



2024 REPORT ON REMOTE WORK POLICY AND PARTICIPATION

S.L. 2023-134, s. 16.12

PREPARED BY
NORTH CAROLINA ADMINISTRATIVE OFFICE OF THE COURTS
MARCH 1, 2024



About the North Carolina Judicial Branch

The mission of the North Carolina Judicial Branch is to protect and preserve the rights and liberties of all the people as guaranteed by the Constitutions and laws of the United States and North Carolina by providing a fair, independent and accessible forum for the just, timely and economical resolution of their legal affairs.

About the North Carolina Administrative Office of the Courts

The mission of the North Carolina Administrative Office of the Courts is to provide services to help North Carolina's unified court system operate more efficiently and effectively, taking into account each courthouse's diverse needs, caseloads, and available resources.

Introduction

S.L. 2023-134, section 16.12, requires the North Carolina Administrative Office of the Courts (NCAOC) to report on the remote work policy currently in place for its employees, and the total number of employees utilizing the policy. Specifically, S.L. 2023-134 provides as follows:

SECTION 16.12(a)

The Administrative Office of the Courts shall maintain and shall furnish upon request a remote work policy.

SECTION 16.12(b)

The remote work policies required by subsection (a) of this section shall, at a minimum, require that all employees utilizing the remote work policy shall sign an agreement to be retained in the employee's file that records the employee's assent to adhere to the remote work policy.

SECTION 16.12(c)

The Administrative Office of the Courts shall report all of the following to the Joint Legislative Oversight Committee on Justice and Public Safety no later than March 1, 2024, and March 1, 2025:

- (1) The remote work policy currently in place for its employees.
- (2) Any remote work policy previously in place for its employees that was not a part of the most recent report required by this subsection.
- (3) The total number of employees utilizing its remote work policy.
- (4) The total number of employees utilizing its remote work policy, delineated by division, section, and any other organizational category.

The North Carolina Administrative Office of the Courts (NCAOC) respectfully submits this report pursuant to the legislative mandate.

Current Remote Work Policy

The current remote work policy for NCAOC became effective December 1, 2021, and the excerpts from the NCAOC Human Resources Management Manual regarding this policy are found on pages 2-10 of this report. Remote work arrangements may be established for long-term or short-term periods that occur on a routine or regular basis, or occasional, subject to approval by an employee's manager on each occasion. A manager may terminate a remote work assignment at any time for any reason provided the reason is not based on unlawful discrimination or retaliation. Senior staff are not authorized to work remotely on a routine or regular basis.

Previous Remote Work Policy

NCAOC Technology Services Division's (TSD) remote work policy became effective in March of 2021, and the entire policy is found on pages 11-15 of this report.



NCAOC REMOTE WORK POLICY

Purpose

The purpose of this policy is to set forth administrative guidelines for remote work assignments. Its intent is to provide remote work as a management tool to meet the needs of both the department/division and employees and may serve to promote the hiring and retention of a highly qualified workforce.

Remote work may be deemed a critical component of the NC Administrative Office of the Court's Continuity of Operations Plan (COOP), that enables certain functions to continue through hazardous weather, pandemics, physical attacks, or any other event that would interrupt its operations.

Remote work must meet the employer's business and operational needs, as well as those of the employer's customers, clients, and employees. A remote work agreement must be arranged so that there is no difference in the level of service provided to colleagues, clients, and customers and the location of the offsite workplace is not noticeable to them.

Remote work is a privilege, not a universal employee benefit or an employee right. It is appropriate when it benefits the employer. Managers determine which positions are suitable for remote work and determine which employees in those positions may be eligible for a remote work assignment.

Overview

Employees approved for remote work are expected to perform essentially the same work that is performed at the primary work location or assigned duty station and must meet the same performance expectations. It in no way changes the terms and conditions of employment.

Regardless of location, work performed for the Judicial Branch is considered official business. Employees have a duty to safeguard all records, papers, correspondence, computerized or digital files, and other work products. Any tax implications related to a remote work agreement are the sole responsibility of the employee.

Employees approved for remote work are not required to do so and have the right to refuse remote work if the option is available. Employee requests for remote work privileges will be determined on a case-by-case basis based upon the needs of the employer, the characteristics of the position, and eligibility of each individual employee.

Remote work arrangements may be established for long-term or short-term periods that occur on a routine or regular basis, or occasional, subject to approval by an employee's manager on each occasion. A manager may terminate a remote work assignment at any time for any reason provided the reason is not based on unlawful discrimination or retaliation.



NCAOC REMOTE WORK POLICY, CONTINUED

Overview, <i>continued</i>	<p>Any remote work arrangement must ensure that employees who remain at the primary work location do not incur additional duties routinely performed by another employee for the purpose of enabling such employees to telework.</p> <p>Employees approved for remote work are expected to follow all policies, procedures, and work rules as if the work was being performed onsite. This includes working an approved schedule, timekeeping and attendance, and restrictions against working unauthorized overtime.</p> <p>Remote work is not designed as a substitute for day care or elder care or to routinely accommodate employees' inability to report to work due to illness or other similar circumstances. Similarly, employees approved for remote work may not engage in secondary or dual employment during established work hours.</p>
Authority	<p>§ 7A-340; § 7A-343(7)(10). The NCAOC Director, under the direction of the Chief Justice, is vested with the duty to "make recommendations for the improvement of the operations" of the Judicial Branch.</p>
Applicability	<p>This policy applies only to NC Administrative Office of the Courts (NCAOC) employees. NCAOC employees includes those employed full-time and part-time permanent, temporary, and time- limited employees. Other NC Judicial Branch offices may adopt this policy.</p>
Definitions	<p>Alternate Work Location: A work location other than an employee's usual and customary worksite (primary work location or duty station). An alternate workplace may include an employee's home or another offsite location.</p> <p>Core Business Hours: The range of hours and days established by a manager during which work is expected to be performed to meet business needs. The range of hours may be wider than what is expected of individual employees to allow flexible work arrangements and ensure adequate staffing to meet operational needs.</p> <p>Flexible Work: Work schedule arrangements that are alternatives to the traditional workday, the standard workweek, or the traditional workplace. Flexible work arrangements are at the discretion and approval of a manager.</p> <p>Manager: A hiring authority or the hiring authority's designee.</p> <p>Primary Work Location (Duty Station): An employee's usual and customary work location. For field-based employees, an employee's home may be considered the duty station, if approved by the employer.</p>



NCAOC REMOTE WORK POLICY, CONTINUED

Definitions *continued*

Remote Work: This term may be used interchangeably with telework or telecommuting. Remote work permits approved employees to perform job duties away from their primary work location such as working from home or another offsite location.

Remote Work Agreement: A written agreement between a manager and an employee that outlines the scope of remote work, such as work hours, availability, equipment, safety and security, and offsite workspace specifications.

Work Schedule: An employee's regular, recurring hours of work at the primary work location or an alternate worksite.

Eligibility

All full-time and part-time permanent, temporary, and time-limited employees may be eligible to participate in this program.

Remote work may not be suitable for all employees and/or positions. The decision to allow an employee to participate full-time or part-time in a remote work arrangement is at a manager's discretion. Such decisions should be made for appropriate business, non-discriminatory reasons based on the characteristics of the position and individual assessment of each employee's performance history and ability to meet remote work requirements.

Position Characteristics Considerations

Remote work is not suited to all jobs or all job tasks. A position that may be performed remotely without impacting service quality or employer operations may be appropriate for remote work. When considering positions suitable for remote work, managers should examine those where work performed offsite is performed independently, does not require close supervision, does not require access to onsite equipment, files, or systems available only at the primary work location, and the work product is outcome or results oriented.

Work characteristics appropriate for remote work include but are not limited to:

- A high amount of time spent communicating via telephone or computer.
- A high degree of independence and control of work assignments.
- A limited need for in-office reference material or in-person meetings.
- Clear objectives for each work product.

Positions requiring in-person contact with managers, direct reports or other employees, or face-to-face customer service, or that rely upon specific equipment or supplies available only at the primary work location may be excluded from remote work arrangements.



NCAOC REMOTE WORK POLICY, CONTINUED

**Position
Characteristics
Considerations,**
continued

Work characteristics that are not appropriate for remote work include, but are not limited to:

- A need to closely supervise the work of others.
- Frequent direction or input is required from others who are at the primary work location.
- Access to facilities, technology, information, systems, or equipment that cannot be accomplished when offsite.
- A need for sensitive conversations that are more effective in-person.
- When providing in-person security of premises or persons.
- Frequent in-person collaboration with other employees and Judicial Branch stakeholders.

In considering a telework arrangement, managers should evaluate their ability and the time needed to effectively manage and lead remote workers along with the most effective and appropriate way to manage the whole of a team and their work.

**Employee Eligibility
Considerations**

Employees holding the same position may not be equally suited for a remote work arrangement. Those best suited for remote work are solid performers who know the job and the department/division's goals, have a history of dependability, and a demonstrated record of consistently meeting established performance expectations.

Individual characteristics that lead to successful remote workers include but are not limited to:

- Self-disciplined.
 - Self-motivated.
 - Ability to function independent of direct supervision.
 - Ability to manage distractions.
 - Well-organized with good time management skills.
 - Appropriately leverages communication tools.
 - A record of meeting or exceeding performance expectations and goal achievement.
 - Access to an appropriate offsite work location that includes privacy and minimizes distractions.
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NCAOC REMOTE WORK POLICY, CONTINUED

Employee Eligibility Considerations, *continued*

Generally, individual characteristics that may indicate an employee is not well-suited for remote may include but are not limited to:

- Performance evaluations are inconsistent or do not indicate sustained high performance.
 - Productivity does not reliably meet expectations.
 - A history of time or attendance issues.
 - Is not responsive or not timely responsive in regular communication.
 - Has received a written warning or other disciplinary action in the previous 12 months.
 - A remote work location with technology or connectivity limitations.
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Workspace

The designated workspace should ensure privacy and be free from distractions and interruptions that may detract from work. Managers and employees alike should acknowledge that an offsite work location may share space with children, pets, and family members who don't always understand or abide by working hours. As such, employees approved for remote work should identify a private workspace that is generally conducive to a productive working environment.

An employee approved for remote work shall designate a workspace within the offsite location that is safe, provides adequate protection and security of property and information, and is suited for the ergonomically sound placement and installation of equipment to be used. The employee is responsible for ensuring that any equipment or other tools supplied by the employee or the employer to support remote work are installed according to manufacturer safety specifications, free from hazards, and ergonomically appropriate.

Employees approved for remote work are responsible for obtaining, maintaining, and paying for telephone or internet access of an appropriate bandwidth to access the employer's network. No service-related reimbursements will be provided for occasional remote work.

Equipment and Technology

The employer may provide equipment and materials needed by employees to effectively perform their duties. However, the employer will not duplicate resources between the primary and alternate work locations. Employees approved for remote work agreements may use employer-owned equipment only for legitimate business purposes. Employees are responsible for protecting employer-owned equipment from theft, damage, and unauthorized use. All equipment, technology, records, and materials provided by the employer for remote work remain the property of the employer.



NCAOC REMOTE WORK POLICY, CONTINUED

Equipment and Technology, *continued*

Employees must maintain an internet connection that is stable and fast enough to support email, file editing, video conferencing, and other day to day work tasks. Internet services and other offsite equipment (e.g., monitors, keyboards, printers, phones, etc.) for remote work use are not provided by the employer and are at an employee's expense, unless otherwise specified in a remote work agreement. Employees are accountable and responsible for accessing the Judicial Branch network and apps on a private and secure network.

No equipment or service-related reimbursements will be provided for occasional remote work. Travel reimbursement will be made according to the Judicial Branch's [Travel Policy](#).

Regardless of where work is performed, employees shall comply with the Judicial Branch's [Acceptable Use Policy](#) and all cybersecurity related policies and protocols. Employees must not use, or allow others to use, employer owned equipment for purposes other than employer business.

Work Hours

The number of hours and the regular work schedule the employee is expected to work will not change due to participation in a remote work agreement. The policies and protocols related to time and attendance requirements, requests for leave, or requests for changes to a work schedule remain unchanged. Employees subject to the overtime requirements of the Fair Labor Standards Act (FLSA), must request approval in advance of working any overtime hours.

A manager may approve a flexible work schedule that permits an employee to work a schedule that is different than the department/division's normal operating hours. If approved for a flexible work schedule, an employee must still be available to managers, co-workers, and customers, by email and/or phone, during core business hours that are specified in a remote work agreement.

Requirements for in-person attendance at the primary work location can override regular remote work schedules. When accepting a remote work agreement, employees must agree to be available to attend meetings and other required activities at the primary work location as needed or directed.

Employees shall apply themselves to their work during designated work hours and not engage in other activities that are not work-related. Remote work is not intended to permit employees to attend to personal business, such as performing outside employment or providing primary care for anyone (child or adult) at an alternate worksite. It is expected that an employee approved for remote work shall continue to make arrangements for dependent care to the same extent as if the employee was working onsite at the primary work location.



NCAOC REMOTE WORK POLICY, CONTINUED

Remote Work Agreement

Expectations for timely completion of work to established standards, attendance at meetings, responsiveness to clients/customers, and other performance criteria are the same for employees at the primary work location and those who work remotely. Managers should apply the same performance standards to employees regardless of work location.

Managers are encouraged to speak with each employee regarding the suitability of the position held and their individual eligibility to participate in a remote work agreement.

The employer or a manager may modify or terminate remote work agreements, including cancelling or suspending individual employee remote work privileges, for performance concerns, changing operational needs, or any other non-discriminatory or retaliatory reason. An employee may also terminate a remote work agreement at any time unless it was a condition of employment.

Both managers and employees should be mindful that remote work agreements should be designed with stability in mind and should not be used as a series of short-term arrangements.

A remote work agreement is not an employment contract or a guarantee of employment. All Judicial Branch employees remain at-will. The cancellation or termination of a remote work agreement is not, by itself, grounds for a complaint nor is it subject to appeal.

Remote work agreements shall contain the terms of the arrangement and be signed by the manager or designee and the employee and shall maintained in a manager's local personnel file. Agreements shall be signed by the employee and their manager.

A remote work agreement shall contain the following information:

- The names of both the manager and employee and the division/department to which they are assigned.
 - The duration of the agreement. The duration may be as little as a few days or open-ended.
 - An inventory of the employer's equipment an employee is permitted to take to an alternate work location.
 - An acknowledgement that the employee will comply with all NCAOC and Judicial Branch policies, practices, and standards.
 - An acknowledgement that all terms and conditions of employment with the NCAOC remain unchanged.
 - It is an employee's responsibility to maintain a safe working environment.
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NCAOC REMOTE WORK POLICY, CONTINUED

Remote Work Agreement, *continued*

- Failure to comply with a remote work agreement may result in disciplinary action up to and including termination.
- The remote work agreement may be terminated or modified by the employer or a manager with or without notice. Employees may also terminate the agreement at any time.

Manager Responsibilities

A successful remote work agreement begins with a manager’s ability to lead both remote and onsite work and teams in a way that benefits the employer and is seamless to colleagues and customers. Manager responsibilities include but are not limited to the following:

- Determine positions suitable for remote work.
- Assess employees in suitable positions for remote work eligibility.
- Review employee requests for remote work on a case-by-case basis.
- Determine the work unit’s core business hours.
- Ensure approved remote work and remote workers does not create more work for employees who work at the primary work location.
- Maintain remote agreements in an employee’s local personnel file.
- Terminate remote work agreements when appropriate or required for business needs.

As with onsite workers, managers are expected to be available and responsive to their direct reports and to document any issues with conduct, performance, or behavior.

Employee Responsibilities

Employees approved for remote work understand this is a privilege that carries responsibilities to ensure success both for the employer and employee. Employee responsibilities include but are not limited to the following:

- Identify a remote workspace that is safe, secure, private, and conducive to a productive work environment.
- Protect all employer owned equipment, tools, information, and work product from theft, damage, or unauthorized use.
- Maintain internet service that is stable, reliable, and at speeds necessary for employer’s work (video conferences, transfer of data, etc.).
- Follow the same workplace policies regardless of work location (leave requests, time entry, unlawful harassment, and acceptable use to name just a few).



NCAOC REMOTE WORK POLICY, CONTINUED

Employee Responsibilities, *continued*

- Work during assigned core business hours. This requires making arrangements for dependent care to same extent as if working at the primary work location.
- Not engage in secondary employment during identified core business hours.
- May choose to terminate a remote work agreement when remote work is not a term or condition of employment.
- Be available to attend meetings or other events at the primary work location as needed or directed.
- Manage any tax implications caused by remote work.
- Report to the NCJC or other location as required by an employee's manager.

The same as when working at the primary work location, employees working remotely are expected to be available and responsive in a way that is seamless to their managers, colleagues, and customers.

Procedures

A manager may evaluate the positions and employees subject the manager's supervision and may offer a remote work arrangement to an employee. Otherwise,

1. An employee in good standing, whose position meets the criteria of remote work, submits a written request to their manager for consideration.
2. The manager evaluates both the position's suitability and the employee's eligibility in conjunction with the guidelines outlined in this policy.
3. The manager shall determine if the request is approved or denied.
4. If the request is approved, the manager and employee complete a Remote Work Agreement. If the request is denied, the manager shall provide an explanation of the denial to the employee.
5. A copy of the signed Remote Work Agreement is placed in a manager's local personnel file.

Approval and denial of remote work requests are at the discretion of a manager. A denial, in and of itself, is not a basis for complaint.



TSD REMOTE WORK POLICY

I PURPOSE | SCOPE

This policy implements Judicial Branch Policy 3G, Work Schedule Guidelines, for the Technology Services Division. It institutes a policy for the division regarding the establishment of variable work schedules, which include flextime (non-standard work hours) and telework (working remotely from home or virtual office).

Work done by TSD staff is unique within the Judicial Branch. Work is often highly collaborative and multi-disciplinary, while managing and overseeing systems and services around the clock. In this environment, variable work schedules are often beneficial to the division as well as to individual employees.

This policy outlines parameters within which a flextime and / or telework work schedule may be established for division staff. Variable work schedules, if established, must:

- Balance the goals of efficient, productive work and the needs or desires of employees who adopt a variable work schedule.
- Where TSD staff may telework productively to
 - Allow for safe social distancing for TSD teams that are on-premise; and
 - Allow GSD to designate space for other NCAOC divisions.
- Seek to achieve fairness and equity among staff and not be discriminatory in practice.
- Be recognized as a tool of management to foster division productivity. No employee is entitled to a variable work schedule, and such a schedule, once established, may be revoked at any time and for any reason by management.
- Be made with the understanding that an employee on a variable work schedule may be called to work at any time when the needs of the division warrant, just as an employee working a traditional schedule may be called to work.

2 ROLES AND RESPONSIBILITIES

Policy Custodian

The TSD Chief Technology Officer and TSD Management Team are the custodians of this policy, responsible for the creation, maintenance, access, and adoption of the policy. The policy process owner for purposes of maintaining the document will be shown as “TSD Central” within the appropriate approved policy location of the TSD SharePoint site.

Users

This policy applies to all employees who work in the Technology Services Division (TSD) of the North Carolina Administrative Office of the Courts (NCAOC), including exempt and non-exempt staff. It does not apply to individuals doing work for the division as independent contractors.



TSD REMOTE WORK POLICY, CONTINUED

3 GUIDELINES: FLEXTIME AND TELEWORK

Approval authority

Managers will work with employees to determine point forward variable work schedules. The CTO will work with managers on advisement as necessary.

Coordination of requests

The manager is responsible for coordinating with other parties who may be affected by an employee's schedule, such as project managers, or staff within other departments/divisions, who receive support from the employee.

Decisions regarding flextime requests: Managers must consider workload and the nature of the work to be done when reviewing a flextime request. It may be that a variable work schedule is not appropriate for a particular work center. Conversely, such a schedule may improve productivity and enhance employee morale.

Decisions regarding telework options: Managers must consider work-space capacity within allocated division floorplan, workload, and the nature of the work to be done when reviewing a telework request. It may be that a telework schedule is not appropriate for a particular work center. Conversely, such a schedule may improve productivity and enhance employee morale.

It may not be possible to approve all requests. Managers may choose not to approve any requests or may choose to approve a limited number of requests. Managers must avoid illegal discrimination in approving requests. They may use non-discriminatory factors in evaluating requests, such as seniority or the order in which the requests were received. Managers may also rotate the opportunity for a variable work schedule among staff rather than awarding it permanently to some at the permanent exclusion of others.

Managers may disapprove variable work options when, in their judgment, the nature of the work does not lend itself to flextime or telework. They may also disapprove requests when employee job performance has been less than satisfactory, and a traditional work schedule will facilitate closer management. Before basing a decision on performance, some evidence of unsatisfactory performance, such as a memorandum of counseling or other documentation, should be on file.

Documentation of time in the Integrated HR-Payroll System: Both exempt and non-exempt employees must report their time.

Availability during "core hours": To facilitate communication and collaboration, enable meetings, and be responsive to other division needs, employees on a variable work schedule must be available during core hours on any day that they are scheduled to work. Managers may make exceptions for their employees when necessitated by sound business reasons, such as shifts that are outside all or part of those hours.

Schedule visibility: Variable work schedules can be frustrating for coworkers, contractors, and other people who need to contact the employee, or don't know when they will next be available. To make variable work schedules effective, employees on such schedules must do the following:

- Use Outlook calendaring to display schedules and share calendars for visibility.
- Indicate their availability in an Outlook Auto Reply message.



TSD REMOTE WORK POLICY, CONTINUED

4 WORKING REMOTELY: ADDITIONAL CONSIDERATIONS

Short-term, non-recurring events: An employee may request to work remotely to address short-term, non-recurring events, such as the following:

- When the employee needs to be home for a service call (e.g., heating and cooling, plumbing, etc.).
- When the employee is sick, but not too sick to work and doesn't want to spread the illness to co-workers.
- When the employee is working on a unique project and could benefit from being away from the office to focus on the work and minimize interruptions.

Scheduled, recurring work from home of indefinite duration: Examples of longer-term work-from-home requests include the following, among others:

- Work from home is approved to accommodate special circumstances, such as a difficult commute due to disruptive highway construction.
- Working remotely may be appropriate as an accommodation under the Americans with Disabilities Act, if it is determined to be a reasonable accommodation of an employee's disability. NOTE: In this scenario, decisions must be made in consultation with the Human Resources Division to ensure legal compliance.
- Regularly scheduled work from home is being allowed as a benefit of employment.

5 GUIDELINES FOR APPROVAL

Whether the request to work remotely involves a short-term, non-recurring event or an event of indefinite duration, managers may approve or disapprove the request based on the following guidelines:

- The employee must be able to identify current work projects. It should be measurable work.
- Approval should take into consideration the ability of the employee to focus on work rather than personal business.
- Hours worked from home should match the usual work schedule in the office. If hours worked will not match the usual schedule, the hours of work should include the core hours (9:00 a.m. to 4:00 p.m.) and be the same number of hours (e.g., eight hours in a day).
- If working remotely is not approved, the employee must take some form of approved absence, such as vacation or sick leave.

6 ACCESSIBILITY OF EMPLOYEES WORKING REMOTELY

Just as if working in the office, employees working remotely must be accessible to co-workers, supervisors, contractors, and others who have a need to conduct business with them. To be accessible, employees granted the opportunity to work remotely must do the following:

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TSD REMOTE WORK POLICY, CONTINUED

- Forward their work phones for periods when they are working remotely. The employee’s work phone should be forwarded to another number at which they may be reached (e.g., work cell phone, home phone) or to the phone of a supervisor or co-worker who can respond on their behalf. Leaving an outgoing message on voicemail is not sufficient unless it includes a phone number at which the employee may be reached.
- Check email during scheduled work hours and respond appropriately.
- Be responsive (must answer promptly).

New employees: Managers may require new employees to work on-premise to allow an understanding of the working environment and employment expectations. Demonstrated job proficiency may be measured through the expectations as outlined for all staff within this policy, and by onboarding information relative to a specific team.

Office space: Employees granted the opportunity to work from home for an indefinite period must understand and accept that, in the interests of making best use of available space, their regular absence from the workplace may impact decisions about workspace availability when on-premise. It is understood that certain workspaces may be deemed satellite and when not occupied, available to all within the division.

Office equipment: Employees working remotely should use NCAOC-provided equipment and understand that if personal equipment, such as a personal computer, is used, any work-related content is discoverable (subject to subpoena).

Workers’ compensation: Workers’ compensation law provides broad protection for employees who sustain an injury “arising out of and in the course of employment.” Protection extends to work that is done at locations other than the premises of the employer if the employee is doing work at the direction of and for the benefit of the employer. For their own safety, employees should take responsibility for a safe workplace, wherever it is located.

7 REVIEW CYCLE

Policy reviewed periodically.

8 COMPLIANCE

The NCAOC may conduct periodic reviews to ensure policy compliance.

9 SECURITY INCIDENTS

Any breach or suspected breach of the security of Judicial Branch networks, applications, or computer systems must be immediately reported to TSD by contacting the NCAOC Help Desk at (919) 890-2407.

10 ENFORCEMENT

This policy will be enforced by the TSD Management Team, and when necessary, the Chief Technology Officer. Violations may result in disciplinary actions, which may include suspension, restriction of access, or more severe penalties up to and including termination of employment. Where illegal activities or theft of Judicial Branch property (physical or intellectual) are suspected, the Judicial Branch will report such activities to the applicable authorities.



TSD REMOTE WORK POLICY, CONTINUED

II POLICY APPROVAL

This policy has been reviewed and is hereby approved by the Chief Technology Officer for use by Technology Services Division within the North Carolina Administrative Office of the Courts.

GLOSSARY

Core hours: Core hours are established for the division as 9:00 a.m. to 4:00 p.m. and constitute a period of time when all employees are expected to be at work, or, in the case of employees on a flextime work schedule or working remotely, are expected to be accessible to conduct work.

Exempt: Not subject to the minimum wage and overtime provisions of the federal Fair Labor Standards Act (FLSA).

Flextime: A work schedule that is different from the traditional or usual work arrangement requiring employees to work a standard day, such as 8:00 a.m. to 5:00 p.m. A flextime schedule, once established, is to be consistent from week to week.

Manager: The individual responsible for formal, documented performance evaluation of the employee. In most circumstances, the manager is the same individual who approves the employee's time in the BEACON payroll system.

Non-exempt: Subject to the minimum wage and overtime provisions of the FLSA.

Telework: Work that is done from a location other than the usual work location (the office), most typically, at home. It is sometimes referred to as remote work or working from a virtual office. The work may be under a traditional 8:00 a.m. to 5:00 p.m. schedule or a flextime schedule.

Variable work schedule: A term that encompasses flextime and working remotely.



Employees Utilizing Remote Work Policy

Table 1 provides the total number of employees utilizing the NCAOC remote work policy via a signed remote work agreement, delineated by division.

Table 1

NCAOC Division	Number of Positions	Number of Employees with Remote Work Agreement
Human Resources	27	18
Fiscal Services (includes Budget Management)	43	22
Operations Services (includes Chief Operations Officer)	30	0
Internal Auditing	5	0
Procurement Services	9	9
Training and Services	9	6
Communications	6	0
Office of General Counsel (includes Research & Support Fellows Program)	20	19
Policy & Intergovernmental Affairs	2	0
Court Programs	28	15
Business Operations (includes Research, Policy, and Planning)	115	0
Technology Services	179	138
Director's Office (includes Supreme Court Marshals)	7	0
Guardian Ad Litem	216	87
TOTAL	696	314

Summary

NCAOC has **696** total positions funded by state appropriations or receipts, of which, **314** positions utilize the remote work policy via a signed remote work agreement. NCAOC will continue to track and report this data pursuant to the legislative mandate, including any future changes to our remote work policy.



North Carolina Administrative Office of the Courts

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