



Webinar: “Telework Best Practices - Ensuring a Secure Telework Program” Question and Answer Session

General Telework Exchange Question and Answer Session

Q: Are there private-sector examples of successful telework programs?

A: Yes, there are a number of private-sector telework success stories. Telework Exchange offers a few industry telework success stories at <http://www.teleworkexchange.com/resource-center-case-studies.asp>.

In addition, we recommend reading the following articles on private-sector programs:

- [Smashing the Clock](#)
BusinessWeek
- [Working Out of a ‘Third Place’](#)
USA Today
- [Telework in Corporate America](#)
Network World
- [Tech Beat](#) – The latest telework news stories focused on industry and government
Network World

Q: How is employee eligibility for telework determined? By position description or grade level?

A: The current telework mandate requires each agency to develop specific telework criteria on eligibility. Eligibility criteria varies at each agency but is based on several factors including employee tenure, performance ratings, and the suitability of telework to an employee’s position/job activities. Under the current mandate, Federal employees are ineligible to telework unless deemed otherwise by their agencies. The Telework Enhancement of Act of 2007, introduced on March 27, 2007 by Senator Ted Stevens (R-AK) and Senator Mary Landrieu (D-LA), would change the current requirement and make all Federal workers eligible unless shown otherwise by their employer. Telework Exchange is working on tools to help employees determine their eligibility. To receive the latest updates on telework activities, register online at www.teleworkexchange.com.

Q: Do you think the new legislation will pass?

A: Senator Ted Stevens (R-AK) and Senator Mary Landrieu (D-LA) introduced The Telework Enhancement Act of 2007 on March 27, 2007.

The bill highlights follow.

- Changes telework eligibility to make all Federal employees eligible unless shown otherwise by their employer
- Requires that one full-time employee be designated by each Federal agency as a Telework Managing Officer (TMO) who would be responsible for implementing their respective agency’s telework policy, serve as a liaison between employees and managers, develop



accountability and productivity criteria, and keep employees informed of their telework eligibility

- Requires telework training for new employees and managers
- Ensures that employee reviews include a discussion of telework feasibility for each employee
- Requires the Government Accountability Office (GAO) evaluate agency telework policies and publish a report rating each policy and employee participation rates

Senator Stevens and Senator Landrieu are two influential stakeholders in Congress. We believe the bill has great potential to move forward and is a good step in providing concrete guidelines for Federal agencies on their telework programs. Telework Exchange will track its progress. For more information on the proposed legislation, visit www.teleworkexchange.com.

Question and Answer Session with the United States Patent and Trademark Office

Question (Q): Your equipment slide shows a Web camera option. How do you use the Web camera, and what application do you use for video teleconferencing?

U.S. Patent & Trademark Answer (A): The Web camera is used in conjunction with Nortel MCS. The ability to discern whether someone understands what you are trying to convey is best determined by visual cues like facial expression. The Webcams give the speaker/presenter the ability to determine whether the recipient understands what is being conveyed.

Q: Why does productivity improve and how?

A: Teleworking employees have less distractions, therefore their ability to concentrate is enhanced. Because employees are not spending time commuting to and from the office, they are able to spend more time focusing on work tasks, which results in improved productivity.

Q: Did you find that users had issues with voice over Internet? How were they resolved?

A: We have found that users without sufficient broadband can not use VOIP. **Q:** We therefore have requirements that teleworkers have fios (fiber-optic), or cable to work from home.

Q: Do you have any employees who work from home on a full-time basis, or several states away from the headquarter office?

A: Yes, although they have to come into the office once a week.

Q: How are the telework place ergonomic and safety requirements evaluated?

A: We require the employee to self-certify that his/her workspace is in compliance with OSHA requirements.

Q: Who pays for the teleworkers ISP access, the employee or management?



A:

Patents: Teleworkers must line up their own broadband service provider, but can be reimbursed for their broadband connections, based on how much of it they use for work. Specifically, those Patent examiners who hotel are eligible to receive up to \$100 each month for ISP reimbursement: 50% of the ISP bill if the Internet service is not used exclusively for USPTO business and 100% if the Internet service is used solely for USPTO business.

Trademarks: Ordered, Installed and paid for by USPTO

Q: Have you had any experience setting up a telework program for emergency procedures only (i.e. Continuity of Operation Plans or Pandemic Flu Plans?) What are your recommendations?

A: We are designing that now and expect to use our work at home program as a model for this design. Recommendations: Practice the plan on a regular basis.

Q: How do you ensure speed when working within the U.S. Patent's office network system?

A: We have broadband requirements for teleworkers.

Q: How many employees were involved in the initial pilot?

A: In 1997 the original Trademark Work at Home Program (TWAH) pilot started with 18 pilot participants. In Patents, a telework initiative started with 300 managers..

Q: How important has the availability of Washington Area Telework Centers been to the success of the PTO telework program? Have these centers played a role?

A: Patents and Trademarks are not currently able to use the telework centers due to the lack of broadband availability at most of the centers. However, some of the USPTO supporting business units are making the telework centers available to those employees who do not need to use extensive broadband to complete their work tasks.

Q: How were you able to encourage management to utilize telework?

A: By making the business case and demonstrating hard and soft costs associated with telework.

Q: Larry mentioned that the Trademark Office is using Citrix for telework, what is Patents using for RDP? What do they connect to?

A: Patents is using Remote Desktop Connection, which is incorporated into the Windows XP operating system. Users remote to a virtual PC on VMWare servers.

Q: How do you obtain Internet service and/or telephone service that is paid by the agency? Do you use VOIP?

A: Trademarks has a contractor to do the provisioning and VOIP where applicable.

Q: You indicated that RA methods are restricted-no cable or dial up. Is DSL used? If not, is the restriction because of SRA concerns?

A: Patents does not allow for the use of DSL since it does not meet program requirements, which are "at least 2 meg/sec. download speed capable of being upgraded to 15 meg/sec. in



the future.” We have found that flipping of images in combination with our video conferencing needs are not met by DSL.

Q: For PTO, could you provide a syllabus of the 2- week training used for teleworkers and also a sample of the work agreement between a manager and a teleworker?

A: *Agreement and Schedule to follow.*

Agreement:

Patents Hoteling Program Work Agreement:

The following constitutes an agreement between the U.S. Patent Trademark Office and NAME

- Employee ID:
- An employee participating in the Patents Hoteling Program
- The employee’s official duty station is:
- Art Unit:
- The alternate work site address is:
- The phone number at the alternate work site is:
- The alternate work site is described as follows:
 - Floor:
 - Room:

IN GENERAL:

- 1) The employee has read and agrees to adhere to Patents Hoteling Program Guidelines and Orientation Requirements with the following exceptions:
 - a) Employee will be on part-time basis and follow part-time rules and regulations
 - b) Employee does not need to work using Office hotel work space at the USPTO work site one day per week but will need to have her office actions physically turned into the USPTO by other means
- 2) All pay, leave and travel entitlements will be based on the employee’s official duty station
- 3) The employee must follow established USPTO procedures when requesting and taking leave, compensatory time or credit hours
- 4) The employee agrees to complete surveys to help evaluate the Patents Hoteling Program
- 5) Agency materials and/or equipment may be provided and/or removed as necessary for administration of PHP and any accident and injury reports at the alternate work site may be investigated. Additionally, upon reasonable advance notice by the Agency, the employee agrees to permit inspections by the Agency (including contractors) of the work area at the employee’s alternate worksite during the employee’s normal working hours for the purpose of ensuring proper maintenance of Government owned property and work site conformance with safety standards
- 6) Participants agree to comply with USPTO instructions regarding the return or removal of program materials and equipment. Other than for patent applications or other documents needed by the USPTO on the next business day, participants will have at least 3 business days to comply with those instructions
- 7) The employee has read the Alternate Worksite Safety Guidance. To the best of the employee’s knowledge, the alternate worksite is safe and will be maintained as such



8) If a telephone service is provided at government expense at the alternate worksite, the employee agrees to maintain telephone service for their private use

SAFEGUARDING PATENT FILES AND INFORMATION:

9) Patent applications are covered under a privacy agreement with legal penalties. Patent applications and certain sensitive documents including budget and procurement documents can only be worked on at, or remotely accessed from, the approved alternate work site (e.g., employee’s home) or designated USPTO work site. Documents under secrecy orders or containing national security markings cannot be remotely accessed, nor can they be removed from the USPTO work site

10) The employee will keep in confidence patent documents and information therein in accordance with 35 U.S.C. 122

11) The employee will safeguard patent files and other documents during transit and at the alternate work site

12) The employee will comply with the procedure for checking in and checking out patent applications

13) The employee will ensure that only authorized personnel access the patent files and other documents taken from the USPTO

14) The employee must return all patent files, work product, drafts, and notes to the USPTO within two business days of the employee ending participation in the program, regardless of whether participation ends voluntarily

TELEPHONE CREDIT CARD / TELEPHONE SERVICE USAGE:

15) The employee will use the office issued telephone credit card or other telephone service for official purposes only

16) The employee understands that misuse of the telephone credit card or other telephone service may subject the employee to disciplinary action

17) The employee agrees to maintain a log of calls made at the alternate work site using the telephone credit card by date, telephone number, and category and to turn the phone logs in to their supervisor on a monthly basis

18) In case of theft or loss of the telephone credit card or other telephone service, the employee agrees to immediately notify: USPTO, Office of Administrative Services, Telecommunications Branch; (571) 272-6267

I certify that I have read and will comply with the aforementioned provisions, and have taken the orientation:

- Participant’s Electronic Signature:
- Date:
- Name of Participant’s Supervisor:
- Participant’s Office Director/Administrator’s Electronic Signature of approval:
- Date:



Schedule:

Two-Week Patent Hoteling Program Schedule - updated: 2/16/07

WEEK 1	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Nickname	"Laptop Count Monday"	"Harvest Tuesday"		"Scan Thursday"	"Fed-Ex Friday"	"Delivery Saturday"
HOURS	N/A	8	3	2	2	N/A
Training	<p>Prepare training room</p> <p>Pre-Class Checklist Walk-through (ITRP)</p> <p>Add information to white board</p>	<p>AM:</p> <ul style="list-style-type: none"> *Basic intro *Module 1 (Intro) *Module 2 (Hardware) *Module 9 (Miscellaneous) -Webmail *Module 3 (VPN) <p>PM:</p> <ul style="list-style-type: none"> *Module 4 (MCS Basics) *Module 5 (MCS Meet Me & Collaboration) 	<p>AM:</p> <ul style="list-style-type: none"> *Review/Practice MCS (Module 4 & 5) *Module 6 (RDC) *Module 7 (DeskFlex and Hoteling) -Make reservation for Hoteling day of week 2 *Tour the hoteling workspace 	<p>AM:</p> <ul style="list-style-type: none"> *Module 9 (Miscellaneous) -Laptop Power Options, Display Properties, Call Pilot <p>Be sure students power down laptops before lunch.</p>	<p>AM:</p> <ul style="list-style-type: none"> Module 9 (Miscellaneous) RTOZone Success Copy *Module 11 (Change Mgmt) * Go over basic troubleshooting steps * Review shipping information and stress asset tracking sheets *Email about MCS Conference Mon <p>PM: Those who pick up will be out of class</p>	
IT	In the am: Laptops are installed in the training rooms and secured using a new lock combo.	In the am: computer and telephones are removed from offices of all students. In the pm: cpu's are racked and stacked in Lab	In the am: QC Team visits each training room to address any IT issues resulting from prior day's relocation. (Build in 30 minutes for this; do so 30 minutes after the start of the class)	During lunch break: Each laptop is scanned and assigned in EAMS to the appropriate student; that week's lock combination is provided to instructor.	In the am: Students sign asset sheet for issuance of laptop and recognition of equipment to come. In the pm: Students who chose to pick-up equipment do so at "1412-A Facility". Fed-Ex picks up equipment for those students who chose delivery.	In the am: Fed-Ex delivers all equipment picked up prior day (unless otherwise noted) In the pm: Fed-Ex delivers that equipment which cannot be delivered in am.



Two-Week Patent Hoteling Program Schedule (con't) - updated: 2/5/07

WEEK 2	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Nickname	"Telecommute Monday"	"Asset Sheet Tuesday"	"Telecommute Wednesday"	"Usage Questionnaire Thursday"	"Graduation Friday"	
HOURS	1	2	1	2	1 (-2)	
Training	<p>AT HOME DAY ONE</p> <p>*PM: Module 8: Maintenance -Taught via MCS Meet(Me)</p> <p>ITRPs TO BE AVAILABLE MOST OF THE DAY THROUGH MCS FOR ASSISTANCE</p> <p>Remind examiners to bring in Asset Tracking Sheets</p>	<p>AM:</p> <p>*Questions from Weekend *Module 9 (Miscellaneous) -Sending Faxes, Scanning with Dell printer, Flash Drive, OACS, RightFax *Any last minute questions/concerns before Wed.</p> <p>PM: RND, KNX and MDW Students use Hoteling workspaces</p>	<p>AT HOME DAY TWO</p> <p>*AM: Module 9 ScagIt</p> <p>ITRPs TO BE AVAILABLE MOST OF THE DAY THROUGH MCS FOR ASSISTANCE</p>	<p>AM:</p> <p>*Module 10 (Virtual EIC) *Module 12: ISP Reimbursement -8am: MDW -9am: JEF -10am: REM -11am: KNX -2pm: RND *Catch up any modules not covered *Review Rules of the Road</p> <p>PM: REM and JEF Students use Hoteling workspaces</p>	<p>AM:</p> <p>*Overall Review *Who to Contact *Quizzes *Evaluations</p> <p>PM:</p> <p>*Office cleaning (2 additional hours)</p>	
IT	<p>Fed-Ex delivers that equipment which cannot be delivered on Saturdays.</p> <p>Help Desk agents are standing by to assist new PHP participants with any problems working from home</p>	<p>In the am: Asset Sheets are submitted by all students.</p>		<p>In the am: Students are required to provide their ISP connection information via online survey.</p>	<p>Students Instructors change locks to "0000".</p>	