

PURPOSE: This document outlines the process when an employee requests a change in work location from on-site to @Home.

RESPONSIBILITY: Employee, Site Human Resources, Program/Department Team Leads and Managers, Technology, and Learning Development and Performance (LDP)

STEP	Termination Reporting Process	Timeline
1	Employee submits Flexible Staffing Interest Form	As event occurs
2	Operations Manager verifies with Technology if request can be supported from license/capacity perspective	1 business day
3	Technology confirms request can be supported and notifies Operations Manager	1 business day
4	Operations Manager approves or denies request. <ul style="list-style-type: none"> • If approved: Supervisor forwards form to Human Resources (HR) and advises employee that HR will contact them to schedule next steps • If denied: Supervisor advises employee of reason for denial 	1 business day
5	HR generates an email to the employee that includes information for employee to complete @Home Technology Requirements assessment	1 business day
6	HR schedules @Home interview through WPA	3 business days
7	HR and Operations conducts @Home interview with employee to determine fit for @Home and notifies <ul style="list-style-type: none"> • Employee passes @Home interview: moves forward in process • Employee does not pass @Home interview: Supervisor delivers feedback to employee. 	Within 1 business day of interview
8	Employee completes @Home Technology Requirement assessment and emails results to HR	2 business days
9	HR submits assessment results to Technology via ticket	1 business day
10	Technology advises HR if results pass or fail	2 business days

STEP	Termination Reporting Process	Timeline
	<ul style="list-style-type: none"> • If results fail: HR notifies employee reason for fail to give employee an opportunity to correct the issue if possible • If results pass: HR notifies employee and Supervisor 	
11	Operations Manager / Supervisor submits training request to LDP for employee to be scheduled for @Home Agent online training course	1 business day
12	LDP will notify HR and Operations Manager / Supervisor when training has been completed	1-2 business days
13	Operations Manager / Supervisor notifies HR of effective date of @Home assignment	1 business day
14	HR will generate Flex Place Agreement and obtain necessary signatures	1 business day
15	HR notifies necessary departments of status change and effective date (via Change Report)	Upon receipt of signed Flex Place Agreement
16	HR submits work request via Percepta Support Center ticket with the following information: Computer that will be used _____ Preference of key fob or soft token _____ Second contact number _____ Personal email address _____	5 business days prior to effective date
17	Technology (PSC) will issue 5 tickets: PSC tech – master ticket Computer request to PSC Support - hardware Systems – any changes in active directory Network – VPN token Telecom – any phone changes	5 business days prior to effective date

