

**U.S. Department of Homeland Security  
Citizenship and Immigration Services**



**Service Center Operations**

**Telework Site Visit  
Standard Operating Procedure (SOP)**

## **GENERAL**

<b>Mission</b>	An efficient Telework program should enhance employee productivity and motivation, reduce vehicular pollution and traffic, improve work life balance and promote an effective work force to operate as a critical component in business continuity and disaster recovery planning.
<b>Purpose</b>	Provide Headquarters, Service Center Operations (SCOPS) policy and communicate Approving Official's guidance for conducting Telework Home Worksite Visits at Headquarters SCOPS and at USCIS Service Centers.
<b>Scope</b>	This SOP is applicable to all Federal and Contract Employees at Headquarters Service Center Operations and all USCIS Service Centers.
<b>Revisions</b>	Numbered revisions to this SOP will be issued as required. As with all USCIS Telework Program guidance, no modification or additional documentation can be generated beyond the Chief, Service Center Operations, who is the Approving Official for the Telework Program at Headquarters SCOPS and all USCIS Service Centers. Questions for this SOP and the USCIS Telework Program at Service Centers should be submitted to the SCOPS Telework Program Coordinator.

# Table of Contents

General.....	2
Mission.....	2
Purpose.....	2
Scope.....	2
Revisions.....	2
Table of Contents.....	3
Revisions.....	4
Glossary of Terms.....	5
I - Introduction.....	6
II - Telework Site Visit Requirements .....	7
III - Preparing for the Telework Site Visit .....	8
IV - Performance of the Telework Site Visit.....	9
V - Post Telework Site Visit .....	11
VI - Questions, Comments, and Suggestions .....	11
VIII - Approval.....	12

## Revisions

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**Note:** *Revisions are categorized as “Significant to All” are noted as “General” Revisions. Revisions “Unique to a particular Headquarters Branch or USCIS Service Center” are noted with the organizational element they address. The later will be added to appendix for the unique element affected.*

No.	Date	Synopsis

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## Glossary of Terms

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<b>Approving Official:</b>	The Chief Service Center Operations is assigned and delegated authority for this role at USCIS Service Centers.
<b>Service Center Management</b>	Local Service Center Director, Deputy Director, Chief of Staff, Assistant Center Director, or Supervisor Acting in Assistant Center Director's behalf.
<b>SCOPS Telework Program Coordinator</b>	Also referred to as the Telework Program Manager for Service Center Operations, as designated by Approving Official.
<b>Local Telework Program Coordinator</b>	Manages USCIS Telework Program for a Service Center, as designated by Service Center Management.
<b>Participant:</b>	Employee approved to Telework.
<b>Continuity of Operations (COOP):</b>	An effort to ensure continuity of essential government functions across a wide range of emergencies and events.
<b>Compliance Officer:</b>	A member of Management who is not a member of the bargaining unit.
<b>Observer:</b>	The participant's supervisor or other management official designated to accompany the Compliance Officer.

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# I. Introduction

## General Information

This SOP provides guidance and standards for all Supervisors and Managers for the conduct of Telework Alternative Worksite Visits and/or Inspections at Headquarters Service Center Operations and at USCIS Service Centers. This SOP is derived from instructions found in the USCIS Telework Program, Management Directive (MD) No. 123-001, dated January 8, 2009 and the USCIS Telework Instruction Handbook (IHB) 123.001 dated February 6, 2009. USCIS MD#123-001 provides that the “Approving Official” may issue local policies and guidelines necessary to implement this Management Directive within local organizations. The Chief, Service Center Operations is delegated responsibility as the Approving Official for Headquarters SCOPS and all USCIS Service Centers. This SOP contains needed local policy and guidelines for conducting Telework Alternative Worksite Visits/Inspections at Headquarters SCOPS and all USCIS Service Centers.

Telework site visits are to be conducted by a Compliance Officer. As occasion warrants, the Participant’s supervisor, or other management official may serve as an observer.

A Telework Home Site Inspection Checklist is utilized by the Compliance Officer in the validation of compliance by the Telework Participant with the Standards set forth in the Telework agreement signed by Participant.

This checklist is a tool to assist in validating compliance in the following areas:

- Participant retains “on-duty” status during scheduled shifts;
- Security requirements;
- Workspace/Environmental requirements;
- Work material storage requirements;
- Safety requirements;
- Workload audit; and,
- Equipment audit.

The Telework Compliance Officer will report all findings to the local Telework Program Coordinator. The Program Coordinator will then evaluate the information and reconcile the findings with the Participant’s supervisor.

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## II. Telework Site Visit Requirements

**Basic Needs for Telework Site Inspection** Compliance Officers will need general items before departing for a Telework Site Visit. Items may include:

- Brief case with normal business supplies.
  - Telework Home Site Inspection Checklist.
  - Mobile Phone or Blackberry.
  - Contact Information for Participant(s) being visited.
  - Other items as deemed appropriate by Local Telework Program Coordinator.
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**Safety Needs for Vehicle**

- Vehicles should be equipped per all applicable Federal, State, and local regulations and policies.

### III. Preparing for the Telework Site Visit

#### **Scheduling Site Visit**

Prior to **the site visit**, the Local Telework Program Coordinator will provide the following:

- Locations to be visited by general area.
  - Scheduling for telework home site visits.
  - Inspection equipment and materials such as Telework Home Site Inspection Checklist(s).
  - Confirmation of participant's current work schedule.
  - Verification that participant is in a work status and has not received approved leave for the shift in question.
  - Telework folders for scheduled visit(s).
  - Reservation and authorization for use of government vehicle.
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#### **Additional Responsibilities**

Compliance Officer will be responsible for:

- Coordination with Local Program Coordinator to confirm the work status of Participant during the period of the scheduled Telework Site Visit.
  - Picking up the File Manifest, National File Tracking System (NFTS) information, or other file accounting utilized during the site visit.
  - Obtaining the appropriate telework file for each participant, as appropriate.
  - Retaining an active and charged cell phone for communication.
  - Route Planning through GPS system, road atlas, maps, or Telework Records.
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## IV. Performance of the Telework Site Visit

### Arrival at Participant's Home

- Gather Telework Home Site Inspection Checklist and note "Time of Arrival".
  - Compliance Officer will first attempt to contact Participant by phone, prior to entering the Telework Site.
  - If participant answers the phone:
    - The participant will be allowed five (5) minutes to come to the door.
    - Proceed to the main entrance of the Telework Site, unless otherwise instructed.
    - Knock or ring doorbell.
    - When participant answers the door, identify self and indicate the purpose of the Telework Site Visit.
  - If the Participant does not answer the phone;
    - Note time of call.
    - Proceed to the appropriate entrance of the Telework Site. Knock or ring doorbell.
  - If Participant answers the door:
    - Identify yourself and indicate the purpose of the Telework site visit.
    - Allow five (5) minutes to participant, prior to the Telework site inspection being conducted.
  - If Participant does not answer the door:
    - Proceed back to GOV.
    - Note the failed attempt and time and "Did not answer door" on the Participant Telework Home Site Inspection Checklist.
    - Depart the Telework Site.
-

**Conducting  
Telework Site  
Visit**

- Validate and Document on Telework Home Site Inspection Checklist:
    - Location of government computer within the Telework Site and if other computers are co-located in the same room.
    - Annotate DHS/USCIS Inventory (barcode) numbers from CPU, monitor and printer.
    - Inventory government equipment.
    - File Audit: note if files are not present, per manifest or NFTS readout, or present but not on manifest or NFTS readout, ensure a detailed notation is made on Telework Home Site Inspection Checklist. Note: Following the inspection, the compliance officer will prepare a memorandum outlining all details concerning the finding and provide this memorandum to the Local Telework Program Coordinator.
    - Validate environment standards for workspace meet Telework requirements.
    - Existence and validity of work material storage security.
    - Security requirements (desk/workspace area, able to secure work, workspace in private area, no children under age 13 home, etc.)
    - Safety requirements meet standards (i.e. stairs with handrails, aisles free of obstruction, surge protector, etc.).
  - If children under age 13 are home, verify the presence of other responsible adult, older than 18.
  - Record and completely document all findings on Telework Home Site Inspection Checklist.
  - Sign and date Telework Home Site Inspection checklist.
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**Criminal  
Activity**

- Although not likely, observed criminal activity, e.g., domestic violence, fraud, illegal drug use or distribution, etc., should be reported to Service Center Management.
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**Recovery of  
Government  
Equipment and  
Files**

- Do not recover equipment from the Telework Participant, unless specifically directed to do so by Service Center Management.
- If you are not able to transport government equipment and files advise Service Center Management.

## V. Post Telework Site Visit

### Conclusion of Telework Site Visit

Compliance Officer:

- Ensure Telework Home Site Inspection Checklist and all Telework supplies are returned to Local Telework Program Coordinator.
  - Advise Local Telework Program Coordinator of any new information, e.g., phone numbers, Telework schedules, etc.
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### Local Telework Program Coordinator, follow-up to Telework Site Visits

Local Telework Program Coordinator:

- Update Telework files
  - Disseminate appropriate guidance and materials to manager and first-line supervisor of Telework Participant.
  - Update new information (cell phone number, pet information, Telework equipment being returned, etc.) in Telework records and tracking systems.
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## VII. Questions, Comments and Suggestions

Questions concerning Telework Home Site Inspections, or the USCIS Telework program for Headquarters Service Centers or USCIS Service Centers, should be addressed to the SCOPS Telework Program Coordinator at 202-272-1507

## VIII. Approval

  
\_\_\_\_\_  
Barbara Q. Velarde  
Chief, Service Center Operations

APR 14 2009

\_\_\_\_\_  
Date

Attachment: USCIS Service Center Operations – Telework Home Site Inspection Checklist

USCIS Service Center Operation – Telework Home Site Inspection Checklist

Date of Inspection: \_\_\_\_\_  
Participant: \_\_\_\_\_ Time Arrived: \_\_\_\_\_ Time Departed: \_\_\_\_\_  
Home Phone: \_\_\_\_\_ Telework Schedule: \_\_\_\_\_  
Cell #: \_\_\_\_\_  
Address: \_\_\_\_\_ City State: \_\_\_\_\_  
Division/Team/Supervisor Name: \_\_\_\_\_  
Compliance Officer: \_\_\_\_\_  
Special Instructions: (Pets in Fence, etc.): \_\_\_\_\_

Pets: Y N

**Do Pets present an unsafe condition for the Compliance Officer or Government Property: Y N**

**Are pets in area of work:**  
Y N

**Workspace/Environment:** Does the workspace meet standards described in the USCIS Telework Management Directive: Y N Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Work Material and Storage:** Does work material storage meet standards: Y N  
Annotate DHS/CIS Inventory (barcode) numbers from CPU, monitor and printer and make any pertinent comments:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Security:** Do the workspace and general conditions facilitate Telework Security Requirements and Safeguarding of Sensitive Personally Identifiable Information: Y N  
Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Is Participant providing childcare during working hours? Y N  
Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Ask the Participant, "Explain in your own words the requirements for safeguarding sensitive PII, SBU, FOUO and other government property between the traditional worksite and the alternate worksite. Did they state that they must remain in there physical control?: Y N  
Comments: \_\_\_\_\_

USCIS Service Center Operation – **Telework Home Site Inspection Checklist**

Ask the Participant, “Explain in your own words the USCIS Records recovery procedures”.

Did they state that upon recall they must be able to return all files to the traditional worksite within 24 hours?: **Y N**  
 Did they state that they must be able to reply by phone or e-mail to specific about the contents of an A-file in their possession within 6 hours?: **Y N**

Comments: \_\_\_\_\_

If not in use, are the following items kept in a locked and secure location and storage container? If in use, can the employee show how these items can be locked in a secure location and storage container when not in use?

Sensitive PII, SBU, FOUO **Y N N/A**  
 Decision Stamps: **Y N N/A**  
 Security Ink and Ink Pads: **Y N N/A**  
 Token: **Y N N/A**

Comments: \_\_\_\_\_

Is the employee in compliance with all instructions related to the disposal of work materials containing sensitive Personally Identifiable Information (PII), Sensitive But Unclassified (SBU), and For Official Use Only (FOUO)?: **Y N**

Comments: \_\_\_\_\_

**Workload Audit:** Case type(s) present in residence: \_\_\_\_\_

NFTS Materials: Total Number of cases/material present: \_\_\_\_\_  
 Total from Manifest or NFTS print out : \_\_\_\_\_

Audit Sample = 10% of total files. Verify sample for “Date Received in” and “Location”

Audit 100% Pass: **Y N** If “No”, then additional sample of 10% audit must be audited.

Second Audit 100% Pass: **Y N N/A** If “No” all work materials must be returned to Service Center and rescanned into NFTS.

**NON-NFTS Materials:**  
 Non-NFTS tracked work materials will be audited solely by total count against existing manifests, registers or distribution tracking means, which must be completed by employee and provided to first-line supervisor before Telework participant removes files from Service Center. If files present do not match manifest, Compliance Officer should contact Service Center Management for instructions. Comments: \_\_\_\_\_

**Safety:**

Outdoor stairs with four or more steps equipped with handrails? **Y N N/A**  
 Indoor stairs with four or more steps equipped with handrails? **Y N N/A**  
 Aisles, doorways and stairs free of obstructions? **Y N**  
 Phone lines/electrical cords secured under desk/along baseboards: **Y N**  
 Surge protector used for IT Equipment: **Y N**  
 Access to operational fire extinguisher: **Y N**  
 Operational Smoke Detector within 20 ft and on same floor as Telework Office Space: **Y N**

Comments: \_\_\_\_\_

Compliance Officer Signature: \_\_\_\_\_ Date: \_\_\_\_\_