

**Texas Department of Public Safety  
Telework Plan  
General Manual  
Chapter 7**

**07.66.00 TELEWORK POLICY**

This policy establishes telework procedures for the Texas Department of Public Safety in accordance with Texas Government Code Chapter 658, as amended by House Bill 5196 during the 89<sup>th</sup> Legislative Session. This policy applies to all DPS employees and governs telework authorization, implementation, and management.

**07.66.01 TELEWORK AUTHORIZATION**

**1. Authorized Purposes**

Telework arrangements may be approved only for the following purposes:

- a. Office Space Limitations: To address documented lack of available office space for agency operations.
- b. Mission Enhancement: To provide reasonable flexibility that demonstrably enhances the agency's ability to achieve its mission.

**2. Employee Eligibility Requirements**

To qualify for telework consideration, employees must:

- a. Hold positions with duties suitable for remote performance;
- b. Possess necessary technical skills and self-management capabilities for effective telework;
- c. Existing employees seeking a telework arrangement must have demonstrated satisfactory job performance and have no disciplinary action during the preceding 12 months.

**3. Position Suitability Evaluation**

The following factors will be considered when determining whether a position is appropriate for telework:

- a. Whether job duties can be performed effectively outside the traditional office environment;
- b. Requirements for in-person interaction with the public, law enforcement partners, or colleagues;
- c. Access to necessary equipment, technology systems, and secure information networks;
- d. Supervisory responsibilities and team management requirements;
- e. Public safety considerations and operational security requirements.

**07.66.02 TELEWORK AGREEMENT REQUIREMENTS**

**1. Mandatory Written Documentation**

All telework arrangements require written agreements that specify:

- a. Authorization basis as outlined in this policy;
- b. The agreement is subject to revocation at the discretion of the department;

- c. Work schedule including designated telework days and required in-office presence;
- d. Performance expectations and productivity standards;
- e. Equipment provisions detailing state-provided and employee-provided resources;
- f. Security protocols and confidentiality requirements;
- g. Emergency contact procedures and communication protocols;
- h. Agreement duration and annual renewal requirements.

## **2. Annual Renewal Process**

Telework agreements must be renewed annually and require:

- a. Performance evaluations demonstrating satisfactory work quality and productivity;
- b. Assessment of continued business justification for telework arrangement;
- c. Supervisory recommendation for agreement continuation;
- d. Review and updating of agreement terms as operationally necessary.

## **3. Revocation Authority**

DPS retains the authority to revoke telework agreements. Revocation may occur within the discretion of the department at any time for reasons including, but not limited to, the following:

- a. Unsatisfactory job performance or productivity decline;
- b. Violation of agreement terms or agency policies;
- c. Changes in operational requirements or business needs;
- d. Security breaches or policy violations;
- e. Disciplinary actions or misconduct.

## **07.66.03 PERFORMANCE STANDARDS AND MONITORING**

### **1. Performance Evaluation Criteria**

Teleworking employees must maintain performance standards equivalent to in-office employees as measured by:

- a. Work Quality: Meeting or exceeding established quality benchmarks and standards;
- b. Timeliness: Consistently meeting deadlines and response time requirements;
- c. Communication: Maintaining effective professional communication with supervisors and colleagues;
- d. Availability: Remaining accessible and responsive during established work hours.

### **2. Monitoring and Oversight Systems**

DPS will implement comprehensive monitoring systems to ensure teleworking employee effectiveness, which may include:

- a. Regular Supervisory Contact: Scheduled meetings with supervisors at least once per month;
- b. Work Product Assessment: Systematic evaluation of completed assignments and deliverables;
- c. Time and Activity Documentation: Required tracking of work hours and task completion;
- d. Technology-Based Monitoring: Utilization of appropriate IT systems to verify work activity.

## **07.66.04 WORKPLACE CONDUCT AND COMPLIANCE**

### **1. Equal Policy Application**

Teleworking employees remain subject to identical rules, policies, and disciplinary procedures applicable to all DPS employees, including:

- a. Personnel policies and administrative procedures;
- b. Professional conduct standards and ethical requirements;
- c. Time and attendance requirements;
- d. Information technology use policies and guidelines;
- e. Confidentiality obligations and security protocols.

### **2. Prohibition of In-Person Business at Personal Residence**

Teleworking employees are prohibited from conducting in-person official business at their personal residence. This prohibition encompasses:

- a. Meetings with members of the public;
- b. Reception of official visitors, vendors, or contractors;
- c. Handling physical evidence, sensitive materials, or official documents requiring secure storage;
- d. Any professional activities that necessitate external parties visiting the residence.

### **3. Mandatory In-Person Attendance Requirements**

Teleworking employees must be able to report to their designated workplace within two hours of being requested to do so. Limited exceptions to the two-hour rule can be made by the division chief. Teleworking employees must report to their designated workplace when required for:

- a. Meetings requiring face-to-face interaction as determined by management;
- b. Special events, ceremonies, or official functions;
- c. Training sessions and professional development activities;
- d. Emergency situations or critical operational needs;
- e. Any engagement where DPS management determines in-person participation is appropriate.

### **4. Internet and Technology Service Disruptions**

Teleworking employees must immediately report internet service disruptions or technology failures to their supervisor. Service outages exceeding 30 minutes may require the employee to report to their designated workplace or use appropriate leave during the period of the outage, as determined by their supervisor. Employees experiencing technology failures may be required to immediately report to the office to have the technology or equipment issues addressed.

### **5. Weather-Related Disruptions at Remote Location**

When severe weather conditions at the teleworker's remote location prevent work performance (e.g., power outages, hurricanes, etc.), employees must immediately notify their supervisor. Depending on the severity and duration of the disruption and the safety of travel conditions, the division will determine the appropriate course of action, which may include reporting to the designated workplace, using leave, or granting special leave.

## **07.66.05 SECURITY PROTOCOLS AND INFORMATION PROTECTION**

### **1. Physical Security Requirements**

Teleworking employees must establish and maintain appropriate physical security measures:

- a. Secure Work Environment: Establish a dedicated workspace with controlled access to prevent unauthorized observation or interference
- b. Document Security: Implement secure storage protocols for sensitive documents and materials when not in active use;
- c. Equipment Protection: Safeguard state-owned equipment and technology from theft, damage, or unauthorized access;
- d. Privacy Assurance: Ensure confidential communications and information cannot be overheard or observed by unauthorized individuals;
- e. Access Control: Restrict access to work materials and information to authorized personnel. .

### **2. Information Security Compliance**

All teleworking employees must adhere to comprehensive information security requirements:

- a. Network Security: Utilize only approved network connections and authorized VPN access for official business;
- b. Data Protection: Follow established protocols for handling, storing, and transmitting sensitive or confidential information;
- c. System Authorization: Access only authorized systems, applications, and databases as specified in job requirements;
- d. Incident Reporting: Immediately report security breaches, suspected compromises, or concerning incidents to appropriate authorities;
- e. Security Assessments: Participate in periodic security evaluations as required.

## **07.66.06 EQUIPMENT AND TECHNOLOGY RESOURCES**

### **1. State-Provided Resources**

DPS may provide essential equipment and resources for telework operations, including:

- a. Laptop computers, tablets, mobile communication devices, and related accessories;
- b. Secure network access capabilities and VPN connections;
- c. Communication software, applications, and collaboration tools.

### **2. Employee Responsibilities**

Teleworking employees bear responsibility for:

- a. Proper maintenance and care of state-owned equipment and resources;
- b. Prompt reporting of equipment malfunctions, technical issues, or damage;
- c. Provision of adequate workspace, furniture, utilities, and environmental conditions at the telework location;
- d. Securing and maintaining reliable, high-speed internet connectivity sufficient for job requirements, including all associated costs and monthly service fees.

## **07.66.07 APPLICATION AND APPROVAL PROCEDURES**

## **1. Application Process**

Employees seeking telework authorization must:

- a. Submit written requests through chain of command;
- b. Complete comprehensive telework readiness assessments;
- c. Participate in eligibility evaluation and review processes;
- d. Successfully complete all required training programs;
- e. Execute formal written telework agreements.

## **2. Review and Approval Process**

Telework applications undergo multi-level review:

- a. Immediate Supervisor: Initial assessment and recommendation based on job suitability and employee performance;
- b. Mid-level supervisor (if applicable);
- c. Assistant Division Chief: Operational impact evaluation and resource allocation review;
- d. Division Chief: Final authorization and agreement execution.

**3. Universal Telework Agreement Requirement:** Any employee who may be authorized to work away from their assigned duty station, including one-time or occasional instances, is required to execute the formal written telework agreement (HR-13) prior to working remotely.

**4. Additional Divisional Requirements:** Divisions may impose additional requirements, restrictions, or conditions for telework arrangements within their areas of responsibility. Employees may be required to sign division-specific telework agreements that supplement, but do not replace, the mandatory HR-13 agreement. All employees must execute both the HR-13 and any applicable division-specific agreements before telework authorization becomes effective.

## **07.66.08 PUBLIC ACCESSIBILITY COMPLIANCE**

This telework policy is published on the DPS publicly accessible website at [www.dps.texas.gov](http://www.dps.texas.gov) in accordance with Texas Government Code Section 658.012(b).