Teleworking Resources

Techlink **HHS Helpdesk SSA Helpdesk**	408-918-7000 or tlc@isd.sccgov.org (All departments except HHS and SSA) 408-885-5300 or HHSISServiceDesk@hhs.sccgov.org 408-755-7575 or helpdesk@ssa.sccgov.org
Required Classes	Required Telework Training for supervisor and employee through sccLearn: • Teleworking at County of Santa Clara (all employees) • Supervising Teleworkers at County of Santa Clara (Managers version)
Required Documents	The Telework Program web page on the Learning & Employee Development website contains valuable resources and forms for employees and managers who are involved with the Telework Program. The forms and resources located at this page include: • Teleworking Request and Decision Form (includes Agreement and Assignment) • Equipment Sign-Out Sheet • SCC Information Technology User Responsibility Statement *HHS and SSA may have a different form – Speak with your helpdesk • OWA Request (Mobile Device Activation) • ClaraNet Remote Access Request Form for VPN access • Check List: Self-Assessment by Teleworker for Designated Workspace • County Approved Commute Log for Teleworkers • Assessment tool for teleworking (optional but very helpful) • Project Tracker There are also copies of the Teleworking handbooks for: • CEMA, IFTPE and Local 21 • SEIU Local 521
Occupational Safety and Environmental Compliance (OSEC)	The Occupational Safety and Environmental Compliance (OSEC) website contains valuable resources and forms for employees and managers related to Ergonomics, Safety Resources, and Health and Safety Incidents
sccLearn Productivity Training and Resources	sccLearn has an abundance of resources and references that can help with your productivity in multiple delivery formats including Instructor-Led classroom style training (ILT), web-based training (WBT), videos and books. The Instructor-Led courses change quarterly, so check often for new offerings. Take a look at the sccLearn Quick Reference Guides for help locating these resources.
Productivity Tool Resources (outside of sccLearn)	Use these links for Quick Start Guides, mini tutorials, etc. for Office 365, Skype and Office 2013. • https://sccconnect.sharepoint.com/sites/techinn/latestdesktop (available on the County's intranet) • http://www.customguide.com/free-computer-training
Record Retention	The County's Record Retention Policy (available on the County's intranet) provides guidance on record retention and destruction policies.