

THE **TELEWORKER**

A Publication of the Telework ExchangeSM

www.teleworkexchange.com

July 2005

FREE

About the Telework Exchange

The Telework Exchange is an online community focused on eliminating telework gridlock. The Telework Exchange focuses on demonstrating the value of Federal telework, promoting telework best practices, and measuring Federal agencies' progress on telework requirements.

Online and On a Mission

The Telework Exchange Web site is designed to create an online community for Federal workers already teleworking, and for those waiting in the wings.

In an effort to show the value of teleworking, the Telework Exchange recently unveiled new features on its Web site: the Telework Dividend Calculator and Water Cooler forums.

The Telework Dividend Calculator tallies the savings from Federal telework, adds up the environmental dividends, and tracks how well Federal agencies are meeting teleworking mandates. Where do these numbers come from? When a Federal employee registers with the

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The Mission

The mission of the Telework Exchange is to enable future telework initiatives by facilitating discussions between Federal teleworkers, Federal managers, and IT professionals regarding telework strategies, technologies, and best practices.

CDW Government Study Emphasizes Requirement to Move Telework into the Fast Lane



The average commuter in the Washington, D.C., Metropolitan area spends 69 hours sitting in traffic each year, consuming 54 gallons of fuel and spending \$600 in congestion costs*, according to the Texas Transportation Institute's most recent statistics, cited by the U.S. Department of Transportation. These costs would be avoided if commuters were able to travel at posted speeds.

For the region's 343,000 Federal civilian employees and 262,000 Defense employees – and all 1.77 million Federal employees nationwide – a congressional mandate introduced in 2000 should have lessened the commuter gridlock. The mandate – included in Public Law (PL) 106-346 – required Federal agencies to provide all eligible Federal employees with the option to telework by 2005, thereby decreasing the time and money they spend sitting in traffic.

However, recent research by CDW Government, Inc. (CDW-G), a leading provider of Information Technology (IT) solutions to the Federal government,

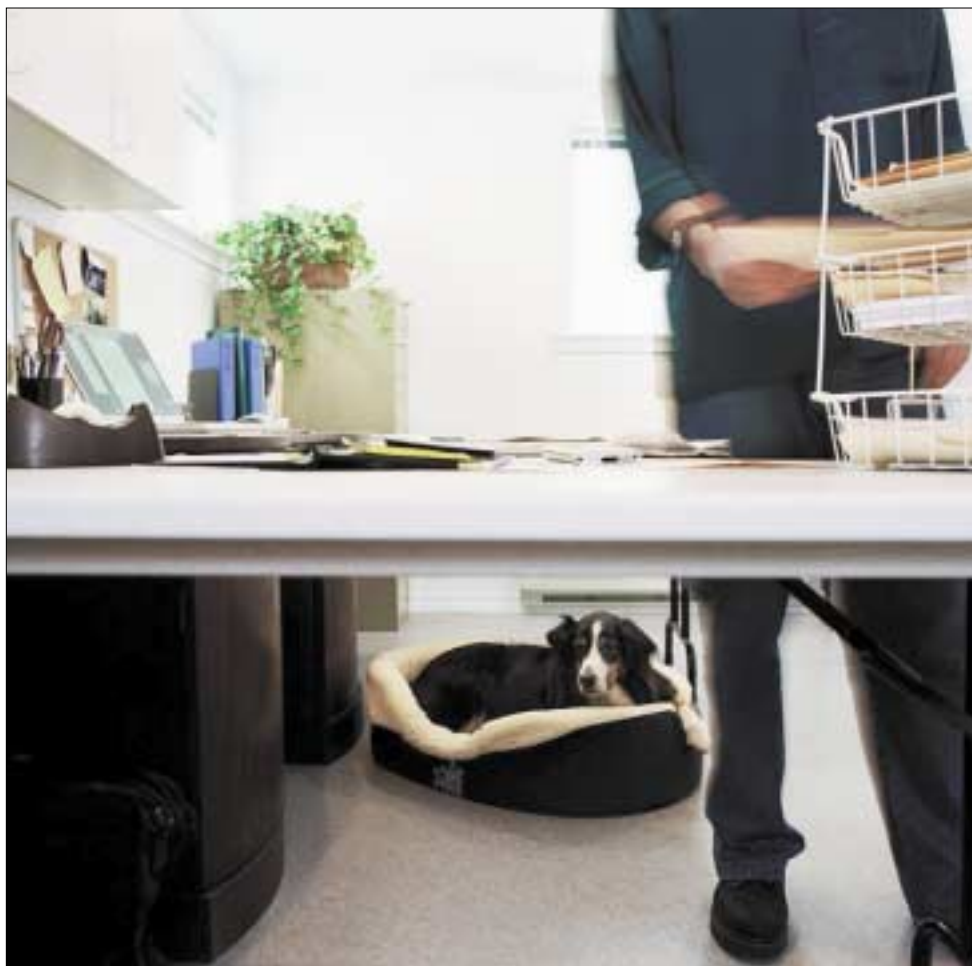
showed that most Federal employees are still stuck in their daily commutes because agencies are not meeting the telework mandate. In April 2005, CDW-G found that just 20 percent of Federal employees were teleworking, up one percent from January 2005.

CDW-G's research showed that even the threat of \$5 million fines for not allowing telework did not spur broader adoption. PL 108-447, the Consolidated Appropriations Act for Fiscal Year 2005, included fines for the Departments of Commerce, Justice, and State, the Small Business Administration, and the Securities and Exchange Commission if they did not allow 100 percent of eligible employees to telework by 2005. Despite the requirement, the percentage of Federal employees eligible to telework remained unchanged between January and April, at 51 percent.

The vast majority of Federal employees want to telework, however. The CDW-G

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Teleworker Profile — Headquartered at Home



Teleworker: Norma Costa, Emergency Management Assistant in the Response & Recovery Division

Agency: Federal Emergency Management Agency (FEMA), U.S. Department of Homeland Security

Norma Costa joined FEMA three and a half years ago. She commutes into Boston from Chelmsford, Massachusetts. Norma regularly teleworks several times a month, and also during inclement weather. She also travels to nuclear power plants and other FEMA sites. Because she can work outside of her office, she does not miss a beat or a keystroke. To be eligible for teleworking, she took a four-week training course offered by her agency. At FEMA, employees are encouraged to telework.

Q. When you are not teleworking, how long is your commute?

A. I work in the downtown Boston office of FEMA. I start my day at 4:30 a.m. I leave at 5:00 a.m. to get the 5:35 a.m. train to work. I am in the office at 6:30

a.m. and work until 4:00 p.m. each day. I get home around 5:45 p.m.

Q. How does teleworking affect your travel schedule?

A. Telework is good for travel time. A couple times per year, I serve as a radiological emergency preparedness (REP) evaluator for nuclear power plant drills. These drills start somewhere in New England generally late in the afternoon on a Monday. Teleworking lets me work at home in the morning before I leave; that way I do not have to go in and out of the office and get stuck in city traffic.

Q. How do you keep up with managers and colleagues at FEMA?

A. I use e-mail and mobile phones to keep in touch, and of course, a laptop computer. For meetings, we all use teleconference calls.

Q. In your opinion, what are the benefits of teleworking?

A. You get a lot done. Telework improves

morale and increases productivity. When it is snowing outside, I opt to telework. That way, when the government gets out early, I do not lose any time driving home. Teleworking has been a very positive experience for me, and for FEMA in return. I can get more done in a quiet environment and have plenty of room to spread out materials. It is a great “feel-good” perk too. There is nothing like avoiding the commute in a bad snowstorm. Instead, you work in the warm comfort of your home, or you can glance out the window to look at beautiful trees and flowers in the nice weather. By teleworking, I am a happy and productive worker – a win/win situation for me and my employer.

Q. Do you feel that your remote computer network is secure?

A. Yes. FEMA is very strict and I feel very confident in secure access to the network.

Q. How do your managers handle the performance of teleworkers?

A. We have performance reviews and quarterly work plans. Managers set goals for employees to meet. It is very effective.

Q. Can you recall an instance when having the option to telework proved invaluable?

A. Last year, I commuted into Boston around the time of the Super Bowl. Patriot fans were out in force. The train was absolutely packed with fans and workers trying to get home that evening. I tried to leave around 2:00 p.m. and it took me forever to get home. During this year’s Super Bowl, I teleworked. Since I had the flexibility to work from home, I didn’t have to worry about the extra long commute home or having to leave work early.

Q. How did you turn your home into an office?

A. I turned my den into a combination den/office for teleworking. It already had all the basics I would need — telephone, bookcases, printer, scanner, fax, and a computer, complete with broadband for easy access. An added plus is the comfortable couch for reading materials.

Are you interested in telling your story? Please send your teleworking story to info@teleworkexchange.com.

Mobility — Unleashing New Performance Advantages

By Alfred Toussaint, Intel Corporation

As telework initiatives continue to gain momentum in the Federal government, managers are confounded by how to provide secure and economical telework solutions for their eligible staff, while maintaining productivity and performance. Federal managers are not concerned with *where* you work or *when* you work, but how you can work in a secure and productive environment.

Why Now?

Based on Federal regulations, agencies must provide telework options to eligible employees. Congressman Frank Wolf (R-VA) is continuing to push for increased telework opportunities for Federal workers through his work on the House of Representatives Appropriations Subcommittee. As recently as June 2005, the Subcommittee approved a version of the Science-State-Justice-Commerce appropriations bill that includes language requiring several agencies to prove the number of

teleworkers in their agencies is increasing, or risk losing funding.

Why Telework?

The notion of teleworking was born from increasing traffic congestion problems. With traffic getting worse each year, the Texas Transportation Institute estimates Washington, DC commuters spend 69 hours sitting in traffic each year — ranking the city as the third worst congested city in the nation behind Los Angeles and San Francisco.

Perhaps an even more compelling driver for telework is the Federal government's need to deliver a fail-over infrastructure to ensure continuity of operations (COOP) during inclement weather or in the event of a natural or man-made disaster. Telework enables this. For example, focused on productivity and enhancing COOP, Intel Corporation made the decision to move 80 percent of its employees to mobile PCs. This enabled Intel to avoid significant disruption of its worldwide operations during the SARS

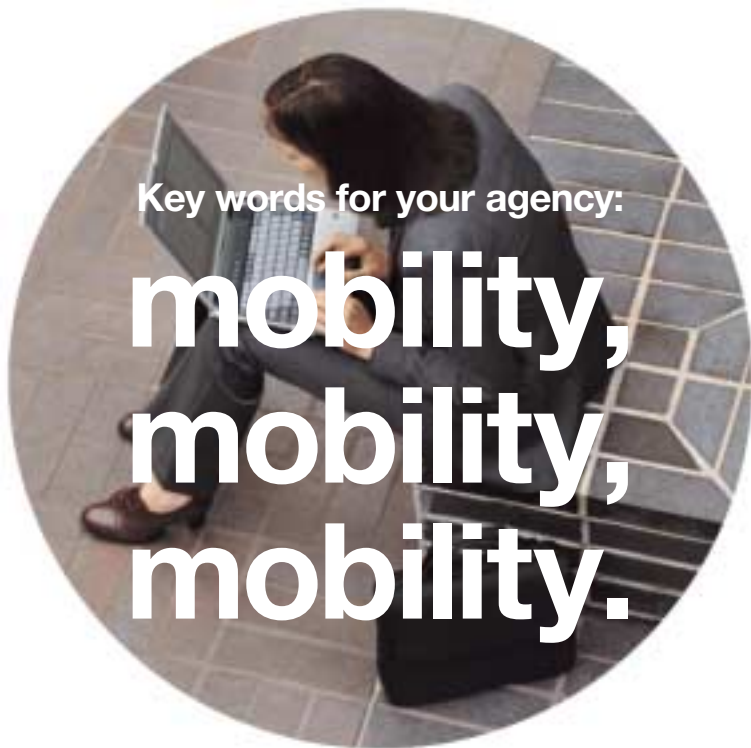
epidemic in Asia Pacific, the Pacific Northwest blizzard of January 2004, and a water main break at its largest facility in Folsom, CA.

Federal agencies' personnel retention and recruiting crises are well documented. Studies by CDW Government, Inc., a trusted technology advisor to government agencies, and other respected organizations show that the work/life balance advantages of telework are important to Federal employees — and the telework option can provide government significant dividends in recruiting the best and the brightest. The private sector has made telework options so common that they are now expected by the workforce. The Federal government must compete on this level.

What's in Store for the Future?

The move to mobility, like many compelling technologies, has become an unstoppable force. Intel anticipates

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Maximum mobility equals maximum productivity. And Intel® Centrino™ mobile technology is designed from the ground up for mobile computing. It enables extended battery life in a new generation of thin, light, wireless laptops. And, Intel works closely with industry leaders to support a wide range of wireless security solutions. It's all about mobility. Unwire your agency at intel.com/go/government



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About the Telework Exchange

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Telework Exchange, they are asked basic questions: number of roundtrip miles commuted to work or avoided commuting by teleworking, number of days worked, number of days teleworked, and type of car driven. The calculators empower Federal employees to understand the personal cost of commuting and telework savings — as a raw figure and a percentage of after-tax income.

The Water Cooler is a place where Telework Exchange members can meet virtually to talk about issues and share best practices about working outside traditional office environments. To help

users find what they are looking for, there are targeted discussion groups for Federal teleworkers, Federal managers, and IT professionals. By checking into the Water Cooler, users can communicate easily with peers about topics of mutual interest. Topics include:

- How to justify teleworking to management
- How to manage telework employees
- How to secure government networks accessed by teleworkers

The Telework Exchange is an easily accessible and cost-effective way for Federal employees to share experiences and spread the benefits of telework. For more information on the Telework Exchange, visit www.teleworkexchange.com.

CDW Government Study Emphasizes Requirement to Move Telework into the Fast Lane

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research found that more than 80 percent of Federal employees would telework if they were given the opportunity. Federal employees said they want to telework because working from home or a Federal telework center would save them time and money and, in many cases, increase their productivity.

“The time is right to embrace the Federal telework initiative,” said Jim Shanks, CDW-G President. “The effort will increase worker flexibility and productivity, leading to increased worker retention. What is needed now is greater awareness among Federal employees and their managers on the benefits of teleworking, as well as stepped-up efforts to address the information security concerns raised by the IT professionals CDW-G surveyed.”

Perhaps the highest hurdle to broader telework adoption is IT security, according to the 148 Federal IT professionals surveyed by CDW-G in January. These professionals cited information security as their top concern related to telework, especially given that two-thirds of Federal employees telework using a personal — versus a government-issued — computer.

The Federal Information Security Management Act (FISMA) requires 100 percent certification and accreditation for all systems accessing Federal information over a network. Two-thirds of the IT professionals surveyed said they were not sure if telework would impact their ability to meet FISMA requirements. Two-thirds also said they do not have a plan, or were unsure of their plan to provide technical support to teleworkers.

In addition, CDW-G’s research identified another stumbling block in the path to broader telework adoption — simple awareness of the telework option. However, awareness is increasing slightly. In January, 14 percent of Federal employees said they were unsure if they were eligible to telework. In April, 12 percent said they were unsure. Eligibility is determined by the employee’s job function and ability to work off-site with no decrease in performance. In addition, the percentage of Federal employees who said they did not know if they could telework if they wanted to, decreased from 12 percent in January to 9 percent in April.

** Congestion cost is the value of travel delay and excess fuel consumption.*

Mobility — Unleashing New Performance Advantages

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notebook computer shipments will outpace desktop shipments before the end of 2005. This transition to mobile technology occurred late last year in Europe. With security solutions available to meet even the most stringent requirements of the Department of Defense, teleworking employees are no longer singularly dependent on working at the office — they are staying connected through mobile devices such as smart phones, Blackberries, PDAs, and notebook computers. Intel is proud to be one of the driving forces behind this movement by enabling wireless hotspots, providing mobility platforms, and working with the software community to ensure their code is optimized for these devices.

Federal government employees have the need to securely work anytime, anywhere. Intel is committed to working with Federal agencies and other private-sector leaders to help eliminate telework gridlock.

Alfred Toussaint is the Federal Marketing Manager for Intel Corporation.

Check out the Telework Exchange

Features:

Telework Value Calculators – Tally Federal telework potential cost savings and environmental dividends and provide a mechanism to gauge Federal agencies’ relative telework performance

The Water Cooler – A collaboration and discussion forum designed to enable Federal personnel to discuss issues and share best practices

The Teleworker – A news resource reporting exclusively on Federal telework initiatives and trends

Resource Center – A repository of useful tools for teleworkers, teleworker managers, and information technology professionals

For more information, and to register, visit www.teleworkexchange.com