



DCMA Manual 4201-28

Remote Work

Office of Primary Responsibility	Talent Management Capability Board
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Purpose: The purpose of this issuance is to implement policy, assign responsibilities, and provide procedures for remote work in accordance with DoD Directive 5105.64, "Defense Contract Management Agency (DCMA)," and DCMA Instruction 4201, "Civilian Personnel." This issuance responds to Agency needs by providing a program that positions DCMA to capitalize on investments in employee training and experience and aid in the recruitment and retention of a diverse workforce, while increasing employee morale and work/life balance.

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SECTION 1: GENERAL ISSUANCE INFORMATION

1.1. APPLICABILITY. This Manual applies to DCMA civilian employees and all DCMA organizations unless higher-level regulations, policy, guidance, or agreements take precedence.

1.2. POLICY. It is DCMA policy that:

a. Remote work is authorized to enable and successfully meet agency mission and operational requirements.

b. Remote work enables DCMA to capitalize on investments in employee training and experience and to recruit and retain employees by providing an alternative work arrangement.

c. A culture that values transparency, communication, trust, use of technology, and results-oriented performance management is necessary to support and facilitate effective remote work arrangements.

d. This Manual must be executed safely, efficiently, effectively, and ethically.

SECTION 2: RESPONSIBILITIES

2.1. DIRECTOR, or DEPUTY DIRECTOR, DCMA. The Director, or Deputy Director will develop, implement, and operate remote work flexibilities in accordance with (IAW) Public Law, this Manual, and other applicable DoD policies and guidance.

2.2. COMPONENT HEADS AND CONTRACT MANAGEMENT OFFICE COMMANDERS/DIRECTORS. Component Heads and Contract Management Office Commanders/Directors will:

- a. Actively promote remote work within their respective components, consistent with accomplishing their respective assigned missions.
- b. Make every effort to overcome artificial barriers to program implementation through training for leadership and supervisors on remote work benefits and performance in a remote work environment, and the value of integrating remote work to enhance work/life balance for employees.
- c. Component Heads serve as the approval authority for remote work requests or changes, and may delegate approval authority no lower than the Primary Contract Management Office Commander/Director level.
- d. Require employees and/or service members eligible and approved for remote work and their supervisors to be fully trained on remote work procedures, including information technology (IT), data security, and safety requirements IAW DoD Directives.
- e. Monitor and assess component remote work implementation to ensure compliance with this Manual, component specific guidance, and collective bargaining agreements (CBA), as applicable.

2.3. EXECUTIVE DIRECTOR, TOTAL FORCE. The Executive Director, Total Force will:

- a. Designate a Remote Work Coordinator to implement and evaluate the remote work program for compliance with this Manual and IAW Sections 6501 through 6506 of Title 5, United States Code (U.S.C.), to serve as an advisor for leadership and as a resource for supervisors and employees.
- b. Ensure duty station assignments, pay, and administrative processing complies with the Code of Federal Regulations (CFR), DoD policy, and other applicable guidance after a remote work request is approved.

2.4. EXECUTIVE DIRECTOR AND CHIEF INFORMATION OFFICER, INFORMATION TECHNOLOGY DIRECTORATE. The Executive Director and Chief Information Officer, Information Technology Directorate (DCMAIT) will:

- a. Establish criteria and guidelines for using and protecting Government Furnished Equipment (GFE) and non-GFE, including personally owned equipment, to access DCMA information systems and networks while remote working.

- b. Ensure expeditious replacement of faulty GFE to the remote employee.
- c. Develop strategies and guide enterprise IT capabilities and data security required to support remote work.
- d. Oversee the evaluation of new and emerging technologies that facilitate remote work and approve appropriate technologies for Agency use.

2.5. SUPERVISORS AND MANAGERS. Supervisors and managers will:

- a. Evaluate and recommend the suitability of positions for remote work IAW this Manual.
- b. Evaluate eligibility, and recommend approval/denial to the approval authority for remote work IAW this Manual.
- c. Ensure supplies are identified and available to support remote work.
- d. Ensure required remote/telework training is completed by both the supervisor and the affected employee before entering into a Remote Work Agreement (RWA).
- e. Initiate personnel action for change of duty station, if applicable.
- f. Sign and maintain a DCMA Form (DCMAF) 4201-28, “DCMA Remote Work Agreement,” a DCMA Remote Worker Agreement Supervisor Checklist, and a DCMA Safety Checklist for the Home Work Space for each employee. Links to the specified form and checklists are posted on the Resource Page for this Manual.
- g. Consult with their chain of command if a recommendation to change a RWA is being considered.

2.6. EMPLOYEES. Employees requesting an RWA will:

- a. Initiate DCMA remote work request packages and submit them to their first-level supervisor for consideration up through the chain of command.
- b. Complete required remote/telework training before entering into a written RWA.
- c. Maintain a safe and ergonomically correct remote work environment. Before beginning the remote work arrangement, a self-certification DCMA Safety Checklist for the Home Work Space must be included as part of the initial submittal of DCMAF 4201-28.
- d. Report any work-related accident or injury occurring at the remote worksite and provide the supervisor with medical documentation related to the accident or injury. DCMA's potential exposure to liability is restricted to the designated official remote worksite.
- e. Complete initial and/or annual cybersecurity training IAW Paragraphs 2.13.1 and 3.4.4.1, DCMA Instruction 815, “Cybersecurity/Information Assurance (IA).”

- f. Sign a User Access Agreement and adhere to DCMA's Acceptable Use Policy IAW Paragraphs 2.13.3., 2.13.7., and 3.4.4.2., DCMA Instruction 815.
- g. Comply with the procedures outlined in this Manual to initiate and modify a RWA.

SECTION 3: PROCEDURES

3.1. REMOTE WORK. Remote work is an arrangement by which an employee is scheduled to perform work within or outside the local commuting area of the Agency worksite and is not expected to report to the Agency worksite on a regular and recurring basis. The approved alternative worksite is, for pay and other purposes, the official worksite as indicated on the employee's Standard Form 50, "Notification of Personnel Action," and IAW Chapter 1, Section 531.605 of Title 5, CFR.

3.2. ELIGIBILITY.

a. Remote work will be determined by the position's mission, function, and task. Not all positions are suitable for remote work. In cases where remote work is not approved, employees may consider other workplace flexibilities as appropriate.

b. Position Suitability. The primary consideration in determining the appropriateness of a remote work arrangement is whether the position's duties can be performed effectively from a remote worksite. At a minimum, positions suitable for remote work must have job tasks that can be performed at the approved remote worksite; off-site access to needed technology; and work materials that can be appropriately secured/safeguarded at the remote worksite. Continental United States positions will not be considered for remote work outside the Continental United States pursuant to Department of State requirements.

3.3. REMOTE WORK TRAINING. All employees requesting remote work or hired into remote positions must complete telework training. Supervisors must complete telework training before forwarding remote work request packages for consideration. Comprehensive Office of Personnel Management telework training courses for supervisors and employees are available at the joint Office of Personnel Management/General Services Administration telework website, accessible via the DCMA Learning Management System.

3.4 REMOTE WORK REQUEST AND APPROVAL PROCESS.

a. Initiation of remote work request:

(1) Employees must initiate a remote work request by submitting the RWA to their supervisor. RWA package includes: DCMAF 4201-28, a DCMA Remote Worker Agreement Supervisor Checklist, and a DCMA Safety Checklist for the Home Work Space.

(2) The supervisor will review the RWA and recommend approval/denial to the approval authority.

(3) The approval authority will approve or deny the request. If approved, the approval authority will return the RWA to the supervisor for notification and record retention purposes.

(4) If the approval authority denies the request, the denial will be promptly accompanied by a written explanation of the denial.

b. Changes of Remote Work Request:

(1) An employee may change an existing RWA by submitting another Remote Work Request. (See Paragraph 3.4.a.)

(2) The Agency may change an existing RWA through the Management Directed Reassignment Process, accompanied by a written explanation.

c. Employees may dispute the denial of remote work IAW the Agency's negotiated or administrative grievance procedures.

3.5. ADMINISTRATION.

a. DCMA Remote Worker Agreement Supervisor Checklist and DCMA Safety Checklist for the Home Work Space ensure an employee and supervisor discussion of remote work requirements and that covered employees understand the policies and procedures of the remote work. A RWA is not final until the checklist is complete. The checklists are located on the Resource Page of this Manual.

b. DCMAF 4201-28. The employee must provide a signed DCMAF 4201-28 in the package acknowledging the remote work approval will only apply to the location identified by city, state, zip code, and position.

3.6. LOGISTICS.

a. Supplies and Equipment. DCMA will provide the necessary supplies and GFE, such as computer equipment, software, and cell phones, for remote employees at approved alternative worksites either by next-day shipping, or request remote employee report to the closest DCMA workplace with IT support for services. The employee will work with the supervisor to determine the most efficient method.

b. An employee that cannot work remotely because of GFE failure, power outage, etc., must contact the supervisor who, based on the situation, will decide the proper duty or leave status IAW leave policies and the Agreement between Defense Contract Management Agency and AFGE Council 170, August 1, 2019, also known and referred to in this issuance as "The Collective Bargaining Agreement (CBA)."

c. DCMAIT is responsible for the service and maintenance of GFE. Employees will immediately report GFE failure by telephone, e-mail, text message, or other established communication method(s). The employee must return faulty GFE to the Agency worksite, or a worksite approved by DCMAIT for service. DCMAIT technicians will send a shipping box to the employee for the return of defective equipment. DCMAIT technicians will return replacement hardware to the employee. Based on repair needs, employees may not receive their original equipment. DCMAIT technicians and the employee must agree to any alternative return procedure at the beginning of remote employment (i.e., pre-coordinated local area DCMA workplace within proximity of the remote employee).

d. DCMA is not responsible for utility costs such as heating, air-conditioning, electricity, natural gas, water, or use of space when an employee's alternative worksite is a non-government facility.

e. Safety. Employees with an approved RWA, directly engaged in performing job duties will follow occupational safety and health rules governing workplaces IAW Chapter 15 of Title 29, U.S.C., and Chapter 81 of Title 5, U.S.C., also known as the “Federal Employees Compensation Act.” This does not apply to non-work-related activities. Home offices must have a good workspace, light, telephone service, power, temperature control, and be free of electrical or tripping hazards. Employees are responsible for ensuring that their workspaces comply with safety and ergonomic requirements, and will certify in writing that their work location meets these requirements.

SECTION 4: RECORDS AND INFORMATION MANAGEMENT

4.1. RECORDS AND INFORMATION MANAGEMENT PROCESS. Records and information management of remote work processes must be executed IAW DCMA Manual (DCMA-MAN) 4501-04, Volume 1, “Records and Information Management Program,” DCMA-MAN 4501-04, Volume 2, “Records Retention Schedule,” and the CBA.

4.2. RECORDS FILE PLAN. The approved records file plan containing disposition timelines, records storage location, and associated metadata requirements is located on the Resource Page of this Manual.

4.3. DOCUMENT MARKING. Remote work documents must be marked IAW DCMA-MAN 3301-08, “Information Security.”

GLOSSARY

G.1. DEFINITIONS.

Agency Worksite. Refers to an official Federal agency location where work activities are based, generally considered a centralized location of an employee's assigned organization.

Alternative Worksite. A place away from the Agency worksite that has been approved for the performance of assigned official duties. It may be an employee's residence, a telework/remote work center, or another approved worksite.

Alternative Work Arrangement. Work arrangements include flexible work schedules and locations, such as having a regular work location at a place other than an agency work site.

Component. A component is an organization within DCMA. A list of DCMA components is located on the Resource Page for this Manual.

Component Heads. The leader of a DCMA component who reports directly to the Director, DCMA.

Duty Station. The city/town, county, and state in which the employee works. For most employees, this is the location of the employee's official worksite. The duty station of a remote worker is the worker's home, or other alternative location from which the employee is authorized to work that is not an Agency office or facility.

Eligibility. Remote work will be determined by the position's mission, function, and task. Not all positions are suitable for remote work. In cases where remote work is not approved, employees may consider other workplace flexibilities as appropriate.

Local Commuting Area. The local commuting area usually constitutes one area for employment purposes. It includes any population center, or two or more neighboring ones, and the surrounding localities where people live and reasonably can be expected to travel back and forth daily in their regular employment. As a general rule, the local commuting area for mid to densely populated areas is one within a 50-mile radius of the worksite. However, in less densely populated areas, the commuting area may be reasonably expanded to meet commuting requirements depending upon local area needs and practices.

Official Duty Station. The Official Worksite is the location of an employee's position of record where the employee regularly performs their duties.

Official Worksite. The specific location of the employee's position of record for location-based pay purposes, which may be the location of the agency worksite or the alternative worksite, IAW Part 531.605 of Title 5, CFR. It is the location where the work activities of the employee's position of record are based, as determined by the Agency. "Official worksite" corresponds with the term "duty station," as documented on an employee's Standard Form 50.

Remote Work. It is a special type of alternative work arrangement by which an employee is scheduled to perform work that may be within or outside the local commuting area of the Agency worksite and is not expected to report to the Agency worksite on a regular and recurring basis. Remote work is often incorrectly referred to as “full-time telework.” Remote work is distinct from telework, and may result in a change in duty station to the alternative worksite (e.g., home).

GLOSSARY

G-2. ACRONYMS.

CBA	collective bargaining agreement
CFR	Code of Federal Regulations
DCMAF	DCMA Form
DCMAF 4201-28	DCMA Remote Work Agreement
DCMAIT	DCMA Information Technology Directorate
DCMA-MAN	DCMA Manual
GFE	Government Furnished Equipment
IAW	in accordance with
IT	information technology
RWA	Remote Work Agreement
Standard Form 50	Notification of Personnel Action
U.S.C.	United States Code

REFERENCES

Agreement between Defense Contract Management Agency and AFGE Council 170,
August 1, 2019
Code of Federal Regulations, Title 5
DCMA Instruction 815, “Cybersecurity/Information Assurance (IA),” July 10, 2014
DCMA Manual 3301-08, “Information Security,” January 21, 2019
DCMA Manual 4501-04, Volume 1, “Records and Information Management Program,”
April 16, 2021
DCMA Manual 4501-04, Volume 2, “Records Retention Schedule,” April 14, 2021
DoD Directive 5105.64, “Defense Contract Management Agency (DCMA),” January 10, 2013
United States Code, Title 5
United States Code, Title 28
United States Code, Title 29