



## **USAID TeleCOOP Work Agreement**

**A Mandatory Reference for ADS Chapter 405**

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for an extended duration. The COOP Plan is not a response for incidents or disasters that warrant RRB occupants to shelter-in-place. Shelter-in-place is a response implemented for external threats or disasters when the best course of action is to keep occupants inside the facility until it is safe to evacuate. Such incidents will be addressed as part of the of the Agency's Occupant Emergency Plan (OEP).

The COOP provides for attaining operational capability within eight hours and sustaining operations for 30 days or longer, before returning to normal operations in the RRB.

## **2. Telework for Continuity of Operations (TeleCOOP)**

USAID has integrated telework into its COOP Plan to establish a TeleCOOP arrangement during emergency closure situations. "Telework" also referred to as telecommuting, flexiplace, and flexiwork, is an alternative work arrangement for employees to conduct work from places other than their official worksite; i.e., at home or other alternative off-site facility.

Key staff members who have been identified by their Bureau/Independent Office (B/IO) management as performing mission-critical functions may be required to work from home or another alternative worksite on the day of an emergency Agency closure. These staff members may be designated to serve as a member of one of USAID's COOP Teams or as a COOP Coordinator and may be required to report to the Agency's Emergency Relocation Site (ERS), acquired to relocate minimum essential operations in the event that personnel are displaced from the RRB during an emergency situation.

## **3. Concept of Operation**

TeleCOOP arrangements ensure that the Agency has the ability to continue operations during a wide range of potential emergencies if any portion of the RRB and other USAID off-site facilities within the Washington, D.C., area becomes non-operational. USAID has identified Agency and Bureau/Independent Offices (B/IO) critical functions and key staff members to perform the functions at the ERS, at home, or other alternative worksite during emergencies.

Key staff members in each B/IO serve as a COOP Coordinator or as a member of one of three teams: (1) the Critical Response Team, (2) the Critical Function Team, and (3) the Critical Operations Staff as primary and alternate COOP personnel. When USAID/Washington Headquarters activates the COOP plan, designated employees will be directed to report to the ERS or an alternative worksite to establish operations or perform essential functions as outlined in the USAID COOP Plan.

The employee covered by this agreement is assigned to serve as COOP Coordinator or as a member of one of the COOP Teams indicated below. Please check the specific area of assignment.

\_\_\_\_\_ **COOP Coordinator**

\_\_\_\_\_ **Critical Response Team (CRT)**

Agency administrative and logistic support staff. Reports to the ERS within eight (8) hours of notification.

Following the directives of the Emergency Coordinator, duties include, but are not limited to: Preparing for the arrival of COOP personnel by arriving immediately to the ERS; reverting to the control of their Bureaus/Independent Offices upon completion of the CRT duties and arrival of the CRT Director.

\_\_\_\_\_ **Critical Function Team (CFT)**

Agency Leadership (AA/DAA). Reports to the ERS within 12 hours of notification.

Reports to the CFT Director. Duties include but not limited to: Provides structure, control, and direction of the team operation at the ERS and determines the team staffing patterns after the initial phase of the crisis.

\_\_\_\_\_ **Critical Operation Staff (COS)**

Bureau and Independent Offices' subject matter experts. Only reports to the ERS if needed. Employee performs critical functions at the ERS including, but not limited to, the provision of urgently needed directions and resources to maintain essential operations at overseas Missions and USAID/W, activation of the supplemental COOP plan for their respective Bureaus/Independent Offices, and planning for the reestablishment of full B/IO operations.

#### **4. Notification to Activate COOP**

The USAID COOP Plan may be implemented, based on both known (with warning) and unanticipated (without warning) threats and emergencies. In either situation, once the decision has been made to activate the COOP, team members are notified during duty hours by the PA system, voicemail, or e-mail. During non-duty hours, employees are directed by telephone by the employee's immediate supervisor or other management official and by local media sources (radio, television, newspapers, etc.) with information and further instructions.

#### **5. Changes in Work Schedules**

During a period of active COOP status, all COOP designated employees may be required to convert to a standard eight-hour work schedule when they are activated to perform COOP duties.

## **6. Official Worksite**

The employee's official worksite is the USAID Headquarters in Washington, D.C. When the COOP is activated, the worksite of the employee under this agreement will change depending on his/her COOP assignment.

## **7. Time and Attendance**

The Agency adheres to pay and leave guidance issued by the Agency's Office of Human Resources (M/HR) and the U.S. Office of Personnel Management in the event of an emergency closure or COOP activation. Time spent in regular duty status at an alternative worksite must be accounted for and reported in the same manner as if the employee reported for regular duty at the official worksite.

## **8. Performance Management**

Employees performing their usual job functions at an alternative worksite during an emergency are evaluated in the same manner as if they were at the official worksite. If the nature of the work the employee performs during an active COOP status changes from the normal duties he/she performs, the employee must satisfactorily complete all assigned work according to standards and guidelines established for the employee's assignment under the COOP Plan.

## **9. Security and Equipment**

Each COOP team member is issued a Server Based Computing (SBC) token. SBC tokens can be used at any computer terminal with Internet capability to access the Agency's network. The token provides COOP team members with the flexibility to work remotely during COOP activation or other emergency situation.

Employees are responsible for all activity performed while using a token. Employees must use the same precautions and security measures for their tokens as they use for other security items, including their identification badge, login ID, and password. Each token is assigned to a specific network user, and token activity is tracked and monitored in combination with the user login identification.

Employees must adhere to the following guidelines to protect and prevent misuse of their token:

- Always know the location of the token; when not in use, secure it in a safe place to avoid theft.
- If the token is stolen, misplaced, or damaged, or in the event of any change to a COOP team member's employment status, he/she must immediately notify the Critical Response Team.

Failure to comply with the above guidelines could place the USAID network at risk and constitutes a security violation. Any questions should be directed to the M/IRM support member assigned to the Critical Response Team.

## **10. Safekeeping of Government Materials**

Electronic data files with Sensitive But Unclassified (SBU) information that contains Personally Identifiable information must not be let outside of the USAID network under any circumstances. During a period of activated COOP status or in other emergency situations, the removal and use of: 1) SBU information, 2) Privacy Act and other personal information, and 3) For Official Use Only information at an alternative worksite must be approved by the employee's immediate supervisor. This information must be transported from the traditional worksite to the alternative worksite in a secure container (e.g., briefcase with lock).

If permitted to remove SBU, For Official Use Only, Privacy Act, or other personal information, the employee is responsible and accountable for controlling and safeguarding this information. When such information is displayed on a computer screen, it must not be visible to others. The employee is responsible for ensuring that others cannot view the computer screen. Otherwise, a computer privacy screen which blocks PC screen visibility to others must be used when the above-mentioned types of information are displayed on a computer monitor at an alternative worksite. This information must be stored in a secure file cabinet at the alternative worksite; e.g., home or other facility.

## **11. Protection of Government Information and Equipment**

No classified documents (hard copy or electronic) may be taken to an employee's home or alternative worksite. During a period of activated COOP status, SBU information, Privacy Act and other personal information, and For Official Use Only information may be accessed using employee-owned equipment, but must not be stored there.

The employee is responsible for the safeguarding of all official data, and the protection of any government-furnished equipment, including SBC tokens. Government furnished equipment must only be used for official duties. In addition, the employee may not authorize any other person to use Government-furnished equipment, including remote-access SBC tokens.

## **12. Workers' Compensation and Other Liabilities**

While in an active duty status at the ERS, home, or alternative offsite facility, an employee who is directly engaged in performing official duties of his/her position is covered by the Federal Employees Compensation Act.

The employee must notify his/her supervisor immediately of any accident or injuries at the alternative worksite and complete Department of Labor Form CA-1, Federal Employee's Notice of Traumatic Injury and Claim for Continuation of Pay/Compensation.

The U.S. Government is not liable for damages to the employee's personal or real property while the employee is working at the ERS or approved alternative worksite, except to the extent the government is held liable by the Federal Tort Claims Act or the Military and Civilian Employees Claims Act.

### **13. Standards of Conduct**

The employee acknowledges that he/she continues to be bound by the Standards of Ethical Conduct for Employees of the Executive Branch while working at the ERS or alternative worksite and/or using Government-furnished equipment.

### **14. Computer Security Training**

Prior to obtaining a logon ID, all employees must complete the appropriate Computer Security Training course outlined by ADS 545.3.2.4. This includes both initial and recurrent courses. In addition, employees during a time of an activated COOP status must complete any required training, in accordance with the Agency's COOP procedures on data safeguarding and the transmission of information.

### **15. Designation of Worksite Area in Home**

Neither the Government nor the Agency is responsible for any operating costs that are associated with the employee's use of his or her personal residence as an alternative worksite. This includes home maintenance, insurance, or utilities.

During an activated COOP status, if an employee is required to work from home, the employee must designate an area in the home as a worksite suitable for performing the required duties. The Government's potential exposure to liability is restricted to this official work area.

### **16. Travel Time**

An employee who is required to travel to the ERS or other alternative worksite during a period of active COOP status or other emergency will have his/her travel hours credited as hours of work.

### **17. Temporary and/or Emergency Closure**

On the day of an emergency closure of the official worksite, an employee may be required to work from home or another alternative worksite. In addition, employees who may be teleworking may be required to report to the ERS.

All employees under this agreement must remain in contact with USAID at all times during any COOP activation or other emergency closure situation. These situations include, but are not limited to, emergencies dealing with national security, extended emergencies, or other unique situations.

**18. Tax Benefits**

Generally, an employee who uses a portion of his or her home for work does not qualify for any Federal tax deductions. However, employees should consult their tax advisors or the Internal Revenue Service for information on tax laws and interpretations that address their specific circumstances.

**19. Signature of Employee and Immediate Supervisor**

**I have reviewed and understand the terms, conditions, and responsibilities of this TeleCOOP Work Agreement.**

\_\_\_\_\_  
**Employee Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Immediate Supervisor**

\_\_\_\_\_  
**Date**