



## CITY OF MADISON, WISCONSIN

### IT Hardware for Telework Policy

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#### Overview

**Effective:** 02/01/2021

**Amended:** 09/19/2022

**Objective:** Establish a standard City hardware policy for all City of Madison employees working remotely.

**Contact:** Information Technology, (608) 266-4506, [it@cityofmadison.com](mailto:it@cityofmadison.com)

#### Purpose

This Policy sets forth the approved types, support expectations, and return procedures of City hardware removed from City facilities for teleworking as guided by [APM 2-34 \(Teleworking Policy\)](#).

#### Policy

Each employee shall be responsible for any loss or damage caused by negligence, abuse or misconduct on their part, per Madison General Ordinance (MGO) Section 8.03. Equipment provided by the City is for official business purposes only. A signed Teleworking Agreement is required before removing any City hardware from City facilities.

#### Approved Teleworking Hardware

The following hardware is **pre-approved** for removal from a City facility:

- Laptops and tablets
- Power supplies
- Docking stations
- Monitors
- Keyboards and mice
- Headsets
- Webcams
- Credit card readers

#### Prohibited Teleworking Hardware

The following hardware is **prohibited** for removal from a City facility at any time:

- Desktop computers
- IP phones
- IP phone headsets
- Printers
- Scanners

## Support Expectations

The IT Help Desk can assist teleworking employees with:

- Problems with a City-owned device.
- Problems with connecting to the City network.
- Problems installing City-approved essential software.
- Problems with your network password and/or account.
- Problems accessing software.
- Problems accessing Remote Desktop Connections on your personal device.

The IT Help Desk **cannot** assist with:

- Installing City-issued software on personal devices.
- Supporting non-standard hardware or software approved for use in the City.
- Setting up hardware at an alternate worksite, in-person or remotely. Teleworking employees are responsible for setting up workstations and office spaces.
- Providing cables for connecting personal devices to City-owned device.

A teleworking employee is responsible for:

- Problems with personal network connections (contact your Internet Service Provider).
- Problems with personal devices, including mobile devices.

## Return Policy

All City-owned devices and accessories must be returned to the City of Madison after teleworking has concluded. Agencies will be responsible for the return of all hardware within ten days of the end of employment. If there is any any loss or damage to City hardware, it is the responsibility of the agency to pay for the replacement of hardware.

If the employee chooses to mail the hardware back to the agency, and it is their responsibility to properly package and pay for shipping costs for the hardware. Employees that choose to ship the hardware are liable for any damage incurred while in transit. Packages must be trackable and insured in case of loss or damage, and tracking information must be shared with the agency.

Only laptops, tablets, power supplies, docking stations, headsets, and web cams may be mailed back to the City. Monitors, keyboards, and mice are not to be shipped, and must be hand delivered by the teleworking employee to their agency.

Mailed equipment should be sent to an Authorized Contact in the teleworking employee's agency.