Application Development – Remote Work Proposal

Several members of the Application Development team, including myself, have a strong interest in the option to work remotely for a portion of each workweek.  In the sections below, I have attempted to anticipate and address those areas where concerns may arise, as well as highlight some of the benefits of allowing developers to work remotely. To start, I’m proposing a one month trial period to evaluate our productivity and interaction with other departments.

### Productivity

Over the past year, as an Application Development team, we have achieved and continue to maintain a high level of productivity. We have established internal expectations, as well as the metrics and reporting necessary to ensure these expectations are regularly being met or exceeded. These tools will allow us to identify any change in productivity due to working remotely –this applies both individually and collectively.

### Information Security and Technology

I have consulted with IT and our ISO and have confirmed that UHEAA has the infrastructure and technology already in place to enable remote work and ensure the continued protection of PII. Developers would use the same software to perform development tasks that our ISO uses. In my testing, the software (VMWare Horizon View Client) has performed well and allows for the completion of all development tasks.

### Communication

Developers will be available throughout the day via Lync, mobile or home phone, and email. Developer desk phones will be set to forward to their mobile or home phone when working remotely.

### Coverage

Although this is becoming less necessary over time, as a team we will maintain a work schedule which will keep or extend our current coverage hours. Schedules will be arranged to ensure at least one application developer is available in the building by 7:00 AM each day. A SAS developer will be available before 8:00 AM each day. Several developers have expressed an interest in being on call as early as 6:00 AM when working remotely, which could help us catch high-priority batch issues even earlier than we can currently.

### Remote Work Agreement

Each developer wishing to work remotely will be required to agree to and sign the Application Development Remote Work Agreement document. This document outlines rules, requirements, limitations, and conditions of remote work.

### Benefits of Implementation

The option to work remotely is already common within the IT industry and is becoming even more so every year. Given the Application Development team’s high level of interest, providing the option to work remotely a portion of each workweek makes retaining our current staff much easier, and improves our competitiveness should we need to hire externally. Allowing remote work is basically a no cost way to enhance our ability to recruit and maintain a skilled application development staff.

Allowing remote work inherently extends coverage and improves business continuity. Our remoting software, VMWare Horizon View, is free to install and able to run on nearly every smart phone, tablet, laptop, and desktop. While it is impractical to work from a mobile phone or tablet for extended periods of time, they nevertheless make it possible for a developer to complete emergency tasks anywhere he or she has cellular data coverage.

### Four Week Trial Period

On Monday, March 31st, I’d like to begin a four week trial period. My plan for the trial period is as follows: Participating developers will each work remotely one day each week for the first two weeks, then two days each week for the following two weeks. Each developer’s remote work days will be scheduled ahead of time and will be coordinated in such a way as to ensure equal or extended morning SAS and application development coverage. Throughout the trial period I will monitor and attempt to address any productivity declines, communication difficulties, or technical issues. At the conclusion of the trial period, I will conduct a final review; including gathering feedback from members of each System Support team. If the results of the review show no decline in productivity, and no unresolvable issues or objections arise, I will consider the trial period successful and seek final approval to move forward.

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Working remotely is a privilege open to all members of the Application Development team provided that the member is able to meet the requirements outlined below. It is, however, important to note that from time to time circumstances may arise that will require you to work in the office on one or more of your scheduled remote work days.

Remote work is not a replacement for appropriate child care or management of other life situations. The focus of the arrangement is job performance and meeting business demands.

## Equipment and Resources

You are responsible for providing any and all equipment and services (phone, internet, etc.) necessary for remote work. No equipment or reimbursement of expenses will be provided.

## Environment

Your work environment must meet the following requirements:

* Must be free of distractions (loud noises, children, etc.)
* Must have an internet connection with sufficient bandwidth and stability to enable an uninterrupted and lag free connection to your remote workstation.
* Must have enough privacy to ensure no PII is accessible or viewable by anyone other than yourself.

## Communication

While working remotely, you must be accessible via email, Lync, and phone. Prior to working remotely, you will need to set your desk phone to forward calls to the phone you will be using while working remotely.

## Eligibility

Remote work is available only to eligible employees, at UHEAA’s sole discretion.

Working remotely is not an employee benefit intended to be available to the entire organization. As such, no employee is entitled to, or guaranteed the opportunity. Your individual remote work privilege may be revoked or suspended separately from other employees.

Eligibility is dependent upon but not limited to the following:

* You are able to meet the Environmental, Communication, Equipment and Resources criteria outlined above.
* Your productivity must be equal to or greater than your productivity when in the office.
* You must not be undergoing any type of corrective or disciplinary action.

## Schedule

Once your remote work schedule has been established, it is intended to remain unchanged; however, with prior approval and on an infrequent basis, a new remote work schedule can be established. While working remotely, your work hours should remain consistent with your in-office work schedule unless previously approved. Remote work days will not be rescheduled due to holidays, vacation, or sick days. Should the necessity arise, you may be required to come into the office for a portion or all of your scheduled remote work day --this may occur without prior notice.

I understand and agree to the terms outlined above.

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| Employee Name | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |