

Process for Requesting Remote Working

The following information is for use by non-Medical Center department leaders to gain approval to have all or a subset of staff working remotely. This process is for temporary use directly related to the University's effort to practice social distancing as a direct result of the current COVID-19 Pandemic.*

Step 1: Considerations

The below items are things you should consider before moving forward with the process.

- Take an inventory of your staff and determine which roles/teams require staff members to be physically located on-site and the minimum staff requirement per role or team.
- Assess your department's access to technology:
 - Do staff members have laptops with VPN set up?
 - Do staff members have DUO installed on their mobile phones, or have DUO setup with a landline phone?
 - For staff that don't have a UR issued laptop, do they have access to a personal computer that VPN and Remote Desktop can be installed on?
 - If you are using a personal computer, ensure that antivirus is running and your patches are up to date.
 - Do your staff have Zoom for video conferencing?
 - Do you have Skype for Business, or another collaboration software installed? Are all staff trained on how to use them?
 - Do all staff have access to a phone available, cell phone is preferred for texting capability?
 - Do all staff have access to high speed internet externally? Are they able to use it without incurring additional costs?
 - Reference <https://tech.rochester.edu/prepare-to-work-or-teach-remotely/> for more information on work from home technology readiness.
 - If you have questions regarding setup:
 - Contact your Departmental IT staff if available;
 - URMH Helpdesk 275-3200;
 - University IT Helpdesk 275-2000
- Determine what essential functions and duties will be performed at home by all remote employees.
- Determine what performance metrics you will use to measure and monitor productivity and effective completion of duties.
- Determine when and how you will conduct virtual staff meetings.

Step 2: Review and Approval

- *If the manager and Dean/Department Head are in agreement that the employee may work remotely during the COVID-19 pandemic, please proceed with completing the [Remote Access User Agreement](#) and the [Addendum to Acceptable Use Agreement for Remote Workers](#).*

Step 3: Department Responsibilities

- Communication and notification to staff that are eligible.
- Clearly define, communicate and track all performance expectations and metrics for and to remote staff.
- Inventory of all UR provided equipment.
- Collection and maintenance of the following for all staff members who are approved to work remotely:
 - Reliable contact information
 - Working schedule of each staff member
 - Acknowledgement that the staff member has reviewed and signed the following:
 - Remote access user agreement
 - Addendum to Acceptable Use Agreement for Remote Workers

* Medical center process for requesting remote working will be provided at a later date