



Government Telework Best Practices

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United States Patent and Trademark Office



- Launched in 1997
- Hiring 1,000 Examiners/Year
- Pilot programs are a key success factor



- 2007 Telework Challenge, business continuity strategy
- 46% of GSA employees telework
- Technology shift to laptops
- Manage by outcome
- Defense-in-Depth approach



- Base Realignment and Closure (BRAC)–2011 move to Ft Meade, Maryland
- More than 2,700 employees telework
- 90/10 notebooks/desktop ratio
- Measures telework programs
- Program increases productivity, maintains high retention levels, and employee satisfaction



Telework
EXCHANGE

Department of Transportation



- Business continuity
- IT infrastructure focused on secure telecommunications access
- 22 % of employees telework
- Key strategy is to test and communicate



- Tax department telework program began in 2001
- 60% of TAX employees telework, 349 full time
- Utilize technology to support remote workforce
- Productivity increases, costs decrease



Thank you.

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