

**STATE OF CALIFORNIA**  
**Budget Change Proposal - Cover Sheet**  
 DF-46 (REV 10/20)

<b>Fiscal Year</b> 2022-23	<b>Business Unit</b> 7760	<b>Department</b> Department of General Services	<b>Priority No.</b> 1
<b>Budget Request Name</b> 7760-086-BCP-2022-AR		<b>Program</b> Click or tap here to enter text.	<b>Subprogram</b> Click or tap here to enter text.

**Budget Request Description**  
 Telework Policy Oversight and Compliance Review

**Budget Request Summary**

The Department of General Services (DGS) requests \$1.9 million in ongoing expenditure authority from the General Fund, and 10.0 positions, beginning in 2022-23 to implement oversight and review compliance functions to ensure the successful implementation of a productive distributed work environment.

<b>Requires Legislation</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<b>Code Section(s) to be Added/Amended/Repealed</b> Click or tap here to enter text.	
<b>Does this BCP contain information technology (IT) components?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <i>If yes, departmental Chief Information Officer must sign.</i>	<b>Department CIO</b> Click or tap here to enter text.	<b>Date</b> Click or tap to enter a date.

**For IT requests, specify the project number, the most recent project approval document (FSR, SPR, S1BA, S2AA, S3SD, S4PRA), and the approval date.**

**Project No.** Click or tap here to enter text. **Project Approval Document:** Click or tap here to enter text.

**Approval Date:** Click or tap to enter a date.

**If proposal affects another department, does other department concur with proposal?**  Yes  No  
*Attach comments of affected department, signed, and dated by the department director or designee.*

<b>Prepared By</b> Jacqueline Campion	<b>Date</b> Click or tap to enter a date.	<b>Reviewed By</b> Katherine Minnich	<b>Date</b> Click or tap to enter a date.
<b>Department Director</b> Ana Lasso	<b>Date</b> Click or tap to enter a date.	<b>Agency Secretary</b> Yolanda Richardson	<b>Date</b> Click or tap to enter a date.

**Department of Finance Use Only**

**Additional Review:**  Capital Outlay  ITCU  FSCU  OSAE  Dept. of Technology

<b>PPBA</b> Danielle Brandon	<b>Date submitted to the Legislature</b> 4/1/2022
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## **A. Budget Request Summary**

The Department of General Services (DGS) requests \$1.9 million in ongoing expenditure authority from the General Fund, and 10.0 positions beginning in 2022-23, to implement oversight and review compliance functions to ensure the successful implementation of a productive distributed work environment.

## **B. Background/History**

The COVID-19 Pandemic provided an opportunity for the State to test, in real time, a statewide telework program. The emergency facilitated a new way to conduct business in a distributed environment, which had not been utilized in such a broad manner before. Since March of 2020, the Administration has continued to analyze and reimagine the way we deliver information and services to all Californians.

During the COVID-19 pandemic, the Newsom Administration advised departments to maximize telework to the greatest extent possible and ensure that post-COVID-19, departments continue to embrace telework as part of the state culture to achieve long-term efficiencies.

- In July 2020, the Governor's Office approved the State's updated telework policy, spearheaded by DGS, and it was sent to the California Department of Human Resources (CalHR) for negotiations with the labor organizations.
- In November 2020, Finance released a budget letter directing departments to achieve administrative savings through various operational measures, including reducing space needs through telework and thereby achieving lease savings.
- In April 2021, the Governor's Office approved a memo to all department heads reinforcing that the Administration supports telework as a long-term strategy to decrease office space, allow more flexibility for employees, and build resiliency in the case of future emergencies that may require people to work outside the office.
- Over 24,000 state supervisors and managers took a mandatory telework training in June of 2021 that covered supervision of employees who telework, performance management, and building a results-oriented culture. The training was funded by the Government Operations Agency (GovOps) with one-time money. CalHR has contracted to produce a fully accessible eLearning module that will be provided at reasonable cost as part of the ongoing training catalog.
- The Administration continues to reimagine the way Californians access information and conduct government transactions. Building upon past efforts and lessons learned from the pandemic, departments and agencies have taken a fresh look at our workforce to identify classifications and positions that are conducive to telework, either full-time or part-time, while still delivering exemplary customer service to the people of California. Following this unprecedented collaboration, DGS released a Statewide Telework Policy in October 2021.

## **C. State Level Consideration**

DGS serves as the control agency for administrative functions governed by the State Administrative Manual and is the owner of the Statewide Telework Policy. This Telework Program will implement this new control agency function to ensure consistency across state government as we pivot to the "new normal" and deliver critical services for all Californians in a distributed work environment. This proposal supports initiatives that were set in motion by the 2021-22 State Budget and in response to the COVID-19 pandemic, including: investments in the California Department of Technology (CDT) and Office of Digital Innovation (ODI) to support a safe, secure, and efficient pivot to remote and cloud-based technology solutions to a distributed workforce; Governor's Executive Orders; and Budget Letters directing state agencies to identify long-term efficiencies and cost savings, reduce the State's office space

## Workload Justification Chart

footprint, and maximize telework to the fullest extent, consistent with the directives of the Administration.

### D. Justification

This proposal builds off the foundation established by DGS in partnership with GovOps and many partner entities and will provide the resources necessary to ensure successful implementation and maximization of telework consistent with the State's policies, and to set departments up for successful telework extending into the future. This important work includes establishing an ongoing compliance and review cadence to provide structure and guidance so that statewide government functions and services will continue to deliver the highest level of quality customer service, regardless of where workers are performing their duties.

GovOps worked with DGS, CDT and CalHR to create a telework website as a resource for state management: <http://www.telework.govops.ca.gov> This website features a telework dashboard fueled by data required by the new policy and continues to provide increasing transparency into the benefits of telework.

GovOps convened a telework working group to make recommendations on creating a hybrid workforce. This Telework Working Group has developed recommendations to ensure the success of a hybrid model for the State. GovOps, DGS and CalHR all have representatives on the working group and a report with recommendations has been prepared for the Secretary of GovOps. In addition, both CalHR and DGS have been focused on the transition from an emergency telework environment to the management of a robust, ongoing telework program.

The Statewide Telework Policy, located at <https://www.dgs.ca.gov/Resources/SAM/TOC/100/181> requires each state department to establish their own telework policy by October 5, 2022. Draft telework policies are due to DGS by January 31, 2022. DGS will review each department's draft policy and provide guidance to ensure adherence to the statewide policy. After the initial review and approval of department telework plans, departments will then be able to notice unions. Once the initial policy review is complete, the work doesn't stop there – ongoing policy support and review will be critical for the success of the State's business functions in a distributed work environment. DGS will establish regular compliance review, which will include telework metrics, and will likely also be subject to review by labor unions.

To provide ongoing, robust support and oversight as a control agency, DGS proposes to create a dedicated Statewide Telework Unit, which will consist of:

- One Career Executive Assignment (CEA), Level B
- One Staff Services Manager I
- Two Staff Services Manager I (Specialist)
- One Staff Services Manager II (Supervisory)
- Four Associate Governmental Program Analysts
- One IT Specialist II

The CEA Level B, Staff Services Manager I, and Associate Governmental Program Analyst positions will provide consultation, direction, and tools to departments. These resources are critical to ensure successful implementation and management of this substantial new statewide control function in response to the Administration's directives.

The CEA position is a high-level administrative manager with authority to direct and influence policy. This position will be responsible for implementing and managing the Statewide Telework Program. The CEA position will have a broad responsibility for policy implementation and will provide subject matter expertise to executive-level management within DGS, as well as

## Workload Justification Chart

statewide, in collaboration with control agencies including CalHR. This position will navigate sensitive communications and scrutiny from the public, the media, state employees, labor unions, and statewide departments to ensure this critical program is developed and carried out successfully, consistent with the Governor's Office and GovOps directives.

The IT Specialist II will lead the collection and reporting of data and tracking of departmental telework metrics. The IT Specialist II will also ensure continuous communication and close coordination with CDT, ODI, and GovOps for transparency and consistency with technology strategic initiatives and directives so that performance metrics can be analyzed for continuous improvement.

This Statewide Telework Unit will also develop additional telework guidance documents and resources, which will be available to all state agencies, including:

- Developing a Telework Program
- Manager and Supervisor Guidelines
- Employee Guidelines
- Incidental and Emergency Guidelines
- Telework Forums

Additionally, DGS and GovOps Agency will work with CalHR on an employee engagement playbook with strategies for keeping teleworkers engaged and productive.

DGS also proposes to include resources for a Telework Compliance Unit to ensure comprehensive compliance and integrity through a regular assessment cycle, similar to audit functions performed by other control agencies such as the State Personnel Board. These compliance review resources will consist of:

- One Staff Services Manager II (Supervisory)
- Two Staff Services Manager I (Specialist)

These positions will perform compliance reviews of state agencies under the newly implemented Statewide Telework Policy. State agencies are required to begin reporting telework-related data to DGS as of January 2022. At this time, DGS does not have available resources to take on these additional roles and responsibilities. These positions are required, due to the nature of examining organization operations and internal and management controls, reviewing organizational policies and procedures, and performing other effectiveness testing of an organizations operation as it relates to the Statewide Telework Policy.

The Telework Compliance Review Unit will provide a robust, regular analysis cadence and structure to help ensure the success of DGS' new control agency function so that state agencies will consistently follow the newly implemented Statewide Telework Policy. The requested positions are necessary to ensure that this pivotal workload is accomplished efficiently and effectively.

Providing these resources and ongoing expenditure authority from the General Fund will enable DGS to establish the Statewide Telework Unit and immediately implement the directives of the Administration without raising DGS' service rates.

### **E. Outcomes and Accountability**

The requested resources will ensure a continued focus on employee performance and engagement while centralizing communication and coordination to share best practices and leverage statewide institutional knowledge to maximize telework in the most efficient and effective manner.

### **F. Analysis of All Feasible Alternatives**

## Workload Justification Chart

Alternative 1: Provide \$1.9 million in ongoing expenditure authority from the General Fund, and 10.0 positions, beginning in 2022-23 for DGS to implement oversight and compliance functions to ensure the successful implementation of a productive distributed work environment.

Pros:

- Supports the Administration's initiatives to maximize implementation of telework
- Furthers the identification of ongoing efficiencies made possible by telework, including reducing the State's footprint
- Allows for centralized intake and review of all state telework plans to ensure consistency across the Administration
- Provides a compliance review function to ensure transparency, integrity, and ongoing compliance
- These resources would be centralized under a department that has taken the lead on policy guidance, technology solutions, and implementation of emergency telework

Cons:

- Increased General Fund expenditures

Alternative 2:

Provide \$1.6 million plus \$300,000 for the Department of Finance's Office of State Audits and Evaluation's (OSAE) hourly rate in ongoing expenditure authority from the General Fund, and 7.0 positions, beginning in 2022-23 for DGS to implement oversight functions to ensure the successful implementation of a productive distributed work environment. DGS would contract with OSAE to establish a regular compliance review cycles for individual departmental telework plans to ensure ongoing compliance.

Pros:

- Supports the Administration's initiatives to maximize implementation of telework
- Furthers the identification of ongoing efficiencies made possible by telework, including reducing the State's office space footprint
- Allows for centralized intake and review of all state telework plans to ensure consistency across the Administration
- Provides a regular compliance mechanism under an existing control agency with an established history and experience in reviewing state agencies
- Coordination between two different control agencies may result in communication and leveraging of broader institutional knowledge

Cons:

- Increased General Fund expenditures
- OSAE might need more resources to conduct compliance review.
- Oversight and compliance functions are not centralized under one department; coordination between two different control agencies may not be as efficient.

## G. Implementation Plan

The Department of General Services will work closely with GovOps Agency and the Department of Finance to identify funding resources in Current Year 2021-22 and immediately begin recruitment and hiring of the positions necessary to establish a centralized telework unit

## Workload Justification Chart

to provide statewide support to departments as well as compliance reviews to ensure ongoing consistency and efficiency.

**H. Supplemental Information** *(Describe special resources and provide details to support costs including appropriate back up.)*

Click or tap here to enter text.

**I. Recommendation**

DGS recommends the approval of Alternative 1 to provide \$1.9 million in ongoing expenditure authority from the General Fund, and 10 positions, beginning in 2022-23 to implement a robust Telework Program and to ensure successful compliance with the Administration's vision.

# BCP Fiscal Detail Sheet

BCP Title: Telework Policy Oversight and Compliance Review

BR Name: 7760-086-BCP-2022-A1

Budget Request Summary

## Personal Services

Personal Services	FY22 Current Year	FY22 Budget Year	FY22 BY+1	FY22 BY+2	FY22 BY+3	FY22 BY+4
Positions - Permanent	0.0	10.0	10.0	0.0	0.0	0.0
<b>Total Positions</b>	<b>0.0</b>	<b>10.0</b>	<b>10.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
Earnings - Permanent	0	912	912	0	0	0
<b>Total Salaries and Wages</b>	<b>\$0</b>	<b>\$912</b>	<b>\$912</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
Total Staff Benefits	0	533	533	0	0	0
<b>Total Personal Services</b>	<b>\$0</b>	<b>\$1,445</b>	<b>\$1,445</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

## Operating Expenses and Equipment

Operating Expenses and Equipment	FY22 Current Year	FY22 Budget Year	FY22 BY+1	FY22 BY+2	FY22 BY+3	FY22 BY+4
5301 - General Expense	0	40	40	0	0	0
5302 - Printing	0	10	10	0	0	0
5304 - Communications	0	10	10	0	0	0
5320 - Travel: In-State	0	30	30	0	0	0
5322 - Training	0	10	10	0	0	0
5324 - Facilities Operation	0	100	100	0	0	0
5326 - Utilities	0	10	10	0	0	0
5346 - Information Technology	0	40	40	0	0	0
539X - Other	0	186	186	0	0	0
<b>Total Operating Expenses and Equipment</b>	<b>\$0</b>	<b>\$436</b>	<b>\$436</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

## Total Budget Request

Total Budget Request	FY22 Current Year	FY22 Budget Year	FY22 BY+1	FY22 BY+2	FY22 BY+3	FY22 BY+4
<b>Total Budget Request</b>	<b>\$0</b>	<b>\$1,881</b>	<b>\$1,881</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

## Fund Summary

### Workload Justification Chart

#### Fund Source

Fund Source	FY22 Current Year	FY22 Budget Year	FY22 BY+1	FY22 BY+2	FY22 BY+3	FY22 BY+4
State Operations - 0001 - General Fund	0	1,881	1,881	0	0	0
<b>Total State Operations Expenditures</b>	<b>\$0</b>	<b>\$1,881</b>	<b>\$1,881</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>Total All Funds</b>	<b>\$0</b>	<b>\$1,881</b>	<b>\$1,881</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

#### Program Summary

##### Program Funding

Program Funding	FY22 Current Year	FY22 Budget Year	FY22 BY+1	FY22 BY+2	FY22 BY+3	FY22 BY+4
9900100 - Administration	0	1,881	1,881	0	0	0
<b>Total All Programs</b>	<b>\$0</b>	<b>\$1,881</b>	<b>\$1,881</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>



## Workload Justification Chart

Position Title: CEA B - Telework Unit			
Description of Task to be Performed	Number of Times the Task is Performed Annually	Number of Hours Needed to Complete the Task	Total Number of Annual Hours
Formulates, implements, and evaluates statewide and departmental telework policies and programmatic decisions by acting as the telework policy advisor to the DGS Director and executive management concerning sensitive, controversial and/or significant issues impacting statewide or departmental telework policies, and engaging with Government Operations Agency (GovOps), and Department of Human Resources (CalHR), and issuing telework policy directives in order to facilitate an effective telework program and ensure the goals and objectives for California's telework initiative are met.	40	15	600
The CEA position will have a broad responsibility for policy implementation and will provide subject matter expertise to executive-level management within DGS, as well as statewide, in collaboration with control agencies including CalHR. This position will navigate sensitive communications and scrutiny from the public, the media, state employees, labor unions, and statewide departments to ensure this critical program is developed and carried out successfully, consistent with the Governor's Office and GovOps directives.	20	6	120
Oversees of Statewide Telework Program and Department of General Services (DGS) Telework Program through subordinate manager and analysts by coordinating telework initiatives statewide and department-wide, implementing effective approaches to achieve telework goals and objectives and the development of program infrastructure to departments in developing and implementing departmental policies in order to facilitate strong communications across all telework related functions within DGS and statewide. Ensure compliance with State Administrative Manual (SAM) Section 0181 Statewide Telework Policy requirements.	30	15	450
Advises the DGS Director, Government Operations Agency and Governor's Office on matters relating to telework policies, develops strategies and coordinates across other key departments critical to statewide telework goals, including the CalHR, State Controller's Office (SCO), and Department of Technology (CDT), and works with other state, federal and local government agencies, and labor organizations to strategically develop and implement state telework policies and programs in order to provide accurate and timely recommendations to ensure effective telework programs to benefit the state of California and its employees.	60	6	360

## Workload Justification Chart

<p>Manages, directs, and develops a hybrid workforce through subordinate supervisors, by centralizing communication to virtual platforms to communicate program goals and objectives, establishing performance expectations and promoting a results-based culture, inputting, reviewing and approving/denying timesheets, managing staff requests for time off, managing various schedules and maintaining adequate staffing, providing direction and information on OHR processes, creating virtual opportunities for team building, and developing timely performance evaluations and training plans, in order to provide opportunities for training, promote upward mobility and team collaboration, provide guidance on personnel performance issues, to ensure equal employment opportunities and a harassment and discrimination-free work environment, utilizing Microsoft applications, virtual communication platforms and equipment (e.g., web cam), Project Accounting and Leave, applicable bargaining unit contract provisions, DGS policies, procedures and guidelines, State Personnel Board and California Department Human Resources' laws and regulations.</p>	12	15	<b>180</b>
<p>Provides operational and technical expertise to enhance the effectiveness of current telework policies and programs by researching, evaluating, and recommending resolutions to telework-related issues and developing new innovative approaches to improve program productivity and outcomes, developing guidelines and practices that operationalize telework policy goals to encourage participation of eligible employees, reduce required state office space and reduce state environmental impacts, such as traffic congestion, and by integrating the latest technology options and best industry practices into telework program operations in order to provide a uniform body of information on laws, rules, policies and procedures about telework to ensure that viable and cost effective technologies are utilized in program design and considerations.</p>	18	10	<b>180</b>
<p>May represent the Director and department on telework issues at various strategic, sensitive meetings throughout the state in order to provide policy oversight and direction to ensure the interests and perspectives of DGS in key telework-related decision-making and policy setting groups are represented.</p>	10	9	<b>90</b>
<p><b>Total Hours</b></p>			<b>1980</b>
<p><i>1.0 Position Equivalent = 1,800 hours</i></p>			<b>1.1</b>

## Workload Justification Chart

<b>Position Title: Staff Services Manager I - Telework Unit</b>			
<b>Description of Task to be Performed</b>	<b>Number of Times the Task is Performed Annually</b>	<b>Number of Hours Needed to Complete the Task</b>	<b>Total Number of Annual Hours</b>
Provide continuous oversights, supervision, and guidance to subordinate staff responsible for serving as subject matter experts on the DGS and Statewide Telework policies, as well as supporting the Statewide Telework Officer. Provide reviews of draft communications and recommendations in order to provide accurate and timely information to departments within the State of California to ensure compliance with the DGS and Statewide Telework programs.	8	80	640
Serves as the DGS department Telework Coordinator by acting as the primary point of contact for DGS managers and employees by collecting DGS telework agreements, collaborating with Enterprise Technology Solutions (ETS) to run reports and collect DGS departmental metrics, and prepare materials and information to present telework symposiums and work group to ensure the daily operational needs of DGS telework program are met in order to support the Statewide Telework Program.	6	80	480
Supervises, directs, develops, and reviews the work of a hybrid workforce by centralizing communication to virtual platforms to communicate unit goals and objectives, establishing performance expectations and promoting a results-based culture, inputting, reviewing and approving/ denying timesheets, managing staff requests for time off, managing various schedules and maintaining adequate staffing, providing direction and information on OHR process, creating virtual opportunities for team building, and developing timely performance evaluations and training plans, in order provide opportunities for training, promote upward mobility and team collaboration, provide guidance on personnel performance issues, to ensure equal employment opportunities and harassment and discrimination-free work environment, utilizing Microsoft applications, virtual communication platforms and equipment (e.g., web cam), Project Accounting and Leave, applicable bargaining unit contract provisions, the Personnel Operations Manual, DGS policies, procedures and guidelines, State Personnel Board and California Department Human Resources' laws rules and regulations.	20	36	720
Independently researches, analyzes and makes recommendations on the most complex, sensitive and highly visible Telework-related inquires by serving as the subject matter expert in order to provide accurate responses and recommendations to the SSM II to ensures compliance with the DGS and Statewide Telework Programs.	20	14	280

## Workload Justification Chart

Compliance Review Supervisor			
Position Title: Staff Services Manager II (Supervisory)			
Description of Task to be Performed	Number of Times the Task is Performed Annually	Number of Hours Needed to Complete the Task	Total Number of Annual Hours
Reviews and maintains compliance reviews schedule and assigns Compliance workload to staff.	53	2	106
Schedules, evaluates, identifies, and approves compliance engagements and resources needed for each engagement to be	53	2	106
Oversees compliance staff by examining, evaluating, communicating, and following-up on all phases of the compliance engagement to determine compliance engagement scopes, track progress, meet the unit objectives.	53	12	636
Performs compliance working paper reviews to ensure that the compliance engagement was conducted with appropriate compliance standards.	53	14	742
Prepares sensitive draft compliance reports and recommendations based on findings developed from the compliance working papers for each engagement. Reviews all draft compliance reports and signs all final compliance reports.	53	4	212
Reviews and approves all status reports that state agencies submit as part of any required status updates from reported compliance findings.	25	1	25
Reports to the Telework CEA on the performance status of the compliance program and any changes that may be required due to evolving conditions or a changing environment.	12	1	12
<b>Total Hours</b>			<b>1839</b>
<i>1.0 Position Equivalent = 1,800 hours</i>			<b>1.0</b>

## Workload Justification Chart

Management Compliance			
Position Title: Staff Services Manager I (Specialist)			
Description of Task to be Performed	Number of Times the Task is Performed Annually	Number of Hours Needed to Complete the Task	Total Number of Annual Hours
Notify compliance reviewee and explain the compliance reviewing process, to arrange logistics, and give advance notice of the review.	26	2	52
Plan and control the compliance review.	26	2	52
Review background information to be reviewed and evaluate resource needs.	26	14	364
Perform an entrance conference with each state agency to begin the compliance review and also inform the reviewee of compliance scope and other pertinent information about the compliance process.	26	2	52
Contact individuals and perform survey work for each program areas that will be included in the compliance review, document the systems for understanding, identify control weaknesses and areas of non-compliance, identify issues that may influence testing, and determine the best plan to complete the compliance tests in an efficient and effective manner.	26	30	780
Perform compliance tests by selecting samples and using applicable testing tools, spreadsheets, charts and analysis methods to determine compliance with applicable criteria.	26	79	2054
Conduct multiple pre-exit and a formal final exit conference to report findings or non-compliance issues and any noted internal control weaknesses over the state agencies program.	26	2	52
Develop written draft compliance reports to communicate compliance findings and recommendations.	26	4	104
Conduct reviews and evaluations on follow-up status reports submitted by state agencies with reportable findings.	6	2	12
Total Hours			3522
<i>1.0 Position Equivalent = 1,800 hours</i>			<b>2.0</b>

## Workload Justification Chart

<b>Associate Governmental Program Analyst</b>			
<b>Description of Task to be Performed</b>	<b>Number of Times the Task is Performed Annually</b>	<b>Number of Hours Needed to Complete the Task</b>	<b>Total Number of Annual Hours</b>
Coordinating, developing and presenting materials for Telework Coordinator forums(Office Hours) acting as a point of contact for other departments.	52	42	<b>2184</b>
Independently analyzes, implements, and maintains departmental policy for Frequently Asked Questions (FAQS). Independently reviews content for distribution and publishing in order to maintain a current and compliant website with Statewide Telework Policy.	60	30	<b>1800</b>
Collects and evaluates metrics by working with internal programs and collaborating with ETS to generate reports for departmental telework metrics in order to provide statewide telework officer required metrics for reporting purposes.	30	60	<b>1800</b>
Collects and analyzes telework agreements from Service Now for compliance with the DGS and statewide telework policies in order to determine if denials are appropriate and provides a copy of the denied agreement to DGS office of Human Resources Labor Relations unit to ensure timely and accurate notification to applicable Labor Organizations.	24	30	<b>720</b>
Provide consultation, direction, and tools to departments by researching and solving complex questions about the telework program to ensure accordance with DGS and Statewide Telework policies	18	40	<b>720</b>
<b>Total Hours</b>			<b>7224</b>
<i>4.0 Position Equivalent = 7,200 hours</i>			<b>4.0</b>



### Workload Justification Chart

Position Title: IT Specialist II			
Description of Task to be Performed	Number of Times the Task is Performed Annually	Number of Hours Needed to Complete the Task	Total Number of Annual Hours
Architect, design, develop, maintain implement and build ETL (extract, transform, and load) processes for databases	520	1	520
Administers the statewide telework technical solution	12	4	48
Performs data analytics and develops reports	12	20	240
Conduct and facilitate analytics workgroups/workshops, project presentations and management briefings	4	20	80
Coordinate with CDT and ODI to align telework metrics with technology strategic initiatives and directives	12	40	480
Lead collection and reporting of telework data from state departments	12	40	480
<b>Total Hours</b>			<b>1848</b>
<i>1.0 Position Equivalent = 1,800 hours</i>			<b>1</b>
130 State Departments* adjusted quarterly and maintained monthly			