NARA COVID-19 Response

Fact Sheet #10: Laptop and Tablet Deployment

October 28, 2020

This fact sheet provides guidance on a variety of administrative matters that support or are impacted by the deployment of laptops and tablets during the 2019 novel coronavirus disease (COVID-19) pandemic. Guidance on devices, software, and procedures for scheduling and issuing laptops is provided separately, in [NARA Notice 2020-183](#) and other communications.

Participation is mandatory.

NARA will issue a laptop or tablet to every NARA employee. This is a permanent change in the computer equipment that NARA provides to its employees. Employees do not have the option to decline receiving a laptop or tablet.

Not all employees—and not all employees at the same facility—will receive a laptop or tablet at the same time. When laptops or tablets are ready to deploy, the supervisor will be provided with instructions and access to a scheduling tool. Supervisors are responsible for scheduling laptop and tablet deployments and ensuring their staff receive laptops during their unit's scheduled deployment period. Supervisors who require technical assistance with the scheduling tool should contact laptopdeployments@nara.gov.

Employees who fail to schedule a deployment appointment after being contacted by their supervisor or who repeatedly fail to appear for scheduled appointments will be subject to disciplinary action. Supervisors who need advice and guidance on labor relations should contact an Administrative Resource Center (ARC) Labor & Employee Relations Specialist using the contact information on ARC's [Customer Access Page](#) (please use Internet Explorer with user ID "ARC" and password "1Source*").

Laptops and tablets replace desktop workstations.

At facilities other than Archives 1 and Archives 2, laptop and tablet deployment appointments will be scheduled for two hours and include time to transfer software and files from the employee's desktop workstation to her or his new device. After the transfer, the desktop workstation will be collected and decommissioned.

At A1 and A2, deployment appointments are scheduled for one hour, and desktop workstations

will not be collected *immediately* after deployment. Information Services will collect desktop workstations at a later date, once local public health conditions support greater facility occupancy so that all staff have an opportunity to transfer their files. In some cases, such as when an employee requires a high-performance workstation or specialized software, desktop retrieval may be further delayed until a suitable solution can be found.

Employees at all facilities who have already been issued Windows 10 laptops will keep that laptop going forward. This includes "common" or shared laptops that were temporarily assigned for the pandemic, if those laptops have Windows 10 and a PIV card reader installed. Temporarily assigned laptops will be permanently assigned, and desktops will be collected according to the procedures above.

Recalling staff for laptop and tablet deployments.

Facility occupancy limits. Daily facility occupancy limits must include staff who return to the facility to receive a laptop or tablet at all facilities other than Archives 1 and Archives 2.

- Laptop and tablet deployment at A1 and A2 will occur in the public-side conference rooms at A1 and lecture rooms at A2. Staff do not need to enter the staff-only space in order to receive their device. Staff who need to enter the staff-only space to collect items from their workspace, or return to their work unit for any other reason, must be accounted for in their program's daily facility occupancy limits. PIV appointments at A1 and A2 occur in the Security Management Division (BX) offices and do not need to be accounted for in occupancy count if the employee does not return to her or his work unit.

- At all facilities other than A1 and A2, staff will be required to return to their work space to facilitate the laptop or tablet deployment. Staff returning to these facilities will always count against the facility's daily occupancy limits. However, most facilities can only accommodate one deployment at a time, so that most laptop deployments should only reduce daily facility occupancy limits by two (the Field Technical Support technician and one employee at a time).

Reasonable accommodations. Employees with a reasonable accommodation that allows for full-time telework or weather and safety leave are required to return to a NARA facility to receive a laptop or tablet.

- Employees who require accommodations to return to a facility to receive a laptop should coordinate with their supervisor or the Office of Equal Employment Opportunity (NEEO). You may coordinate an accommodation with NEEO by contacting accommodation@nara.gov or, if you require sign language interpreting, interpreting@nara.gov.

- COVID-19 laptop deployment procedures for all employees are safe, sanitary, and socially distant; however, Information Services may be able to provide additional

modifications for staff who require reasonable accommodations, depending on the type of accommodation requested.

PIV card PIN, certificate, and card. Employees must have their Personal Identity Verification (PIV) card and eight-digit Personal Identification Number (PIN) in order to receive a laptop. The PIV card must have a valid certificate and must not be expired.

- Employees who have forgotten their PIN must contact the appropriate point of contact below *before* scheduling their laptop deployment appointment:
  - For Archives 1 staff, contact a1visitors@nara.gov or 202-357-5020.
  - For Archives 2 staff, contact id@nara.gov or 301-837-3184.
  - For all other NARA sites, contact your local administrative support staff.

- Employees who have an expired or expiring PIV certificate or card are identified on the deployment scheduling sheet issued to managers and supervisors, in the far right-hand column. Managers and supervisors must notify their employees who have PIV issues and assist them in scheduling PIV appointments *before* scheduling the laptop appointment. In most cases, the PIV appointment and laptop deployment can be scheduled for the same day. PIV appointments must be made using the contact information above.

Timekeeping. Employees are entitled to a reasonable amount of weather and safety leave (pay code 061) for travel time to and from the work site on the day of the laptop or tablet deployment.

- Teleworkers may use weather and safety leave for the time necessary to travel to and from the facility on the day of deployment, up to two hours in total. Time spent on site should be recorded as regular time. Teleworkers must telework (or take personal leave) before and after the deployment appointment as necessary, so that the total hours travelling, on-site, teleworking, and on personal leave equals the number of hours in their duty day.

- Staff on weather and safety leave must telework (or take personal leave) as necessary on the day of deployment, from the time they return home from the laptop deployment appointment until the normal end of their duty day. These employees will record regular time (or leave) for those telework hours and regular time for the time spent on-site during deployment. All other time for that day will be recorded as weather and safety leave.

- Staff who return to the facility for on-site work are encouraged to schedule their laptop deployment for that day. Staff who are scheduled to work on-site are already entitled to two hours of weather and safety leave and will not receive additional weather and safety leave for their travel to and from the facility that day. Staff who are scheduled to work on site are not required to separately account for time spent receiving a laptop or tablet; all time spent on-site should be recorded as regular time.

Travel. Employees are responsible for all travel costs associated with returning to their official duty station to receive a laptop or tablet.

- NARA will not reimburse employees for the cost of reporting to their official duty station, no matter the distance traveled. NARA also will not reimburse travel for an employee who volunteers to receive her or his device at a facility other than the official duty station, but still in the commuting area (e.g., an employee assigned to Archives 1 who volunteers to receive her or his laptop at Archives 2).

- NARA will reimburse travel costs for a 100% teleworker to report to a facility that is not her or his official duty station to receive a laptop or tablet. In this case, a 100% teleworker is an employee who has been approved for permanent, 100% telework outside of the COVID-19 process and according to the procedures in NARA 332, and her or his official duty station is a location other than a NARA facility. Travel requests must comply with the Federal Travel Regulation and NARA travel policy. Travel greater than 50 miles from the employee's official duty station must be approved in advance according to the procedures in NARA Notice 2020-071 and authorized in advance in the government-wide travel system, ConcurGov.

Managing remote work after desktop or laptop deployment.

Telework is mandatory. Employees are required to telework once they have received a laptop or tablet. Once assigned a laptop or tablet, staff are entitled to weather and safety leave only when their device or internet service fails, or if no telework-appropriate work is available.

Telework agreements and training. All employees who do not already have telework agreements must complete telework training in the Learning Management System and complete a COVID-19 telework agreement as soon as possible. Staff may complete the training and telework agreement remotely and are not required to complete these actions at the workplace, before or after deployment.

Telework-appropriate work. Managers and supervisors are expected to identify and assign work that is appropriate for telework.

- Managers and supervisors should review work processes to identify telework-appropriate work from the employee's regular duties and responsibilities and normal operations of the work unit, to the extent practicable.
- Supervisors may assign training in NARA's Learning Management System and should prioritize annual IT Security and Privacy training, as well as any other mandatory training that is past due.
- Supervisors may also assign grade-appropriate work that is not in the employee's annual performance plan using the COVID-19 addendum procedure in NARA Notice 2021-012.
- The weekly Telework Resources Newsletter, posted to the ICN COVID-19 Coronavirus Resources page, provides a variety of opportunities and resources to teleworking employees and supervisors of teleworkers.

Reasonable accommodations. Employees with a COVID-19 reasonable accommodation that requires weather and safety leave or that was granted prior to April 21, 2020, will need to review their reasonable accommodation with their supervisor after receiving a laptop or tablet. NARA did not require medical documentation to support COVID-19 reasonable accommodation requests until April 21. In addition, many employees who requested an accommodation at that time did not have remote access and received accommodations for weather and safety leave. Once an employee receives a laptop or tablet, her or his supervisor must coordinate with the employee to determine whether to request a new or revised COVID-19 reasonable accommodation by submitting NA Form 3043, *Confirmation of Reasonable Accommodation Request*, and NA Form 3076, *Authorization to Provide Limited Access to Medical Information*, to the Office of Equal Employment Opportunity at accommodation@nara.gov.

Incentive payments. Employees who are assigned a laptop or tablet will be permitted to return to the workplace to perform on-site work to qualify for an incentive payment. Staff with laptops or tablets have the same opportunity to volunteer as other employees in the same facility, when Management requests volunteers to perform on-site work. Volunteers who have laptops or tablets are expected to bring their device with them and use it for on-site work if they are recalled to the facility.

Points of Contact: If you have questions or need support on any of the areas covered in this fact sheet, please contact the appropriate point of contact below:
- Reasonable accommodations (except sign language): accommodation@nara.gov
- Sign language interpreting: interpreting@nara.gov
- PIV card questions: (A1) a1visitors@nara.gov; (A2) id@nara.gov; all other locations, please contact your local administrative support staff.
- Timekeeping: quicktime@nara.gov
- Travel: wong.proctor@nara.gov
- Telework: telework.program@nara.gov
- Training: learnanddevelop@nara.gov
- Employee relations (for supervisors): ARC's Customer Access Page (please use Internet Explorer with user ID "ARC" and password "1Source*").
- Devices, software, and deployment procedures: pamela.smith@nara.gov