

FAQs on the Telework System

Question: Does the implementation of the Telework System mean that the Telework policy has changed?

Answer: No, the Telework policy did not change.

Question: What is the purpose of the Telework System?

Answer: The purpose is to support agencies in managing telework requests, and to facilitate reporting.

Question: Did the roles within agencies change because of this Telework System?

Answer: No, please speak to your agency contacts for any questions.

Question: Will there be different data points to consider?

Answer: No new data points are introduced because of this Telework system.

Question: Where does the information come from that's prefilled in your Telework application?

Answer: The Telework application is pre-filled with employee CORE-CT information. If the pre-filled information is inaccurate, you can correct it by selecting the search button and select from CORE-CT drop down information.

Question: Will newly selected information in Telework application be automatically sent to CORE-CT?

Answer: No. Updates or newly selected information in the Telework application will not be automatically sent to CORE-CT. The employee or supervisor must inform their HR representative to make the corrections in CORE-CT. The Telework System receives updates from CORE-CT every 2 weeks.

Question: Who is the Telework application approver for each employee?

Answer: The Telework application is sent to the employee's supervisor or PCN/supervisor as reflected in CORE-CT. If the employee does not have an assigned supervisor or PCN/supervisor in CORE-CT reflected, then the Telework application is routed to the assigned extended approver for the Agency, bureau and/or location within this Telework System.

Question: If an agency has multiple levels of approvers how can the Telework application be sent to the next approver?

Answer: The application can be routed to the next level approver using the assign approver feature within this Telework application. Please reference the Telework System Users Guide.

Question: If a Core-CT Supervisor/PCN Supervisor is not available, or agency chooses an override approver?

Answer: The application can be routed to an override approver using the new re-assign approver feature within this Telework application.

Question: If an employee enters in a Telework application, does the Approver need to deny before the employee enters a replacement Telework application?

Answer: No, an employee can enter a replacement Telework application without the Approver denying the prior application entered. Telework system takes the last application received and displays on Approvers screen to approve. Although the Telework system keeps a record of all applications entered, the system is intelligent enough to recognize that a replacement application was entered.