



DEPARTMENT OF THE AIR FORCE  
WASHINGTON, DC

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MEMORANDUM FOR DISTRIBUTION C  
MAJCOMs/FLDCOMs/FOAs/DRUs

FROM: SAF/CN  
1800 Air Force Pentagon  
Washington DC 20330-1800

SUBJECT: *Department of the Air Force Guidance Memorandum Establishing Policy to Support Telework and Remote Workers*

By Order of the Secretary of the Air Force, this Department of the Air Force Guidance Memorandum (DAFGM) DAFGM2023-17-01 immediately establishes interim modifications to guidance concerning information technology (IT) support to telework and remote workers as defined by DODI1035.01 DAFI36-143, *Telework Program*. Compliance with this Memorandum is mandatory. To the extent its directions are inconsistent with other Department of the Air Force publications, the information herein prevails, in accordance with DAFI 90-160, *Publications and Forms Management* and DAFMAN 90-161, *Publishing Processes and Procedures*. This guidance is applicable to the entire Department of the Air Force (DAF), including the Regular Air Force, the United States Space Force, the Air Force Reserve, the Air National Guard, the Civil Air Patrol (when conducting missions as the official Air Force Auxiliary), all DAF civilian employees and those with a contractual obligation to abide by the terms of DAF issuances.

This DAFGM assigns the roles and responsibilities to support telework and remote working government employees working outside the local area of their unit (**Attachment**).

The authorities to waive wing/unit level requirements in this DAFGM are identified with a Tier ("T-0, T-1, T-2, T-3") number following each compliance statement, DAFI 90-160 and DAFMAN 90-161, Table A10.1 for a description of the authorities associated with the Tier numbers. Submit requests for waivers through the chain of command to the appropriate Tier waiver approval authority, or alternately, to the DAFGM OPR for non-tiered compliance items.

Ensure all records generated as a result of processes prescribed in this publication are maintained in accordance with AFI 33-322, *Records Management and Information Governance Program*, and disposed in accordance with the Air Force Records Disposition Schedule located in the Air Force Records Management System.

This Memorandum becomes void after one year has elapsed from the date of this Memorandum, or upon publishing of a new Instruction/Manual permanently establishing this guidance, whichever is earlier.

VENICE M. GOODWINE, SES, DAF  
Chief Information Officer

Attachment:

Establishing Policy to Support Telework and Remote Workers

## **Establishing Policy to Support Telework and Remote Workers**

1. **Roles and Responsibilities.** Roles and responsibilities to support teleworkers is a coordinated effort between all organizations providing and supporting Department of the Air Force government employees.
  - 1.1. The Communications Squadron Commander or designated representative will
    - 1.1.1. Designate an IT point of contact (POC) for the installation telework coordinator to contact as required to provide Information Technology (IT) support to all teleworkers/remote workers **(T-2)**.
    - 1.1.2. Exhaust all reasonable options to resolve IT issues remotely for all teleworkers/remote workers assigned to units typically supported by their organization, regardless of geographic location **(T-2)**.
  - 1.2. For teleworkers and remote workers, the Communications Squadron will:
    - 1.2.1. Provide options to minimize down time for employees experiencing IT issues **(T-2)**.
    - 1.2.2. Coordinate with other installations' Communications Squadrons to resolve problems that require hands-on technical support **(T-2)**.
    - 1.2.3. Serve as the supporting installation communications focal point (CFP) for remote workers whose official worksite is in their geographical area after options to resolve the issue remotely by the employing organization/installation have failed **(T-2)**.
    - 1.2.4. Determine the reimbursable costs, including hardware, software and manpower, needed to support those members/personnel not within the installation's command.
    - 1.2.5. When available, provide a loaner device with network access or a loaner government mobile device/telephone for remote workers to use temporarily while the government furnished equipment (GFE) IT system is undergoing repair. Units shall not incur non-reimbursable costs for workers assigned to a different organization or installation **(T-2)**.
    - 1.2.6. Provide on-site support for all DAF information systems connected to Air Force Network (AFNET) Non-Secure Internet Protocol Router Network (NIPRNet) used by remote workers when duty location, as indicated in item 39 on the employee's Standard Form (SF) 50 *Notification of Personnel Action*, is within their geographic area and when all reasonable means to resolve the issue remotely have been exhausted **(T-2)**. This includes assisting with troubleshooting and repair after unsuccessful remote resolution from the employing organization, as

well as providing wired or wireless network connectivity at the government installation for troubleshooting, updating and/or initial logon when required.

1.3. The Employing Unit shall:

- 1.3.1. Identify the supporting installation for each telework remote/worker on a remote or telework agreement and notify the supporting installation Communications Squadron **(T-3)**.
- 1.3.2. Provide options to minimize down time for employees experiencing IT issues **(T-3)**.
- 1.3.3. Exhaust all reasonable options to resolve IT issues remotely for assigned teleworkers/remote workers, regardless of geographic location **(T-2)**.
- 1.3.4. Coordinate with the supporting installation to resolve IT problems that require hands-on technical support **(T-2)**.
- 1.3.5. Cover the cost of any GFE IT system repairs/upgrades and associated shipping costs if remote repairs or hands-on assistance from the supporting installation that do not resolve the issue **(T-1)**. This includes shipment of IT systems for repair, purchase of new IT in support of tech refresh and procurement of additional hardware/software as defined in DAFMAN17-1203, *Information Technology (IT) Asset Management (ITAM)*.
- 1.3.6. Maintain the warranty for GFE IT equipment, cover associated costs for repair or cover the costs to ship the equipment to the owning organization or repair facility when repair is not possible remotely or at the supporting installation **(T-1)**.
- 1.3.7. Cover costs associated with maintaining GFE mobile devices and associated licenses for non-enterprise level software **(T-1)**.
- 1.3.8. Cover costs incurred by the supporting installation for United States Government (USG) call support technology (e.g., voice over internet protocol [VOIP], secure/unsecure video teleconference [VTC], etc.) required for remote workers, if not already available at the supporting installation **(T-1)**.
- 1.3.9. Cover reimbursable manpower costs incurred by the supporting installation when supporting the unit's members/personnel **(T-1)**.

1.4. Information System Owner (ISO) or Program Manager of DAF IT will

- 1.4.1. Remotely troubleshoot, repair, patch, and upgrade information systems/programs installed on devices for approved teleworkers/remote workers. This includes remotely troubleshooting and maintaining specialized applications specific to the employing organization **(T-2)**.

1.5. Every Authorized User accessing IT that stores or processes Air Force information will

1.5.1. Operate the device within the guidelines provided in the annual cyber awareness training and any supplemental training provided. Unusual behavior will be reported in accordance with local communications focal point's standard operating procedures (or appropriate help desk).

1.5.2. Use DAF-provided Microsoft Office 365 (DAF365) suite of tools to the maximum extent possible in order to protect data.

1.5.3. Remote workers will travel to the supporting installation or regular worksite listed in the telework agreement to connect to AFNET via wired/wireless NIPRNet if required and request on-site support if the initial remote troubleshooting and repair efforts fail. The Joint Travel Regulation governs travel entitlements. Travel outside the local commuting area of the official worksite must be coordinated with the user's supervisor.

1.6. The Telework Coordinator roles and responsibilities are defined in DoDI1035.01\_DAFI 36-143. Additionally, the telework coordinator shall:

1.6.1. Refer teleworkers/remote workers to the supporting installation Communications Squadron IT POC to resolve IT issues for teleworkers/remote workers **(T-3)**.

1.6.2. Liaise with telework coordinators at other installations to identify applicable IT POCs to coordinate IT support for remote workers **(T-3)**.