



# CITRA

الهيئة العامة للاتصالات وتقنية المعلومات  
COMMUNICATION & INFORMATION TECHNOLOGY REGULATORY AUTHORITY



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

**Public Sector Governance Department**  
**Information Technology Sector**

**March 2020**

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## **Chapter One: Terms and Definitions**

- **The Policy:** A guide that outlines principles for actions taken by the state's administrative executive authorities in relation to a specific category of issues in a manner consistent with law and institutional norms.
- **Remote Work:** A mean of working using information and communication technology to perform work away from the official workplace, such as working from home permanently or partially, or as needed, especially in times of crisis that require remote action, such as managing teams, conducting meetings and running operations of the systems available for remote use.
- **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.
- **Information Technology:** This is the term commonly used for a whole range of technologies for the purpose of processing information including software, hardware, communication technologies and services related to it.

## **Chapter Two: Introduction**

Due to the exceptional circumstances that the world is going through facing coronavirus pandemic, which obligated the State of Kuwait to cease official work in the government entities as one of the precautionary measures to combat this epidemic, the Communication and Information Technology Regulatory Authority (CITRA) issued this policy to activate remote working and also to enable the government entities to continue their work effectively as necessary to support the production and operations processes.

## **Chapter Three: 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 physical 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 Four: Policy Objectives**

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

## **Chapter Five: The Obligations of the Government Entity that Applies Remote Work**

The government entity is obligated to ensure the availability of the following:

- Ensure availability of technical support team that is necessary for performing remote work by using smart and electronic systems.
- Identify efficiency measurement mechanism, setting standards, controls, and standard time frames for each activity and outcome.
- Ensure a safe technological environment when using digital and electronic technologies associated with remote work, by observing the controls related to maintaining the privacy and confidentiality of the entity's data, and manage the access rights and credentials of the users to perform remote work.
- Ensure the follow-up with employees who work remotely in order to ensure their commitment to working hours remotely and to monitor the performance on their tasks, achievements, work outputs and any other aspects decided by the government entity as it deems appropriate.
- Compliance with security regulations and cyber security standards for remote work issued by the Communication and Information Technology Regulatory Authority (CITRA).

## **Chapter Six: Obligations of the Employee Working Remotely**

The employees who work remotely is subject to all human resource laws and regulations approved in their government entity and the employees must abide by the following:

- Delivering the tasks at the specified agreed on timeframes and answering all calls and emails, whether from his superiors or his co-workers during a period determined by the entity as required.
- The employee is obligated to attend to the main workplace in case that he/she is requested to complete the tasks from the entity's main office to operate systems that cannot be operated remotely and requires personal attendance.
- The employee should have an approval from the entity before working remotely.
- Abide by work ethics approved by the entity while maintaining confidentiality of information and documents and utilizing the remote work time to complete the tasks required of him/her in addition to adhering to the standards of professional behaviour and ethical conduct.
- The employee's commitment to submit a weekly report on the completion of the tasks assigned to him/her.
- Complying with security regulations and cyber security standards for remote work issued by the Communication and Information Technology Regulatory Authority (CITRA).

## **Chapter Seven: Appendices**

- Remote Work Guidelines for the Public Sector issued by the Communication and Information Technology Regulatory Authority (CITRA).