



# CITRA

الهيئة العامة للاتصالات وتقنية المعلومات  
COMMUNICATION & INFORMATION TECHNOLOGY REGULATORY AUTHORITY



## **Remote Work Guidelines for the Public Sector**

**Public Sector Governance Department**

**Information Technology Sector**

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## **Chapter One: Introduction**

- In light of current circumstances that the world is going through in facing Coronavirus pandemic (COVID-19), which obligated the State of Kuwait to cease official work in the government entities as one of the precautionary measures to combat the effects of this pandemic, and as a result of the current situation that requires setting up a special mechanism for remote work to enable public sector employees to complete the needed tasks which are assigned to them and to enable the production process and to support business continuity, the Communication and Information Technology Regulatory Authority (CITRA) has prepared this document which aims to provide government entities with the necessary mechanisms and approaches to implement remote work during emergency conditions through the use of available smart and electronic systems and programs.

This guideline includes procedures, steps and options available to enable the government entities to implement a remote work mechanism.

- Personal presence:

Personal presence becomes necessary for jobs that need personal intervention to interact with the public without using systems or to work on systems that cannot be used remotely.

## **Chapter Two: The Concept of Remote Work**

It is a mean of work using information and communication technology so that the work is carried out away from the official workplace permanently or partially or as needed, especially in times of crises that require remote work such as managing work teams, conducting meetings, and running operations of systems available for remote use.

## **Chapter Three: Objectives of Remote Work Guidelines**

- Facilitate the performance of government entities to perform their duties without interruption in their work operations and processes.
- Setting a mechanism that helps the continuation of government work, commensurate with the current crisis and taking into account the circumstances surroundings.
- Following the best practices in the field of remote work for the government entities.
- Providing multiple work options for employees, especially in emergency situations.

## **Chapter Four: Types of Remote Work**

- **Partial Remote Work:** When the employee request of his employer, to divide work time between the original workplace and remote workplace in equal or different proportions and this may be days a week, or weeks a month, or months a year.
- **Full-time Remote Work:** Work that can be performed completely from outside the official workplace.

## **Chapter Five: The Scope of Implementation**

- This guideline applies to all the government entities.
- Government entities may, according to the timeframe specified in the following clause, apply remote work according to the business needs and requirements, the nature of the jobs, and the types of services provided by them, as they find necessary.

## **Chapter Six: The Timeframe of the Implementation**

Remote work in the government entities begins in the emergency circumstances in accordance with the timeframes determined by the competent entities in the State of Kuwait, provided that the implementation of remote work does not violate responsibilities and tasks assigned to entities by law.

## **Chapter Seven: Rules and Criteria of Choosing Suitable Jobs for Remote Work**

Government entities shall determine the appropriate jobs for remote work in accordance with the following criteria:

- The jobs selected should be of a divisible nature.
- The jobs selected could be automated.
- The jobs require specified inputs that are to be handled through electronic systems.
- Any other criteria determined by the government entity.

Government entities must also take into consideration the following rules and criteria when implementing remote work:

- Remote work requirements to suit the nature of work, job categories and health conditions of eligible groups, with an emphasis on the importance of abiding by duties and responsibilities assigned to those entities by law.
- The entity shall ensure that its services are readily available to customers and to the public, and that they are available through websites or smart applications.
- Encouraging all customers to benefit from the smart services as a primary option rather than personal visits to service centres.
- Utilizing all technical sources and providing the required technical tools to the employees, such as (Microsoft Teams, VPN, Skype, or any other electronic systems).
- Providing the technical tools and arrangements for holding periodic meetings, following up progress electronically, accessing the main and subsidiary electronic systems for performing business in the entity, such as (Human Resources System, Customer Service Systems, etc.) as well as tracking the completion of the tasks and responsibilities assigned to the employees and monitoring achievements.
- Using the available communication systems by the team members and internal committees within the government entity so that members can know the latest developments through the entity's (work groups, Internal Portals, WhatsApp, Telegram, etc).
- Monitoring and evaluating the implementation of remote work and document the achievements through:
  - ✓ Measuring productivity of employees working remotely.
  - ✓ Ensuring the quality and accuracy of the outcomes.
  - ✓ Defining timeframes for providing services, carrying out tasks and delivering projects.
  - ✓ Any other controls that the entity deems appropriate in this regard.

## **Chapter Eight: Implementation Mechanism and Approach**

Government entities shall set procedures and mechanisms for applying remote work to ensure efficiency and productivity by collaborating with its Information Systems Department or the relevant authorities to provide the necessary infrastructure services and applications for applying the remote work, to ensure security and confidentiality of information which must adhere to the cybersecurity standards and regulations that is published by the Communication and Information Technology Regulatory Authority (CITRA).

## Chapter Nine: Remote Work Procedures

### 1) Assign a liaison officer:

- The executive management must agree to appoint liaison officers which will be authorized by them, granting the liaison officers full permission during that period. One or more persons will be selected from the internal departments that are relevant with the business and functions of the entity during the period of crisis.
- Assigning liaison officers from the Information Systems Department, who will have to form internal technical teams with the following tasks:
  - Collect data of all the important services provided by the entity to the public or to employees.
  - Coordinate with top management and companies that provide support for Microsoft products and others to add core software programs that are used internally and integrate them with Microsoft office 365 in order to use remotely to complete internal tasks or programs used between entities (G2G).
  - Ensuring the network readiness for external access by connecting employees' personal devices on the network in isolation from the main entity's network (DMZ).
  - Perform a periodic system backup and ensure its effectiveness.
  - Ensuring permanent and constant monitoring of the network, servers, and systems performance through monitoring software programs and resolving all emergency issues based on their priority level during the crisis.
  - Grant access to information systems employees to work remotely (VPN).
  - Create a brief guideline on how to access internal systems remotely and circulate it to employees who are working remotely.
  - Circulate the security guideline issued by the Communications and Information Technology Regulatory Authority (CITRA) which explains the security steps that must be followed by all employees to work remotely.
  - Providing technical support to the entity's employees remotely or by presence if necessary.
  - Creating a list of personal devices that are allowed to be linked to the entity's systems and a list of applications that are prohibited to be used externally.
  - Submit a weekly report to the director of the department on the progress of the work and all the problems facing the implementation of remote work.
  - Granting permission to the Communication and Media Department to send out awareness publications.

2) Services between the entity and the employees:

- Employees will be chosen to work remotely according to the nature of the work, where the jobs require specific inputs that are handled through electronic systems and not in a manual approach, in coordination with the authorized liaison officer and with the approval of the executive management.
- The employer has the right to implement remote work to any employee chosen, within the timeframes specified by the competent authorities in the country.
- Applying human resources laws and regulations of the government and entity to all employees who work remotely.
- Using the available communication channels by the team members and internal committees within the government entity so that members can know the latest developments through the entity's (work groups, Internal Portals, WhatsApp, Telegram, etc).
- Using all technical resources and providing technical tools for the employees, such as (VPN, Microsoft Teams, Skype).
- Monitoring and evaluating the implementation of remote work and document the achievements through:
  - Measuring productivity of employees working remotely.
  - Ensuring the quality and accuracy of the outcomes.
  - Defining timeframes for providing services, carrying out tasks and delivering projects.
  - Any other controls that the entity deems appropriate in this regard.

3) Government electronic correspondences (G2G):

- Coordinating with the Information Systems Department and providing the government electronic correspondences system (G2G) by (VPN or Microsoft Teams) where the employees responsible of correspondence between government agencies can work remotely within the limits of the correspondences that come from the internal correspondence system and ensure that they are delivered to the beneficiary entity.
- Utilizing the programs available in Microsoft Office 365 such as Microsoft Teams to hold meetings remotely and exchange information and forming teams between government entities.

4) Services between the entity and the public:

- The entity shall ensure that its services are readily available to customers and the public, and available through websites or smart applications.
- Encouraging all customers to benefit from smart services as a primary option rather than personal visits to service centres.

- An entity has the right to apply remote work to any employee chosen that falls into the categories of technical support for the public and to facilitate the coordination between the employee and the liaison officer previously identified by the executive management.
- Assigning employees to work remotely to provide technical support to the public, will be through (E-mail, organization's WhatsApp, technical support hotline) in coordination with the authorized liaison officers and with the approval of executive management.

5) Policy of secure access from outside the entity:

- To commit to applying security criteria and cybersecurity standards issued by the Communications and Information Technology Regulatory Authority (CITRA), when using various technical tools to implement the remote work solutions.
- Employees devices should be connected to the network separately from the main entity's network (DMZ).
- Creating a list of personal devices that are allowed to be linked to the entity's systems and a list of applications that are prohibited to be used externally.
- It is prohibited to leave personal employee devices in public places and maintain them at all times.
- If any one of the employees lose their personal devices, the employee is obligated to report the loss of his device immediately to disable his account.
- Verifying the identity of employees when trying to connect to the entity's systems through the active directory system.
- Deactivate the Bluetooth "discover user" feature on the personal devices.
- Use encrypted communication channels such as Secure Sockets Layer Virtual Private Network (SSL VPN) or Internet Protocol Security (IPsec) when accessing the entities systems using the employee's personal devices.
- Using Multi Factor Authentication (MFA) when a user tries to access to sensitive systems or data.

6) Training Plan:

- The coordination between the Information Systems Department and the Communication and Media Department to publish a guideline for the use of internal systems, and the communication methods available internally and externally for each entity.



- Adding Microsoft Office 365 programs which are available through the Central Agency for Information Technology (CAIT) within the Microsoft Enterprise Agreement, to purchase Microsoft licenses and software for the public sector and checking the possibility of making them available to public sector employees for online training.

## **Chapter Ten: Remote Work Options Guideline - Communication Plan**

- Attached a guideline to remote work options with detailed explanation of the core features.