



USG Teleworking Best Practices – COVID19

As we work to remain operational during this evolving Coronavirus (COVID-19) public health emergency, the information in this document contains basic strategies and best practices that provide guidance to USG staff for successful teleworking conditions. Please visit [OHR's FAQ](#) page for more information about policies and procedures related to COVID-19.

Steps for Success:

- I. Work Schedule
 - a. USG Staff should continue to follow an established work schedule
 - b. Let your manager and coworkers know when you will be online
 - c. Maximize efficiency by creating a list of tasks to be completed in order of importance
 - d. As far as possible get ready for the day as you would for a normal work day

- II. Work Environment
 - a. Assign an area as designated work space
 - b. Ensure the designated work space is safe, clean and free of hazards
 - c. Establish "at work" and "at home" times to help you set boundaries and limit interruptions
 - d. Please review the [Remote Workplace Self Certification Checklist](#) for more information
 - e. Due to the nature of this emergency, the requirement to submit the above checklist to the Office of Human Resources (OHR) has been currently relaxed but can be reviewed with the supervisor
 - f. All inquiries pertaining to equipment loan should be sent to usg-itservicedesk@umd.edu

- III. Confidentiality and Security
 - a. Continue to take precautions and ensure to log-in via secure connection administered by OIT (VPN, RAS)
 - b. Please save all work-related documents periodically and save files on the share drive
 - c. Endeavor to maintain confidentiality at all times
 - d. Beware of COVID-19 related phishing attempts
 - e. Remain vigilant for security concerns and be sure to report suspicious emails to usg-itservicedesk@umd.edu
 - f. If not dealing with confidential data, take advantage of cloud-based storage solutions such as Google Drive and Box

- IV. Communication and Collaboration
 - a. Continue to collaborate and communicate with students, faculty, staff, and constituents via available tools (WebEx, Zoom, Email, Google Hangouts etc.).
 - b. Managers must schedule check-ins to ensure tasks and deliverables are on schedule and to address any issues
 - c. Continue to update your supervisor if there is a conflict in schedule or if paid leave is required
 - d. Network connection issues must be resolved promptly by contacting the OIT team. If user is unable to connect to RAS or complete desired work remotely, notify supervisor and team

members. In some instances, staff can focus on other work-related projects while RAS connection is being established such as watching videos on LinkedIn for professional development etc.).

- e. Engage in buddy system – each team member should have a buddy to cover for them and communicate developments during an absence
- f. Evaluate your communication plan by checking in weekly to see how well it is going for your team
- g. Exercise patience

V. Manager's support and flexibility

- a. Managers continue to support your staff while they are getting accustomed to working remotely
- b. Identify resources and tasks to assist them with carrying out their responsibilities
- c. Continue to be accessible and provide feedback and direction
- d. Understand technical issues are sometimes beyond employee's control
- e. Be flexible and understand that these are difficult times and staff may need additional support
- f. Recognize achievements – Write a “good job” email. Call out your staff member's achievement in your group chat platform
- g. Keep in daily contact to ask questions and provide feedback but avoid micromanaging
- h. Stay abreast with USM policies and State Laws pertaining to COVID-19

VI. Health and Wellness:

- a. USG Staff must continue to make health and wellness a priority
- b. Using a computer for extended periods of time can put strain on the eyes
- c. Safeguard and take a BREAK to re-energize
- d. Stay abreast with CDC guidelines to stay safe
- e. Understand telework is to maintain work-life balance and at the same time telework opportunity must not be underutilized

VII. University Resources

- a. [Office of Human Resources](#)
- b. [Office of Information Technology](#)
- c. [Center for Counseling and Consultation](#)
- d. [Faculty and Staff Assistance Program](#)