00:00:00:00 - 00:00:15:06
Unknown
Hello. My name is Alice Mayer, and I'm from VITA Enterprise Solutions. And I'm here with my co-lead Tina Weston, and our DHRM partner, Debbie Rigdon.

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We're here to talk about the new telework application. Please note that we will be recording this presentation. So we'll go over a little bit of background about the telework application. I'll give you a process overview, a demonstration of the application, a demonstration of agency administrator capabilities. And those are the folks that are designated by agency are HR Directors to manage high level agency roles within the application.

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And any additional information can be found on the VITA website at vita dot virginia, dot gov slash covapps slash telework. So a little bit of background. We're here to talk about the telework application. But I wanted to give you some context first. The Commonwealth of Virginia Applications or COV Apps is a VITA initiative to centralize applications and automate forms used by executive branch agencies.

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The primary goals of this program are to standardize key business functions across the Commonwealth, provide valuable data for metrics that can be analyzed in real time, save agencies time spent creating and maintaining their own forms and provide enhanced visibility of the process. The first phase is the launch of the new Automated Telework form, developed in partnership with DHRM. Additional phases

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Applications and forms will follow. So the Telework Application provides workflow, visibility and notifications to facilitate the processing of telework forms. I will show you how the application works. If any of you have any questions about telework policy, please talk to your HR group or DHRM. And we're fortunate enough today that we have someone from DHRM to address some of those questions should you have them.

00:02:26:09 - 00:02:56:07
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So the telework is not the system of record. Excuse me. The telework application is not the system of record for telework information. Cardinal is the system of record for telework information. We are actively working on an enhancement to upload completed telework information from this application, but that is not ready yet. So for the meantime, Cardinal will still need to be updated in the current manner.

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So let's talk about how the process flow works in the telework application. To start things off, the form is initiated by someone that we call the initiator. The employee does not kick off this process, the initiator does, and that's someone who is set up by the agency administrator, which is that the demonstration will do in a little bit.

00:03:24:08 - 00:03:56:03
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The employee then fills out the information. They can save it. This draft, if they're not ready to submit, when they're ready to submit, they can submit to their manager. The manager reviews and either can send it back to the employee for questions or corrections or move it forward to the agency reviewer. The agency reviewer checks the form. Their job is to review forms before they go to higher level approvals.

00:03:56:05 - 00:04:26:04
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They can send it back to the manager with questions or corrections or move it forward to the agency head. The agency head checks over the form, they can send it either back to the agency reviewer or if they're, for example, or they can move it forward to the secretary. Now, if only one to a workday is requested, the process may be completed at this step and they can just select approve.

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So if two or more days are requested, it goes to the secretary. The secretary checks over the form. They can send it back. In this case, they're not going to send it back to the agency head they're going to send it back to the agency reviewer. The agency reviewer is the hub for the agency. So the secretary has, as I mentioned, can either send it back to the agency reviewer or if two work telework days are requested, the process may be completed.

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But for example, if three or more days are requested, then it needs to go to the Chief of Staff and again, Chief of Staff checks over the form and then sends it back to the agency review if there are any questions or they can market approved. Okay. Now let's get to the good stuff. Let's get to the demonstration. So here we are within the telework application.

00:05:20:09 - 00:05:45:02
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And just to give you a little bit of orientation, I have several tabs here at the top because this is our test system and we have I have many roles assigned to me. Most people will see one tab, maybe two tabs, the my telework tab, that's where an employee will see any active or open telework forms or completed and closed.

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And if I scroll down, you can actually see that I have loads of forms in here. I've been doing a bunch of training this. This is an unusual look, if you would not have that many. My team is for telework forms for my direct reports approval queue is where those people in the upper level of approvals, for example, the agency reviewer, agency head, secretary and chief of staff.

00:06:12:13 - 00:06:45:11
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That's where they would go to do their approvals. Initiate form, that's where forms are kicked off. Reports, that excuse me, let me back up initiate form that of course that requires a an actual security roll call initiator that is given by the agency administrator. Reports is also another one of those roles. Again that demonstration will follow this one. Reports as you can imagine, you can get reports there and off

00:06:45:11 - 00:07:16:07
Unknown
That is where agency administrators will work. All right, let's start kicking off a form. So I click on Initiate form. And this is the time during a demonstration one gets a little nervous. I'm going to select the form and I'm going to enter the employee's name. I start typing the employee's name, and then I will be given some.

00:07:16:08 - 00:07:51:00
Unknown
If there are, I just typed the first four letters I will give them. I will be given any options that match those first four. In this case, there's only one. That's the one I'm looking for I select Alice Cardinal. Now in the manager box, this will bring back the manager that is associated with Alice Cardinal. Now, there may be the situation that this comes back blank in which case you would enter the person's name that needs to approve Alice Cardinal's telework form.

00:07:51:01 - 00:08:13:14
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Or perhaps David Dogwood is out on extended leave and then I can simply type over that to assign someone who will process their form. In this case will just keep them the same. I select initiate form. Now in the background, what's happening is an email is being sent to the employee with instructions to act on their telework form.

00:08:13:15 - 00:08:52:10
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There's a link within that email. They click on the link and it opens their form directly. Or I can navigate to my telework. I can find the form that I just started, which is right here, and I can select the form and the top part is employee information, the effective dates and the telework location. I fill in the telework location, I scroll down and I look in this box for my schedule.

00:08:52:11 - 00:09:19:09
Unknown
I would like to request telework for Monday, Wednesday and Friday. The next box is continuity of operation status. If you have this status, you know you have the status. Most people do not. I do not. So I keep it marked as no. Expenses, these are the expenses the agency agrees to pay for it. In my case, it's hard earned software.

00:09:19:10 - 00:09:45:05
Unknown
This next box is a safety checklist. Everything looks good to me, so I'm going to move on. This box is the policy agreement. This has a link to the most recent telework agreement policy. Excuse me. And in order to move the form forward, you must indicate that you have reviewed and you agree to this policy by toggling this switch.

00:09:45:07 - 00:10:23:10
Unknown
Now, if I have any comments, I can add them here some people might put a justification in here. There are no rules necessarily about the employee comments. I can save it as a draft if I'm not ready to submit or request manager approval. In this case, I'm just going to move it forward to manager approval. Now, as the manager again, I'm receiving an email notification with a link to the actual telework form, or I can come to the application and select the My team tab and find the telework form that I would like to process.

00:10:23:11 - 00:10:49:00
Unknown
Now one thing while we're here again, it's the same as the employee area where I'm active in open and completed and close. If you would notice when I when I hovered over the status, you can see a little pop up comes up and that tells me who is assigned to that status role. When you come down to chief of staff, for example, we have Tina and Alice assigned.

00:10:49:01 - 00:11:16:08
Unknown
So if for some reason a form gets stuck, I now I can go and follow up with Tina and Alice and find out what's going on. So back to this form. So here I review everything on the form. Then maybe I have a question. I'm just going to scroll all the way down. If I have a question, then I can just select this button here, request employee updates.

00:11:16:09 - 00:11:40:01
Unknown
If I select this button, I must have a comment that will eliminate the email back and forth and whatnot. The second thought I feel like this looks good, so then all I need to do is request agency review. In this situation, if I'm just selecting agency review, I don't have to put a comment, I just select the button and that's that.

00:11:40:03 - 00:12:11:07
Unknown
All the other approval processes work the same way. But let me show you the approval queue. So here we are at the approval queue. In this area you have quite a number of ways that you can look at the data down below by employee, form, agency. If you are assigned several agency, for example, in the role of a secretary, director, manager, the workflow status or the number of telework days.

00:12:11:08 - 00:12:32:02
Unknown
If I was coming in here as an agency reviewer, I would select pending agency review. Again, I've received the emails for each one of those emails. It has a link that opens to the direct form, but maybe I've gotten behind on those emails. So then here we go. I have all the ones that I need to act upon.

00:12:32:03 - 00:13:09:15
Unknown
So then I would just open these up. I can either send it back if I have questions or move it forward. And each of the other roles, secretary, Chief of Staff, they work in the same manner. Over here as reports, if I want to do an extract, which we just have one report right now but we we are working on other ones, I select the form, I select the agency, and I select an extract that will provide me the most recent completed forms for this agency into an Excel spreadsheet.

00:13:10:00 - 00:13:43:02
Unknown
Okay, let's just review a couple of things. That's the demonstration. So just to review, the telework application is now live but only active once your agency has set up key roles and we'll talk about that in a minute. And they start initiating telework forms. Employees do not start the process. At any time, if you have any questions regarding the telework policy, you should go to your HR

00:13:43:02 - 00:14:21:08
Unknown
group or DHRM. Now, if you are an HR Director or you feel you may act in setting up agency roles, please stay for the following demonstration. I'm just going to give folks a minute if they want to jet out, but we're going to talk about agency administrators. This is the first step in this process is that each agency must identify at least two people to fulfill the role of agency administrator for telework forms agency HR

00:14:21:08 - 00:15:08:13
Unknown
Directors have been contacted by DHRM to identify these people and to email those names to covapps at vita dot virginia dot gov. Agencies cannot begin telework agreements without completing this step. The responsibilities of an agency administrator include assigning and maintaining the following security roles within the telework application. Initiators initiate the telework form that is sent to the employee. Agency reviewers review telework agreements prior to agency head, secretary and Chief of Staff approvals, or if those telework agreements are returned for updates from those upper levels of

approvals.

00:15:08:15 - 00:15:35:03
Unknown
Agency head and any designees are responsible for approving requests for one telework day a week for at least one day a week. Reports that provides the ability to extract all data for the most recent completed telework forms for your agency. Okay, let me show you how that works. As I mentioned before, the AUTH or authorized tab, here is where agency administrators will work.

00:15:35:04 - 00:15:59:10
Unknown
Now, it is possible to be an agency administrator for more than one agency. In this case, I'm the agency administrator for DGS and VITA. We'll go down to VITA to show the example. So you can also see those four roles are listed out here. There are two icons a person with a plus and a person with a minus.

00:15:59:12 - 00:16:26:06
Unknown
To add someone to a role, you would select the person with the plus side, you start answering her name, find the person, click on their name, and I'd user. The person's added. And again, as you can imagine, to remove someone, you select the person with the minus. Click on that. I'm given a pop up that is confirming that I want to do this.

00:16:26:07 - 00:16:55:13
Unknown
Then I remove them. The one thing that's very important to recognize is that in order for these changes to take effect, the individuals need to exit their browsers and then come back into the application. It's very good practice that you must you're responsible as an agency administrator to review these roles on a regular basis, make sure that they they are it's all appropriate and whatnot.

00:16:55:14 - 00:17:42:04
Unknown
And now we will take some questions and we do not have any questions showing up in the chat at this point in time. Okay. Does anyone need a minute for some questions? I do not see any hands raised either. Okay, looks okay. It looks like Yolanda Sharp has a question so you can take yourself off of mute. Please feel free.

00:17:42:05 - 00:18:12:01
Unknown
Yes. Hi there. Thank you so much. Quick question for you regarding the comment section. Is there a limited amount of characters that can be entered in each section? And if so, what is that amount? There is a limited amount. It's quite big because I ever call testing that. Tina, do you remember what the what the limit was? I will have to get back with you on that.

00:18:12:01 - 00:18:40:11

Unknown
We will add that to the FAA queues, because I don't recall off the top of my head. But Yolanda, I do remember getting very verbose in there to test that out. And it is quite large. Okay. Thank you. Sure. I know it's at least 250 because of some testing. I did, but I do not know that you recall the upper limit.

00:18:40:12 - 00:19:08:10
Unknown
And I'll go ahead and read a question from the chat here. When should we expect to have the administrator set up? I sent the names yesterday and I'd like to know when we should expect to get started. That is a great question and we are working through all those emails, getting them set up. We're hoping to have that done very early or very early next week.

00:19:08:12 - 00:19:51:09
Unknown
Monday is a holiday, so we're looking at the Tuesday, Wednesday timeframe to have everybody that has sent us so far completed. The next question is can we have more than one initiator and more than one agency reviewer listed? Absolutely. In fact, we encourage you to have more than one person in each role for the sole purpose of having a backup and ensuring that, you know, when somebody is out of the office, it doesn't stop the process.

00:19:51:10 - 00:20:16:13
Unknown
And as Alice showed on a thing, you just keep just keep adding that person. There's not an upper limit. It's based upon what is the most effective for your agency and what makes sense as you go through the process. Next question. We are a Tier three institution, William and Mary. I missed the part where people enter comments. Did you say there are or are not emails

00:20:16:13 - 00:20:52:12
Unknown
if there are issues? If there are emails, do they come from cardinal? I apologize. I'm not completely understanding the question. If you want to take yourself off of mute. Yes, sorry about that. So when you were entering people's names and they just kind of popped up, where is it retrieving those and the employee information from? Oh, okay. That data, we have an interface set up with the cardinal system and every day we are getting the employee and position data from Cardinal.

00:20:52:13 - 00:21:26:13
Unknown
Okay. All right. And then because we are tier three, we only have a very limited population of classified employees. I want to say about 120. So will only those employees show up or essentially everyone that we're still interfacing and providing to Cardinal? And actually, I'm going to go ahead and toss this question to Debbie, if you wouldn't mind to kind of talk about that, because that's a that's been a bit of a topic.

00:21:26:14 - 00:22:11:00

Unknown

Hi, Joey. This is Debbie Rigdon. I wanted to also emphasize that right now the the COV application for telework agreements is currently not available or accessible for agencies that do not use the standard COV email address. Okay, which is Virginia dot gov. But we are partnering with VITA to help to expand that to the alternate email addresses and we'll have to make that communication available to you once we're ready to roll that out.

00:22:11:02 - 00:22:57:00
Unknown

But that's a work in progress. So so stay tuned. So right now, your agency cannot access this application, but you will. Does that help? Yes. Okay. Thank you, Debbie. Appreciate that. You will. Then our next question we have on here is who received the email to indicate who would be the administrator? If you're asking who was on the end of that mailbox, Alice and I are two of the individuals who are on the end of that mailbox who are working to set those administrators up.

00:22:57:01 - 00:23:43:00
Unknown

Or if you're asking who the initial recipient of the email blast that went out, it was the HR Directors. Does that answer your question? Can I also chime in here? This is Debbie. Sure. Sure. I wanted to make note that a number of agencies have sent their administrators administrator information to the DHRM policy box, and we've been forwarding it to the Veda address that was in the notification to the CEO via at vida dot Virginia dot gov.

00:23:43:00 - 00:24:17:01
Unknown

So if we're receiving it, it's being forwarded on along with a notification to the agency to retain that COV Apps email address because you may need it in the future if you need to make changes. Thank you. And I'm the one that. Hi, my name is Tawanda. I was the one that asked about who received the email because my my supervisor sent me the email and I am the Finance and Administrative Director.

00:24:17:02 - 00:24:53:04
Unknown

Finance Administrator and Administrator. I can speak right now. And so I had that received. I did not receive the email, so I was just concerned that he would get it and I won't know anything about it, you know, if he's busy and he can't get the information to me and whoever that sends the request to us, we reply back to that email and we are also CCing the people who are set up as administrators.

00:24:53:05 - 00:25:20:12
Unknown

Well, that has not been done then, because I think I would be the administrator that's why I'm inquiring. And you then you are one of the ones that still in our inbox that we're working through. Okay. All right. So I just I guess we just wait to see if I hear back. Yes. Yes. And we appreciate your patience. No problem.

00:25:20:13 - 00:26:02:00
Unknown
Let's see our next question. If we have already designed designated administrators and who will have each role, when should we launch this new process for our agency? And that's also a great question. The application is live. It's we've been in production in a pilot situation with VITA, DHRM and DGS, and you are free to start using it as soon as your agency is ready.

00:26:02:01 - 00:27:01:07
Unknown
Let's see. Our next question Are none of the universities able to access at this time, since we do not have the Virginia dot gov email accounts? That is correct. And as Debbie had mentioned, we are working on getting non COV accounts integrated in a future release. And then as she also mentioned, just kind of stay tuned for all of that as a follow up to those from higher ed that are online, please check with your Cabinet Secretary to find out how they want to manage the respective, you know, process for renewals and revisions for this year.

00:27:01:09 - 00:27:41:09
Unknown
You know, unless, you know, I don't know how long it's going to take us to release that that process that will allow non COV email addresses in the system. So in the meantime, again, just partner with your Cabinet secretariat for those that do not have a of Virginia dot gov email account. Thank you Debbie and Alice has chimed in that the number of characters allowed in the comment boxes is 1500.

00:27:41:10 - 00:28:12:03
Unknown
Thanks to Alice. And our next question with this new process, are you able to speak on whether ADA supported telework agreements must be signed by the Cabinet Secretary or Chief of staff? It is my understanding that only the agency heads approval is required for ADA supported telework agreements when the telework days is exceed one day a week. Is that still the case?

00:28:12:04 - 00:28:59:09
Unknown
I'll take this one. Hi, Beth. This is Debbie Rigdon, ADA oriented telework agreements for accommodation purposes should not be processed through the telework policy approvals. Those should be approved internally within the agency. Whatever internal approval process you have in place for the ADA. And they should be maintained separately and not a part of this system that we're being trained on today or sent to the Cabinet Secretary or Chief of Staff for their reviews and approvals.

00:28:59:09 - 00:29:31:13
Unknown
You have to keep in mind that often this contains personal health information that should not be distributed and available to people that do not have necessarily a need to know. Thank you, Debbie. And our next question will request be able to be amended and resubmitted if they are initially denied?

00:29:31:13 - 00:29:52:13
Unknown
to the idea, the concept with the application is the goal is to have a completed telework agreement at the end. So there's no denied button per se, but there is if for example, the manager does not approve three telework days, they would send it back to the employee.

00:29:52:15 - 00:30:28:02
Unknown
Have the employee make those corrections, include the comment say you've been approved for two days. I'm going to approve two days, not three days or whatever Is the language that your agency is okay with. The employee makes those corrections and then you go on with the process. Thanks, Alice, to our next question, for small agencies can the same person serving the administrator, initiator and reviewer goals?

00:30:28:04 - 00:31:15:12
Unknown
The answer to that is yes, absolutely. The system supports that. It is based upon your agency who you implement into which of the roles. And then our next question Does the same rules as ADA apply for FMLA? Withhold internally? And again, I will pass that one on to Debbie. Thank you. You know, you don't necessarily need to have a telework agreement for a temporary FMLA situation and FMLA is is approved leave.

00:31:15:13 - 00:32:01:13
Unknown
It is not approved for, you know, like telework accommodations or other specific accommodations that might may be covered under the ADA. So it's important to delineate between the two and if you are providing a temporary FMLA telework arrangement while someone is recovering from a medical condition or, you know, an injury or whatever the case may be that is covered under the FMLA, then that should be treated again separately and should not be a part of this process.

00:32:01:15 - 00:32:20:13
Unknown
Thank you. Thank you. And we are at the end of the questions that were added into the comments. We just want to make sure that there's no other questions out there.

00:32:20:15 - 00:32:53:12
Unknown
All right. I'll turn it back over to Alice. I'm sorry. Oh, I'm sorry. Go. Yes, go right ahead. I'm sorry. The clarification on the FMLA, this is Dina. So if the employee requested to care for a parent but needs temporary rotation to work from home because they are caring for their their parent. And the temporary could be like, I don't know, maybe six weeks.

00:32:53:12 - 00:33:23:10
Unknown

What is defined as temporary, two weeks, three weeks for six weeks with what's defined as temporary. It is defined as temporary in policy, as, you know, like two weeks. And again, you know, if someone is on FMLA to care for a parent or another family member, that's that is covered under the FMLA. The question has to be how much time is needed for that care?

00:33:23:11 - 00:33:57:11
Unknown
Will they be available, you know, during normal work hours. So is this also leave and an accommodation that's being provided for telework, but it needs to be treated as a temporary telework agreement? And again, I would keep this out of the the normal telework process. And what we're finding is that many of of these types of situations, there's already an established telework agreement for one day or two days.

00:33:57:12 - 00:34:13:09
Unknown
So, you know, you're going to retain that and then just have a supplementary agreement for the purposes of the FMLA. Does that help?

00:34:13:10 - 00:34:21:12
Unknown
Yes. Thank you. You're welcome.

00:34:21:13 - 00:34:29:00
Unknown
Okay. Any other questions?

00:34:29:01 - 00:34:58:01
Unknown
Well, I thank you very much for your time. You've been you've been a great participants on a Friday afternoon. We have received a lot of enthusiasm and with people being very timely or emailing us. And so it's taking us a moment to respond to a lot of those emails. And we appreciate your patience. Thank you very much.