TWA Termination

Should the TWA end prior to the end of its approved expiration date, departments are required to update IRIS HRM to reflect the actual end date.