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SUBJECT: **TELEWORK PROGRAM**

1. PURPOSE:

This directive describes the Financial Crimes Enforcement Network's (FinCEN) telework policy. Telework is an arrangement established to facilitate the accomplishment of work. This program provides an opportunity for an employee to work at an alternative worksite, including an employee's residence, without changing an employee's official duty station or other conditions of employment. Please note: Monitoring email or other FinCEN matters via a government-issued phone is generally not considered "telework."

2. POLICY:

It is FinCEN's policy to provide eligible employees the opportunity to participate in the Telework Program when practicable and consistent in fulfilling the bureau's mission and meeting its objectives. Telework programs are designed to allow employees to perform their duties at a worksite other than their official duty station on a situational, limited, or expanded basis, depending on their and their work unit's mission, roles, and responsibilities.

Participation in the Telework Program is voluntary and subject to supervisory approval based on mission priorities and the efficiency of the federal service.

While teleworking, all workplace policies remain in place, including work start/end times, rules regarding time and attendance, and expectations regarding performance and conduct. Failure to comply with the terms of the telework agreement or diminishment in the employee's performance may result in suspension or termination of the employee's telework agreement.

3. AUTHORITIES:

A. Public Law 106-346, § 359. *Department of Transportation and Related Agencies Appropriations Act* (October 23, 2000)

B. *Treasury Telework Program*. TN-18-001, April 6, 2018

C. *Treasury Telework Program Supplemental Guidance 2018*

D. *Enhancing Workplace Flexibilities and Worklife Programs*, HCIS-TN-18- 003, April 6, 2018

- E. *Standards of Ethical Conduct for Employees of the Executive Branch* (5 CFR part 2635), *the Supplemental Standards of Ethical Conduct for Employees of the Department of the Treasury* (5 CFR part 3101), *the Executive Branch's Employee Responsibilities and Conduct, including the Standards of Conduct* (5 CFR Part 735)
- F. *The Rehabilitation Act of 1973*
- G. *OPM's Guide to Telework in the Federal Government*, (April 2011)
- H. Public Law 111-292, *Telework Enhancement Act of 2010*, Chapter 65, § 6501-6506 (December 9, 2010)
- I. OMB's Memorandum, *Implementing Telework Enhancement Act of 2010 IT Purchasing Requirements* (April 28, 2011)
- J. OMB's Memorandum, *Implementing the Telework Enhancement Act of 2010: Security Guidelines* (July 15, 2011)
- K. *OPM Telework and Dependent Care Guidance*, December 9, 2016
- L. *OPM's Washington, DC, Area Dismissal and Closure Procedures*
- M. 5 CFR Part 630 *Weather and Safety Leave*

4. SCOPE:

Participation in FinCEN's Telework Program is limited to FinCEN employees and detailees. This policy does not cover unpaid students, contractors, or co-located external personnel.

5. SUPERSEDED MATERIAL:

This directive supersedes FinCEN Directive 920.01, dated 9/13/2011.

6. OFFICE OF PRIMARY INTEREST:

Management Division, Office of Human Resources.

/s/

Kenneth A. Blanco
Director

TELEWORK PROGRAM

1. PROGRAM ELIGIBILITY AND PARTICIPATION:

- A. Position Eligibility. FinCEN has determined that all positions are eligible for telework.
- B. Employees Eligible to Participate in Telework. All employees, except as noted in Paragraph C below, are eligible to telework when practical and consistent with mission accomplishment.
 - (1) An employee may participate in the program if his or her supervisor:
 - a. Determines that the employee's job duties and responsibilities are appropriate for offsite work;
 - b. Determines that the employee does not have any disqualifying Disciplinary Actions as described in 1B(2);
 - c. Determines that the employee possesses and maintains performance at the *Fully Successful* level and has not been on a Performance Improvement Plan within the previous six months; and
 - d. Determines that telework diminishes neither the employee's performance nor the office's operations.
 - (2) Participation in telework is not an employee right; it is a management option based upon sound business and performance management principles.
 - (3) Participation in telework is voluntary.
 - (4) Telework-eligible employees are expected to telework when the government is closed for inclement weather or account for their work hours through other means (e.g., through annual leave, leave without pay, etc.)
- C. Employees Not Eligible to Participate in Telework.
 - (1) Work Requirements. Employees are not eligible to participate in telework if their daily official duties require:
 - a. Direct handling of classified information, Bank Secrecy Act (BSA) information, or Controlled Unclassified Information (CUI); or
 - b. Work duties that cannot be accomplished at an alternative worksite.¹
 - (2) Disciplinary Actions. An employee may not participate in telework if the employee has been officially disciplined for:

¹ For additional guidance, see OPM Guide to Telework in the Federal Government (April 2011) at http://www.telework.gov/guidance_and_legislation/telework_guide/telework_guide.pdf

1. Being absent without leave (AWOL) for more than five days in any calendar year; or
 2. Violations of the Standards of Ethical Conduct for viewing, downloading, or exchanging pornography, including child pornography, on a Federal Government computer or while performing official Federal Government duties, or otherwise misusing government-owned/operated IT systems; or
 3. Failure to follow FinCEN workplace policies and procedures.
- (3) New Employees. Information on the Telework Program is given to new employees during orientation. It is up to the new employee and his or her supervisor to determine when it is appropriate for the employee to participate in telework, but telework shall not be permitted before the employee has completed 90 days in the position. Exceptions may be considered on a case-by-case basis.

Telework Agreement. Employees may not participate in telework until the employee and supervisor have both completed and signed the online *FinCEN Telework Program Agreement* (FIN040) and a *Remote Access Agreement* (FIN039). If there is a change in an existing telework arrangement, a new telework agreement must be completed and submitted online.

- D. Annual Review. Annually, supervisors must notify employees of their continuing telework eligibility. At this time, all employees should ensure that their telework agreement remains accurate. If changes to the original arrangement exist (e.g., new supervisor or changes to participation level, telework days, alternative worksite, etc.), a new *Telework Program Agreement* must be completed and submitted online.
- E. Training and Guidelines. All managers, supervisors, and participating employees must complete an interactive telework training program, *FinCEN Telework Training*, accessible through the Treasury Integrated Talent Management System (ITM), before entering into a written agreement to telework.
- F. Agreement Termination. No provisions exist in agreements between employees and supervisors which would preclude management from taking appropriate disciplinary or adverse action against an employee or supervisor who fails to comply with the conditions of the telework program. The *Telework Program Agreement* may be modified or terminated at any time by the supervisor or terminated by the employee with at least one day's notice. Participation in the program will be terminated if an employee's performance does not meet the supervisor's expected results (e.g., quality, quantity, timeliness), or other conditions of the telework agreement are not met or are violated, or if the telework arrangement fails to support organizational needs.
- G. Safe Work Environment. Participating employees are required to inspect their alternative worksite using the *Home-Office Safety Self Inspection Guidelines and Self-Certification Safety Checklist* attached to the *Telework Program Agreement*. Each employee is responsible for maintaining a safe work environment; by signing the *Telework Program*

Agreement, the employee certifies that he or she has inspected their alternative worksite and it is free of significant safety problems.

- H. Conditions of Employment. Participation in a telework arrangement does not alter the terms and conditions of employment, including an employee's official duty station, base salary, benefits, individual rights, or obligations. All pay, leave, and travel entitlements are based on the official duty station.
- (1) Certain aspects of the employment arrangement may be modified, if approved by a supervisor, when an employee participates in telework (e.g., teleworkers may be allowed to begin the work day earlier and end earlier than on those days when they commute; caring for an elderly or ill family member in a different geographic location).
 - (2) Employees must report to their official duty station a minimum of two days per pay period to claim that location as their official duty station. If an employee reports fewer than two days per pay period, the employee's alternative worksite becomes their official duty station. A change in duty station affects certain terms of employment (e.g., locality pay, travel benefits, etc.). Full-time telework arrangements will generally not be approved, and employees and supervisors are prohibited from entering into such an arrangement without first consulting with the Telework Coordinator to ensure that all impacts and potential unintended consequences are fully understood prior to making a temporary exception to the two-day rule.
 - (3) If an employee is selected for drug testing on a day they are scheduled to telework, they must report to the testing site within two hours of their notification.
- I. Denial, Suspension, or Termination. Telework requests may be denied and telework arrangements may be suspended or terminated based on operational needs, performance, or conduct. If a telework request is denied or telework suspended or terminated, the supervisor will provide the employee a written explanation within 10 calendar days of the decision. A copy of the action will also be provided to the Telework Coordinator. If an employee disputes the supervisor's decision to deny telework or to terminate a telework agreement, the employee may submit a grievance in accordance with the procedures in Directive 950.03, *Administrative Grievance System*.
- J. Reasonable Accommodation. Requests to telework as an accommodation for a disability are governed by *The Rehabilitation Act* and are subject to different standards and requirements than requests to telework for other reasons. FinCEN is required to provide reasonable accommodations for qualified employees with disabilities unless doing so would cause an undue hardship on agency operations. Ordinary telework requests shall be distinguished from telework requests from persons with disabilities for reasonable accommodations. If there is any ambiguity about what is being requested, supervisors should clarify that ambiguity at the outset of telework discussions. Supervisors should consult with FinCEN's Office of Equal Opportunity and Diversity to fully understand their responsibilities under the law.

- K. Official Obligations. The use of telework shall not impede or otherwise affect an employee's ability to perform obligations such as official travel, attending face-to-face meetings, and communicating with colleagues and customers.
- L. Telework and Dependent Care. Although telework is a workplace flexibility to support employees with caregiving responsibilities (e.g., minor children and/or adult dependents), telework is **not meant to be a substitute for dependent care**. Employees may not telework with the intent of or for the sole purpose of meeting their dependent care responsibilities while performing official duties. While performing official duties, teleworkers are expected to arrange for dependent care just as they would if they were working in the office. However, telework provides flexibility to employees by eliminating time required to commute and by expanding employees' choices for dependent care. Telework is official work time and a tool for accomplishing work; while teleworking, all workplace policies remain in place including rules regarding time and attendance and employee expectations concerning performance and conduct. In the event the level of care needed for a dependent prevents or significantly disrupts work accomplishment, teleworkers should notify their supervisors as soon as possible about the situation preventing the teleworker from continuing work. Teleworkers should then request approval for appropriate leave while performing dependent care responsibilities.

3. PROGRAM RESPONSIBILITIES:

- A. Supervisors. Supervisors shall:
- (1) Ensure the work of the office is accomplished and that telework does not burden staff remaining in the office through an inequitable distribution of work.
 - (2) Review and approve or disapprove employee requests to telework via the online *Telework Program Agreement* and the *Remote Access Agreement* and provide employees and the Telework Coordinator with written denials or terminations of telework agreements, to include information about why the arrangement was denied, modified, or terminated.
 - (3) Properly certify, approve, and monitor time and attendance for employees working in a telework status and ensure that employees are paid only for work performed; absences from scheduled tours of duty are correctly accounted for; and employees comply with overtime and compensatory time-off rules. Proper coding, monitoring, and certification of employee time is essential for the successful implementation of the Telework Program.
 - (4) Establish team communication norms, including responsiveness timeframes. Communicate expectations regarding employee's responsibilities for notification regarding sign on/sign off times while teleworking.
 - (5) Require employees to report to the official duty station on scheduled telework days when necessary for mission accomplishment.

- (6) Assign appropriate work to be performed at the alternative worksite and hold the employee accountable for his/her work as in a regular office setting.
- (7) Ensure that teleworkers and non-teleworkers are treated consistently for purposes of:
 - a. periodic and annual appraisals of job performance;
 - b. training, rewarding, reassigning, promoting, reducing in grade, retaining, and removing employees;
 - c. work assignments; or
 - d. other acts involving supervisory discretion.
- (8) Complete telework training (*FinCEN Telework Training*, accessible through the ITM), before approving telework agreements.

B. Employees. Employees shall:

- (1) Complete the online *Telework Program Agreement and Remote Access Agreement* and comply with all applicable provisions of the Agreement and this Directive.
- (2) Dedicate official duty time at the alternative worksite to government business only, and not treat telework as an opportunity to conduct personal business or as a substitution for dependent care.
- (3) Ensure their telework arrangement does not have any negative impact on the work of other members of the work group (e.g. co-workers, supervisor).
- (4) Be accessible via both e-mail and telephone during their regular tour of duty, to include monitoring calls to the office phone line and maintaining Skype connectivity by logging in at the start of the work day, staying online, and logging off at the end of the work day.
- (5) Observe existing time and attendance policies in requesting leave, overtime, compensatory time, or working an approved Alternate Work Schedule (AWS), and not work overtime or compensatory time during off hours unless approved in advance in accordance with time and attendance procedures. It is the employee's responsibility to understand procedures for requesting leave and reporting time and attendance. FinCEN employees participating in the Telework Program are required to record actual telework time in the WebTA system. The employee's *Telework Program Agreement* specifies the employee's telework participation level. Employees must properly code telework hours in WebTA according to their telework agreement participation level.
- (6) Have a designated work space when working at home and perform a home-office safety self-inspection using the *Home-Office Safety Self Inspection Guidelines*

and Self-Certification Safety Checklist prior to participating in teleworking and monitor the alternative worksite accordingly as conditions may change. Ensure that the home work space is safe and in compliance with safety requirements/guidelines.

- (7) Report to the office on a designated telework day when required by their supervisor for scheduled training, in-person meetings, or other purposes.
- (8) Report to the office or take annual leave or leave without pay if persistent personal infrastructure problems (e.g., lack of internet connection or electricity) prevent productive telework.
- (9) NOT use telework as a substitute for obtaining childcare, elder care, or any other type of dependent care or service, nor conduct personal business (other than on a de minimis basis) while teleworking.
- (10) Report any job-related injury to the supervisor immediately. Government employees causing or suffering work-related injuries and/or damages at the alternative worksite may be covered by the Military Personnel and Civilian Employees Claims Act, the Federal Tort Claims Act, or the Federal Employees' Compensation Act (workers' compensation), as appropriate.
- (11) Use Government information and equipment only for authorized purposes, complying with FinCEN Directive 303.04, *Limited Personal Use of Government Information Technology (IT) Resources*.
- (12) Comply with all FinCEN information security, privacy, and record keeping requirements when working at the alternative worksite.
- (13) Observe all systems security rules, policies, and procedures, including:
 - a. Securely transport any government-issued IT equipment (e.g., smartphones, tablets, laptops, peripherals, etc.) to the official duty station when in need of repair and upgrade or otherwise requested by the Technology Division.
 - b. Take reasonable precautions to protect government-issued equipment, information, or systems from being accessed by unauthorized individuals (e.g., ensure equipment and information is not visible to or accessible by others, protect passwords, etc.)
 - c. Immediately report any unauthorized or suspicious activity or suspected computer operational and/or security problems (e.g., system intrusion attempts, virus warnings, potential information compromise, etc.) by contacting the Service Desk (703-905-3767 or servicedesk@fincen.gov) and using the same protocols as if working at the official worksite. Refer to FinCEN Directive 804.01, *FinCEN Information Technology Security Program - Attachment ISSP – 006.0, Information Systems Security Policy for Incident Response and Reporting* for additional guidance.

- d. Do not transfer or copy information contained on government systems or media to an individually owned personal computer or media (e.g., backup tape, local drive, CD, etc.); likewise, do not transfer or copy information contained on an individually owned personal computer or media to government systems or media.

(14) Complete FinCEN telework training in ITM prior to completing the online *Remote Access Agreement* and the *Telework Program Agreement*.

- C. Technology Division (TD). TD shall support FinCEN's telework policy by providing training, initial setup assistance, and remote access assistance to all authorized telework employees as well as providing the infrastructure necessary to support FinCEN's large pool of telework-ready employees in both a highly available and cost-effective way, based on the Technology Division support framework described in Appendix C.
- D. Office of Security. The Office of Security shall:
 - (1) Provide advice and guidance regarding telework requirements to sustain emergency planning, including continuity of operations, and ensure that telework is incorporated into FinCEN's Continuity of Operations Plan.
- E. Telework Coordinator. The Telework Coordinator is located in the Office of Human Resources (HR), Management Division and:
 - (1) Is responsible for policy, general oversight, and evaluation of the telework program.
 - (2) Serves as the contact and liaison between FinCEN and the Department of the Treasury's Telework Managing Officer (TMO).
 - (3) Using Workforce Analytics, provides Treasury with quarterly, or as needed, telework statistics and reports on the status of FinCEN's telework program to enable the Department to respond to informational requests from external entities such as the Office of Personnel Management, Government Accountability Office, or Congress.

4. **REVOCATION OF THE TELEWORK PROGRAM.** The Director or Deputy Director may terminate the Telework Program for any or all positions or job series at any time.

APPENDIX A

PROGRAM DEFINITIONS

1. Alternative worksite refers to an approved alternative location at which an employee works in lieu of reporting to his/her official duty station.
2. Bank Secrecy Act (BSA) Information is information contained in reports or information filed with FinCEN pursuant to its authority under the Bank Secrecy Act, 31 U.S.C. § 5311, et seq.
3. Controlled Unclassified Information (CUI) is information that requires safeguarding or dissemination pursuant to and consistent with applicable law, regulations, and government-wide policies but is not classified under Executive Order 13526 or the Atomic Energy Act, as amended.
4. Official Duty Station is the official office of assignment. Unless otherwise stated, each employee shall report to and perform his/her duties at this location. All pay, leave, and travel entitlements are based on this location.
5. Remote Access Agreement is an agreement completed and signed by an employee and his/her supervisor that outlines the terms and conditions of remote access to the FinCEN network. Employees must have an approved *Remote Access Agreement* (FIN039) prior to commencing any type of telework.
6. Routine Expanded telework is approved telework performed by an employee working three or more days per pay period at an alternative worksite on a regular basis under a set schedule.
7. Routine Limited telework is approved telework performed by an employee working one to two days per pay period at an alternative worksite on a regular basis under a set schedule.
8. Situational telework is approved telework performed on an occasional or irregular basis.
9. Telework Program Agreement is an agreement completed and signed by an employee and his/her supervisor that outlines the terms and conditions of the telework arrangement. Employees must have an approved Telework Program Agreement (FIN040) prior to commencing any type of telework.
10. Telework-ready Employee is an employee with a signed and approved telework agreement. Telework-ready employees must be prepared to telework from an approved alternative worksite at any time when the Office of Personnel Management (OPM) or FinCEN officials issue Dismissal and/or Closure Guidance or whenever there is a change in normal Federal Government operations.

APPENDIX B

TELEWORK-READY EMPLOYEES AND INCLEMENT WEATHER, COOP ACTIVATION, OR OTHER EMERGENCIES

1. Telework-ready Employees and Inclement Weather Procedures, COOP Activation, or Other Emergencies.
 - A. Full Day of Government Closure. A telework-ready employee is an employee with a signed telework agreement. All telework-ready employees are required to telework or request unscheduled leave when FinCEN offices are closed due to weather, COOP activation, or other emergencies on a day that would otherwise be considered a work day. Telework-ready employees must be prepared to telework with little or no notice. Preparation for unscheduled telework may mean (1) taking appropriate materials home when inclement weather is predicted; (2) maintaining a state of readiness with work assignments that can be handled remotely with little/no notice; (3) ensuring the ability to access the FinCEN network at all times; and (4) having alternative dependent care arrangements when primary care centers are not available.
 - B. Announcements for Delayed Opening/Early Dismissal and Unscheduled Telework.
 - (1) **Scheduled Telework.** Employees who are scheduled to telework (either situationally or routinely) must work the full day or request unscheduled annual leave on a day for which OPM announces a delayed opening, early dismissal, or unscheduled telework.
 - (2) **Unscheduled Telework.** Unscheduled telework allows telework-ready employees to work from home or at an approved alternative worksite upon notification to their supervisor in accordance with the terms of the telework agreement. When OPM announces “unscheduled telework” as part of the operating status, employees with a telework agreement should contact their supervisor to request unscheduled telework. Employees who elect to perform unscheduled telework must have an appropriate amount of work to complete during the workday. If an employee does not have enough work for a full work day, he or she must either take unscheduled leave for the entire workday or use a combination of unscheduled leave and unscheduled telework to account for the entire work day.
 - (3) **Delayed Opening/Early Dismissal.** Only employees who report to the office are entitled to weather and safety leave for up to the amount of time indicated in the delay/dismissal instructions issued by OPM. When unscheduled telework is announced during a workday, employees may, with notice to their supervisors, depart the workplace (using leave or the lunch period for commuting time) and telework the remainder of their tour of duty at an approved alternative worksite.
 - (4) **Situational Teleworkers.** Supervisors should instruct all of their situational teleworkers, regardless of normal telework schedule or frequency, to be prepared to telework for all or a portion of the day during which a weather or emergency event is predicted, and should clarify those expectations verbally or by email as soon as possible before the predicted event.

C. Emergencies.

- (1) When emergencies such as fires, chemical spills, disruptions of power and/or water, and/or interruptions of public transportation impact the regular worksite and cause an early dismissal or delayed arrival of employees, those who are working at an alternative worksite are not dismissed from duty for any part of the workday unless the alternative worksite is also impacted by the emergency.
- (2) When an emergency affects only the alternative worksite for a major portion of the workday, the employee is expected to report to the regular office or request supervisory approval of leave. In rare instances, a supervisor may excuse a telework-ready employee from work (e.g., if the employee is prevented from performing work at the alternative worksite due to a power outage, the supervisor may grant weather and safety leave or unscheduled leave during the time that the outage occurred).

D. Pre-approved Leave. When a telework-ready employee who is already on pre-approved annual leave would have been required to telework on a day of office closure, they will remain on leave unless the supervisor allows the employee to cancel the annual leave to perform telework.

E. Preparedness. When a telework participant knows in advance of a situation that would preclude working at home or at an alternative site, he or she must schedule time in the office or arrange for leave with his/her supervisor.

F. Expectations. Supervisors must communicate with employees and discuss their expectations for telework situations before a weather-related or emergency situation occurs. Where possible, HR will provide employees with guidance and information regarding the Federal Government's operating status during periods of inclement weather and in emergency situations. HR will also provide guidance on the appropriate Time and Attendance codes to be recorded in the timekeeping system during these instances.

APPENDIX C

TECHNOLOGY/SECURITY SUPPORT FRAMEWORK

1. Due to the sensitive nature of FinCEN's mission, all information will be handled at a heightened level of security awareness to maintain a safe and secure telework environment. The following criteria must be met to ensure the security of the FinCEN network and the data it contains:
 - A. No classified information will be allowed at the alternative worksite under any circumstance.
 - B. Employees shall not remove or transfer any hard copy CUI or BSA information or documentation from any FinCEN-controlled facility to an alternative worksite. Any exceptions to this policy must be approved by FinCEN's Director of Security or designee. In the event the alternative worksite is approved for and will contain any CUI and/or BSA information, all such information must be kept secured at all times. The Office of Security will provide a security briefing and requirements for the protection, storage, and safeguards for the information outside FinCEN-controlled facilities.
 - C. Access to BSA databases is allowed only through a direct FinCEN network connection. Access to certain Law Enforcement (LE) databases at alternative worksites may be limited or restricted by the MOU with the LE agency. Access will be provided for those databases that do not restrict access at alternative worksites. All work will be saved on a network drive when connected to the FinCEN network. Printing and/or downloading any CUI or BSA information at the alternative worksite is prohibited.
 - D. To properly secure FinCEN's data for teleworking purposes in the most cost-effective manner, the following procedures and technical controls will be followed:
 - (1) Teleworkers will be provided a Personal Identity Verification (PIV) card reader, associated software, and instructions for installing equipment on their home computer. The FinCEN Service Desk will provide remote access installation assistance to employees if required;
 - (2) All teleworkers will utilize the secure Virtual Private Network (VPN) connection to access the FinCEN network from their home computer using the provided PIV reader, software, and instructions;
 - (3) All authentications require strong two factor authentication and utilization of Citrix Virtual Environment; and
 - (4) All connections are monitored for illicit or malicious activities.
2. The employee is required to use his/her own home computer and Internet Service Provider (ISP) for connectivity to the FinCEN network. There will be no reimbursement for using the employee's computer or internet service. For best results, the connection will be through a Digital Subscriber Line (DSL), a cable modem, or through a fiber broadband service.

Connecting to the FinCEN network using wireless capability in an approved telework location is allowed, however **using public Wi-Fi capability is prohibited.**

3. Laptops and/or tablets will not be permanently assigned or issued to FinCEN employees for the express purpose of teleworking. If a supervisor approves a waiver to allow the use of a laptop for telework, it will be issued on an exception basis and will only be issued for the length of the immediate teleworking period (e.g., one or two days) and it must be returned to TD upon the employee's return to the Vienna or DC work location.
4. FinCEN services available to teleworkers include:
 - A. The FinCEN Service Desk will furnish any government-issued equipment or supplies required for telework—e.g. PIV reader, digital certificates, and appropriate software. The FinCEN Service Desk also will provide initial remote installation assistance and ongoing support for FinCEN remote connectivity.
 - B. The Service Desk staff will be available to provide assistance with remote access issues during normal weekday working hours. The Service Desk support hours are from 6:30 AM to 8:00 PM, Monday through Friday, Eastern Standard/Daylight Time.
5. FinCEN provides employees who must be reachable outside of normal working hours or who are frequently away from their workstations access to a business smartphone. Employees and supervisors are responsible and required to understand the calling rates and charges associated with using your smartphone voice and data plans. While teleworking, your smartphone can be used for domestic local and long distance calls; if international calls must be made while teleworking, a teleworker, with supervisor approval, will need to request that international call blocking be turned off for the smartphone's data plan. To minimize international phone charges, every attempt should be made to make/receive international calls from FinCEN office spaces. Teleworking is likely not a cost effective option on days when a large number of international calls are expected, and telework should generally not be scheduled on such days.