



Sarah A. Nemastil
Director of Human Resources | Chief Human Resources Officer
SANemastil@cuyahogacounty.us

July 10, 2024

Via Email: rkopcienski@cuyahogacounty.us

Rebecca Kopcienski, Director
Cuyahoga County Personnel Review Commission
9830 Lorain Avenue
Cleveland OH 44102

Re: Proposed Ordinance Enacting Section 302.04 of the Cuyahoga County Code and Rule Change to the Policies and Procedures Manual (Employee Handbook)

Dear Director Kopcienski,

The County Executive and Department of Human Resources (Human Resources) has submitted for inclusion on County Council's July 16, 2024 agenda a proposed Ordinance to: (1) enact a new Section 302.04 of the Cuyahoga County Code to codify a Remote Work Policy applicable to Cuyahoga County employees who are subject to the Employee Handbook; and (2) modify the current Section 12.09 of the Employee Handbook (which currently addresses "Other Policies") to reference the Remote Work Policy and move the language currently in Section 12.09 to a new Section 12.10.

Cuyahoga County seeks to adopt a Remote Work to set forth standards and guidelines applicable to departments and agencies subject to the Cuyahoga County Employee Handbook (collectively referred to as "departments") to adopt and implement their own policies permitting Remote Work. Human Resources and the County Executive or applicable Chief of Staff will be required to approve all department-specific Remote Work policies prior to implementation and revision.

Under the terms of the proposed Policy, Remote Work is work performed in a designated alternative location outside of a County facility. Remote Work is limited to no more than two full days in a regular workweek (subject to a limited exception requiring approval by the applicable Chief of Staff) and is subject to the terms and conditions of an approved Remote Work agreement incorporating all standards in the Policy and the department-specific policy. The Policy expressly provides that Remote Work is a management option as opposed to an employee right, and the County Executive (or designee) maintains the sole and exclusive discretion to permit, modify, suspend, revoke, or terminate Remote Work provided under the Policy at any time and for any reason.

The Policy recognizes that not all positions or employees are suitable for Remote Work. It does not identify which positions are eligible for Remote Work; rather it identifies criteria that departments must consider in determining whether a position is suitable for Remote Work. Although departmental policies will identify which positions are suitable for Remote Work based on the criteria, employees serving in those positions will not automatically be eligible for Remote Work. The Policy lists criteria that departments must consider in determining if an employee is eligible for Remote Work, in consultation with Human Resources. All department-specific policies will require consideration of the criteria.

The Remote Work Policy also identifies the various terms and conditions that must be incorporated into an approved Remote Work Agreement, including, but not limited to, the agreed-upon and approved designated Remote Work location and related worksite rules and requirements, as well as the employee's Remote Work schedule. Each department must incorporate performance and accountability standards into its respective policy to ensure supervisors and employees are held accountable for their roles and responsibilities as part of an approved Remote Work agreement.

In addition, the Remote Work Policy lays out requirements for equipment and supplies that departments must include in their Remote Work policies, as well as technology, security, safety, and records management requirements. The Technology and Security Requirements required by the Department of Information Technology are included in an Appendix to the Policy.

Please note that the Remote Work Policy is separate and apart from Section 6.09 (Telecommuting) of the Employee Handbook. Employees may continue to request, and department directors, in consultation with Human Resources, may continue to approve telecommuting arrangements under Section 6.09.

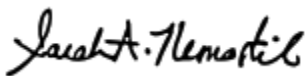
The County Executive and Human Resources support allowing employees to work remotely under circumstances when they can effectively perform their job duties and as a mechanism to improve work-life balance and operational efficiencies. We believe the Remote Work standards set forth in the Policy accomplish these objectives, and the flexibility afforded to eligible employees will enhance our recruitment and retention efforts, as well as our DEI strategy.

If approved by Cuyahoga County Council, the Remote Work Policy will be codified in a new Section 302.04 of the Cuyahoga County Code, and Human Resources will amend the Employee Handbook to reference the Remote Work Policy in a modified Section 12.09 and include a new Section 12.10 to address those "Other Policies" currently referenced in Section 12.09 (see enclosure).

I respectfully request that the PRC post the proposed change to the Employee Handbook in accordance with Rule 5.01 and consider the same for submission of a recommendation or a Statement of Non-Endorsement to Cuyahoga County Council.

Thank you in advance for your consideration. Please let me know if you have any questions.

Sincerely,



Sarah A. Nemastil
Director of Human Resources
Enc.

Proposed Ordinance/ New Section 302.04 of the Cuyahoga County Code:

Section 302.04 Remote Work Policy

Cuyahoga County Council adopts the Remote Work Policy, as effective for all County employees governed by the Cuyahoga County Employee Handbook. The Department of Human Resources shall disseminate the Remote Work Policy to all employees subject to the Remote Work Policy in accordance with the Department of Human Resources usual method of dissemination.

[The full text of the Remote Work Policy is attached hereto].

Proposed Rule Change/ Modification to the Employee Handbook:

~~12.09—Other Policies~~

~~The County has and may adopt other policies that affect employees (e.g., public records policy). Employees are expected to know and comply with policies that apply to their employment and may be subject to disciplinary action for failure to follow these policies. In addition, employees are expected to know and comply with any policies or guidelines set by their department.~~

12.09 Remote Work Policy

The County's Remote Work Policy establishes standards and guidelines for departments and agencies subject to the Employee Handbook to adopt and implement department-specific policies permitting Remote Work.

Employees may request a copy of the Remote Work Policy from the Department of Human Resources. Employees are expected to know and comply with the Remote Work Policy when applicable. Employees are also expected to know and comply with any applicable Remote Work policy set by their department. Employees may be subject to disciplinary action for failure to comply with the Remote Work Policy and any applicable department-specific policy.

12.10 Other Policies

The County has and may adopt other policies that affect employees (e.g., public records policy). Employees are expected to know and comply with policies that apply to their employment and may be subject to disciplinary action for failure to follow these policies. In addition, employees are expected to know and comply with any policies or guidelines set by their department.

Cuyahoga County Remote Work Policy

1. Introduction

Cuyahoga County supports allowing employees to work remotely under circumstances when they can effectively perform their job duties and as a mechanism to improve work-life balance and operational efficiencies. This Policy establishes related standards and guidelines for departments and agencies subject to the Cuyahoga County Employee Handbook (Employee Handbook) to adopt and implement department-specific policies permitting Remote Work.

For purposes of this Policy, Remote Work is work performed in a designated alternative location outside of a County facility. In accordance with Section 5.01 below, absent written approval from the applicable Chief of Staff (or designee), Remote Work is limited to no more than two days in a regular workweek and is subject to the terms and conditions of an approved Remote Work agreement incorporating all standards herein and the department-specific policy.

Remote Work is a management option as opposed to an employee right. The County Executive (or designee) maintains the sole and exclusive discretion to permit, modify, suspend, revoke, or terminate Remote Work provided under this Policy at any time and for any reason.

This Policy is separate and apart from Section 6.09 (Telecommuting) of the Employee Handbook. Employees may continue to request, and department directors, in consultation with the Department of Human Resources (Human Resources), may continue to approve temporary or occasional telecommuting arrangements under Section 6.09 of the Employee Handbook.

2. Scope

This Policy applies to all departments and agencies subject to the Employee Handbook (collectively referred to as “departments”). Each department, through its director, or designee, is required to establish, implement, and maintain its own Remote Work policy that suits its operational needs and meets all standards in this Policy. All department-specific Remote Work policies must be approved by Human Resources and the County Executive or applicable Chief of Staff prior to implementation and revision.

3. Eligibility for Remote Work

3.1 Position Eligibility

Not all positions are suitable for Remote Work. Each department’s Remote Work policy must identify those positions that are suitable for Remote Work, as well as those that require full-time, onsite work. In determining whether a position is suitable for Remote Work, a department shall confirm that the position meets all of the following criteria, in consultation with Human Resources:

- The position's duties are appropriate for Remote Work, and Remote Work does not negatively impact the delivery of public services and programs.
- The position does not require an employee to be physically present in County facilities to accomplish its assigned duties.
- The position has minimal or no face-to-face contact with members of the public.
- The position's methods of communication may effectively be accomplished via telephone, e-mail, video conferencing, or other forms of electronic communication.
- The position's responsibilities include large blocks of time handling information and data, such as writing, reading, analysis, planning, computer programming, word processing, data entry, and telephonic work.
- The position does not require or requires limited usage of County materials or special equipment.¹
- The position's responsibilities are clearly defined with measurable work activities, goals, and objectives and may be properly monitored and evaluated while the employee is working offsite/remotely.

A department may deem a position eligible for up to two full days of Remote Work per week based on the above criteria. Human Resources is required to confirm agreement with the department director's determination of those positions that are suitable or unsuitable for Remote Work prior to approving the department's Remote Work policy.

3.2 Employee Eligibility

Although a position may be suitable for Remote Work under the applicable department policy, employees in that position are not automatically eligible to perform Remote Work. Rather, the department must determine if the employee meets all the following eligibility criteria, in consultation with Human Resources:

- The employee successfully completed their probationary period. (This requirement may be waived if the department, in consultation with Human Resources, has created an onboarding plan for positions to start with Remote Work).
- The employee does not have a sustained and active disciplinary action or active performance improvement plan. (This requirement may be waived with approval from the department director and Human Resources).
- The employee demonstrates acceptable conduct and satisfactory work performance.
- The employee can productively perform the essential functions of the position remotely, without a degradation in quality or timeliness, shifting tasks to others

¹ For example, a position that requires an employee to review, scan, copy or file hard-copy material on a daily basis; to review, scan, or copy incoming mail on a daily basis; and/or use a printer, copier, scanner, or other equipment beyond a computer on a daily basis would not be suitable for Remote Work.

or burdening co-workers, as if the work was being performed onsite at a County facility.

- The employee has a suitable and secure work location, which meets the criteria set forth in Section 8 of this Policy.²

All department-specific Remote Work policies shall require consideration of the above criteria to determine whether an employee is eligible for Remote Work. Criteria must be applied consistently and in a non-discriminatory manner. A department's determination whether or not an employee is eligible for remote work is not subject to challenge or appeal by the employee.

4. [Remote Work Agreement](#)

Individual Remote Work agreements must be completed, reviewed, and executed by the employee, supervisor, and department director (or designee) before an employee performs Remote Work. Departments must use the standard Remote Work Agreement template/form approved by Human Resources.

4.1 [Application and Approval Process:](#)

Employees who are interested in performing Remote Work must notify their supervisor by submitting a Request for a Remote Work Agreement (using the standard template/form approved by Human Resources). The supervisor, in consultation with the department director (or designee) and Human Resources, must then determine whether the position and employee are eligible for Remote Work based on the criteria in Section 3, above.

If the supervisor, director (or designee), and Human Resources determine that the position and the employee are eligible for Remote Work:

- The supervisor shall prepare a proposed Remote Work agreement in accordance with the template/form/process approved by Human Resources, which incorporates all standards and requirements in this Policy, and present it to the employee for signature.
- The Remote Work agreement shall be signed by the employee, the supervisor, and the department director (or designee). The department director (or designee) shall forward a copy of the fully executed agreement to Human Resources.

If the supervisor, director (or designee), and Human Resources determine that an employee is not eligible for Remote Work:

- The supervisor shall notify the employee that they are not eligible for Remote Work and identify the reason(s) the employee was not eligible, using the Determination of Ineligibility for Remote Work template/form/process approved by Human Resources.
- The supervisor shall send a copy of the completed Determination of Ineligibility to Human Resources.

² The County reserves the right to inspect an employee's proposed Remote Work location to determine that it meets the required criteria as part of the eligibility determination process.

- The employee may re-apply for a Remote Work agreement no sooner than 90 days after the date of the Determination of Ineligibility, provided that the employee's position is eligible for Remote Work under Section 3.1, above.

4.2 [Review, Modification, and Termination of Remote Work Agreements:](#)

Departments must review approved Remote Work agreements as needed and no less frequently than on an annual basis, to reassess their effectiveness and continued suitability for the employee, department, and County as a whole. The review must also confirm compliance with this Policy and the applicable department-specific policy. Departments shall conduct this review during the first and second quarters of each calendar year and notify Human Resources of completion by July 31 of each year. In the event this Remote Work Policy is revised, departments shall review each Remote Work agreement for compliance.

The applicable department director may modify or terminate a Remote Work agreement at any time and for any reason, including, but not limited to, operational needs, poor job performance (as determined and documented by the supervisor), or violation of the Remote Work agreement. If the director elects to permanently modify or terminate a Remote Work agreement, the employee's supervisor shall provide the employee with two weeks written notice unless the director determines, in their discretion, that the circumstances necessitate an earlier or immediate modification or termination.

An employee's Remote Work agreement automatically terminates if an employee moves into another classification or position.

5. [Remote Work Schedules](#)

An approved Remote Work agreement must set forth the employee's regular work schedule, identifying which days are remote and which are on-site. Departments shall require standardization of Remote Work schedules to promote effective collaboration, consistency, and to ensure adequate availability for meetings and other work-related activities.

Employees who are eligible for overtime are required to receive advanced, written approval from their supervisor before working any overtime in a Remote Work status.

5.1 [Permissible Remote Work Schedules:](#)

Absent written approval from the applicable Chief of Staff (or designee), a department shall not approve a regular work schedule consisting of more than two full days of Remote Work during a regular workweek.³ The Chief of Staff (or designee) shall not approve a regular work schedule consisting of more than two full days of Remote Work during a regular workweek unless the department submits a written justification demonstrating: (1) there are extraordinary circumstances justifying the need for Remote Work, and (2) the department can effectively monitor the employee's productivity (at any given time) while working remotely.

³ Departments may, in their discretion, approve Remote Work agreements for part-time employees subject to the standards herein.

Department directors may, but are not required to, incorporate Flexible Work Schedules (as defined and described in Section 6.07 of the Employee Handbook) into an employee's Remote Work agreement. Department directors shall make all determinations concerning whether or not to incorporate Flexible Work Schedules into an employee's Remote Work agreement in a consistent, equitable, and non-discriminatory manner. On a week-to-week basis, a department director (or designee) reserves the right to adjust an employee's schedule (including Remote Work days) based on an employee's use of leave and/or operational needs.

5.2 Temporary Modification or Suspension of Remote Work Schedules:

An employee's work schedule may be modified at the sole and exclusive discretion of the department director (or designee) and is subject to change at any time. Accordingly, departments may suspend or modify an approved Remote Work agreement by requiring an employee to work onsite on a day the employee is scheduled to work remotely. If a department suspends or modifies an employee's Remote Work schedule on a temporary basis, it is expected that the supervisor and the employee work together to adapt the employee's schedule in a way that is least burdensome to the employee, properly addresses the County's operational needs, and does not shift the employee's tasks to other staff. Permanent modifications to a Remote Work agreement are addressed in Section 4.2, above.

If an employee with an approved Remote Work agreement is required to travel to a County facility or another location during their remote working hours, the County's Travel Policy shall apply.

6. Performance and Accountability

Each department's Remote Work policy shall incorporate all of the following provisions to ensure that expectations are properly communicated to employees, performance standards are maintained, and supervisors and employees are held accountable for their roles and responsibilities as part of an approved Remote Work agreement:

(a) Performance Expectations

Employees must maintain the same standards of performance, productivity, and professionalism when they are working remotely and onsite. Performance shall be evaluated by the employee's supervisor based on individual goals, deliverables, and agreed-upon metrics.

(b) Discipline

Remote Work does not affect the terms and conditions of employment with the County. A department may initiate disciplinary action, up to and including removal, if an employee fails to comply with the Employee Handbook, this Policy, the department-specific policy, the terms of an approved Remote Work agreement, applicable collective bargaining agreement, and/or any other

work rules or policies, whether the employee is working remotely or onsite.

(c) Communication and Collaboration

Remote employees are required to maintain regular communication with their supervisor, colleagues, and other stakeholders. They must be accessible during their regularly scheduled work hours and utilize approved communication channels for collaboration and information sharing. The employee's Remote Work agreement must identify the approved communication channels the employee must utilize while working remotely.

(d) Additional Tracking

Additional tracking of Remote Work is required to ensure transparency and accountability. The department director shall establish process(es) for employees to log all work performed remotely as a condition of their Remote Work agreement.

In addition, employees must continue to accurately record and submit their time daily, whether they are working remotely or onsite. Employees must also log their Remote Work time and location on their timesheet (for taxation purposes) in the manner required by Human Resources. The employee must determine any tax or legal implications under IRS, state, and local government laws, and/or restrictions of working out of a home-based office. Responsibility for fulfilling all obligations in this area rests solely with the employee. Employees are encouraged to consult with a qualified professional to discuss the tax implications of a Remote Work agreement.

(e) Employee Illness and Dependent Care

An approved Remote Work agreement shall not be a substitute for self-care when an employee is ill, for dependent care, or care for others. An employee who is working remotely under the terms of an approved Remote Work agreement is expected to make the arrangements necessary to ensure they can apply full attention to their duties and assignments during their regularly scheduled work hours. A department may request documentation to ensure that the employee is not using the approved Remote Work agreement as a substitute for care.

In those limited and infrequent circumstances when an employee can perform their job duties and assignments while also caring for a dependent (e.g., when a child is home sick or due to a school closure), the employee's supervisor may permit the employee to work remotely for all or a portion of the workday.

This provision does not apply to telecommuting arrangements approved via Section 6.09 (Telecommuting) of the Employee Handbook.

7. Equipment and Supplies

Each department's Remote Work policy shall incorporate the following provisions concerning

equipment and supplies:

(a) Computers

Employees will use their County-issued computer for Remote Work purposes. Employees are responsible for the proper use, maintenance, and security of the provided computer in accordance with the County's Electronic Equipment and Communications Policy and Section 9, below.

(b) Other Equipment

The County is not obligated to provide additional equipment for Remote Work. Employees must ensure they have access to all necessary equipment needed to fulfill their job responsibilities, such as sufficient internet connectivity, phone services, and ergonomic office furniture. Any costs associated with personal equipment or services shall be the responsibility of the employee.

If a department, in its discretion, provides additional equipment to an employee to perform Remote Work, the additional equipment shall be noted in the employee's Remote Work agreement. The employee shall be required to return the equipment to their supervisor if their Remote Work agreement is terminated.

(c) Peripheral Devices

The Department of Information Technology (DoIT) maintains a list of approved peripheral devices (i.e. monitor, mouse, docking station, etc.) that employees are permitted to connect to their County computer while performing Remote Work. If peripheral devices are needed for Remote Work, employees shall only use approved devices from that list and must purchase them at their own expense. DoIT will not be responsible for maintaining any equipment outside of the County-issued computer for Remote Work.

(d) Supplies

Employees working remotely must obtain all necessary supplies, such as stationery, from the worksite. Requests for supplies should be communicated to the appropriate person in the department or submitted through the designated supply management process.

8. Worksite Requirements

Each department's Remote Work policy shall incorporate the following provisions concerning an employee's designated alternative work location for Remote Work:

(a) General Requirements

Every Remote Work agreement must designate a specific and agreed-upon Remote Work location.

The designated Remote Work location must be secure, safe, and free of distractions and hazards so the employee can focus and perform their duties effectively. Employees are responsible for maintaining a work area within their designated Remote Work location that complies with each of the following security and safety requirements:

- (1) Security: The work area must:

- i. Provide sufficient privacy and security to protect physical work files and devices, including from others living at or visiting the Remote Work location.
- ii. Meet all security requirements outlined in the DoIT Technology and Security Requirements (located in the Appendix to this Policy).

(2) Safety: The work area must comply with all applicable safety rules for the workplace. Employees are responsible for maintaining a work area that is free of clutter, throw rugs, loose wires, power cords, or other hazards that could cause falls. The work area must also have each of the following:

- i. A functioning smoke detector; working fire extinguisher; clear, unobstructed exits; and adequate electrical circuitry, including grounded outlets.
- ii. Appropriate furniture and an ergonomic chair and desk to support good posture and reduce strain on the body.
- iii. Sufficient and proper lighting via natural or artificial light, as well as proper ventilation to ensure adequate airflow.
- iv. A comfortable temperature.

In addition, every designated Remote Work location must have a reliable power source, as well as internet service with adequate bandwidth that allows for a constant remote connection, video conferencing, email communication, web browsing, and access to cloud-based applications or file-sharing platforms. In addition, the internet must have enough speed to conduct data-intensive activities (such as large file uploads/downloads, video editing, or working with high-resolution graphics) if such activities are required for the employee's position.

An employee must immediately inform their supervisor of any circumstances that prevent the employee from communicating via their approved communication channels or effectively performing Remote Work (i.e., power outage/internet outage). Employees will be required to take applicable paid leave or report to work (at the discretion of their supervisor) if they have difficulty performing duties remotely on any day.

If an employee wishes to work remotely at a location that is different from their designated Remote Work location, the employee must first receive permission from their supervisor. If an employee wishes to work remotely out of state or out of the country, such a request should be on a temporary basis and will require additional approvals from DoIT and Human Resources.

(b) Right to Inspect the Designated Remote Work Location

The County reserves the right to inspect an employee's designated Remote Work location at any time during the employee's scheduled Remote Work hours to ensure that it meets all of the Worksite Requirements set forth herein. The County is not required to provide advanced notice to the employee prior to conducting the inspection.

(c) Workers' Compensation

Employees are covered by workers' compensation laws when performing work at their designated Remote Work location during work hours. Injuries sustained while performing activities that are not immediately directed toward the actual performance of assigned duties are not covered. Unlike a traditional office setting, an employee removes themselves from the performance of their assigned duties as soon as they walk away from their desk to use the bathroom, get a cup of coffee, or seek fresh air.

Employees who suffer a work-related injury or illness while working remotely must notify their supervisor immediately and follow all required procedures set forth in the Employee Handbook. The County reserves the right to access an employee's designated Remote Work location to investigate the report.

(d) Liability

The designated Remote Work location is an extension of the Department's workplace only when it is used for work. All existing workplace health and safety rules, as well as all existing employment laws, rules, and policies, apply the same as they would for staff reporting to a County facility.

The County is not responsible for an injury to family members, visitors, or other guests at the employee's designated Remote Work location. Employees shall not have business guests visit their designated Remote Work location while performing work without prior approval from their supervisor.

9. Technology and Security Requirements

Each department's Remote Work policy and Remote Work agreement shall incorporate all DoIT Technology and Security Requirements (listed in the Appendix to this Policy).

10. Records Management

While performing Remote Work, employees have a responsibility to continue to maintain and manage County records in accordance with the applicable records retention schedule. Employees must:

- Recognize that they continue to create public records as they perform their jobs remotely.
- Manage public records that they create and use so they can be found when needed and are stored in the required location.
- Retain public records for the appropriate length of time and only dispose of them according to approved retention schedules.

Each department-specific Remote Work policy must identify all records management responsibilities an employee must fulfill while working remotely.

Appendix

Department of Information Technology (DoIT) Technology and Security Requirements

This document sets forth the Technology and Security requirements a department must incorporate into its specific Remote Work policy. This document is also incorporated into the Cuyahoga County Remote Work Policy by reference. Every department-specific Remote Work policy and Remote Work agreement must incorporate each of the following technology and security standards, requirements, and/or conditions:

(a) Security and Confidentiality

Employees working remotely must adhere to the County's information security and confidentiality policies, including, but not limited to, the County's Electronic Equipment and Communications Policy. This includes safeguarding sensitive information, using secure connections and devices, and following established protocols for data protection.

(c) Remote Access Requirements

Employees with remote access privileges to the County's network are responsible to ensure that their remote access connection meets the same security requirements as onsite connections to the County's network.

Remote access to the Cuyahoga County network is a privilege and must be approved by management. An employee must maintain approval for remote access as a condition of their Remote Work agreement and always adhere to the following requirements:

- Only machines owned by Cuyahoga County or the State of Ohio (or approved machines used by vendors/ contractors) may remotely connect to the County's network (or the State of Ohio's network as used by Department of Health and Human Services (DHHS) employees). Hardware not owned by the County may be able to access specific cloud-based applications only with approval of the Chief Information Officer. Approved hardware is subject to security requirements, inspections, monitoring, and legal requests.
- Remote access must be strictly controlled with encryption (i.e. Virtual Private Networks (VPNs)) and strong passwords or passphrases.
- Employees shall protect their login and password, even from family members.
- Employees shall ensure that any local network used to remotely access the County's network, such as the employee's home network, is secure.
- Use of external resources or additional software to conduct Cuyahoga County business is prohibited without prior approval from the IT Department.
- Any host connected to the County's internal networks via remote access technology must use the most up-to-date anti-virus and security patches; this includes personal devices.

(d) Secure Work Area Requirements

Employees working remotely must adhere to the following security requirements for their work area:

- Employees must ensure that their physical work files and devices are secure from others, including from others living at or visiting the Remote Work location.

- Employees shall not leave their devices unlocked or accessible when not in use or stepping away for any reason.
- Employees must make sure to protect confidential information and keep it private, including when they engage in work-related conversations in public or at their Remote Work location.
- Employees must make sure that their internet connection; and home network are secure (this includes their home Wi-Fi, router, and guest access).
- Employees must comply with the following Guidelines as updated and amended by DoIT:
 - [Web Conferencing Security \(windows.net\)](#).
 - [Remote Security Guidelines \(cuyahogacms.blob.core.windows.net\)](#).
 - [Home Network Guidance \(cuyahogacms.blob.core.windows.net\)](#).
 - [Remote Work Technology Guidelines \(cuyahogacms.blob.core.windows.net\)](#).

For additional information, refer to the following available via County's Intranet or external website:

<https://intranet.cuyahoga.cc/cuyahoga-county-news-now/news-detail/cuyahoga-county-news-now/2020/05/14/working-remote-security-guidance>

(e) Other Requirements

In addition to the above, employees must (1) complete all Security Awareness training required by the DoIT; and (2) read and comply with all messages sent from the DoIT and/or Department of Communications concerning use of the County's network and acknowledge that they understand County policy, standards, guidelines, and best practices. Employees must also adhere to the following requirements:

- Do not use free, unlicensed, or unauthorized software without consulting and receiving prior approval from the DoIT.
- Do not store any County data or files on personal devices.
- Do not store personal data or files on County equipment.
- Do not use County equipment or services for personal use.
- Do not store confidential, financial, or personally identifiable information (PII) on non-County provided or unencrypted devices or services, including storage media (USB Drive) and unapproved online storage.
- Stop, look, and think before taking any action while working remotely; this includes email, sharing documents, social media, and phone calls.
- Routinely check the following County resources for updated information:
 - County Intranet;
 - Cuyahoga County Website;
 - Cuyahoga County Social Media; and
 - Internal County communications.

Employees must report phishing emails and ANY security reporting/issues to DoIT through the following methods:

- Using the Report Phishing button:

<https://cuyahogacounty.sharepoint.com/sites/OfficeofSecurityandResearch/SitePages/Reporting-Email---How-and-When.aspx>

- Emailing spam@cuyahogacounty.us (forward as attachment if possible)
- Contacting the DoIT Service Desk, which is available 24x7x365:
 - 216.443.8007 (216-881-5733 for DHHS employees)
 - servicedesk@cuyahogacounty.us (cuyahoga-service-desk@jfs.ohio.gov for HHS employees)