

# CDLE Telework Program



# Process

- Telework committee formed
- Telework documents created
- Pilot proposal developed
- Pilot completed; analyzed
- Telework SPP issued
- Telework program officially begins
- Efforts begin for next phase of program

# How

- Phased approach
  - Can telework now, using current systems
  - Can telework after minor upgrades
  - Can telework after significant upgrades
- PR the program to staff
- Teleworker “applies” ; individual manager approves/oversees ; agreement signed

# Why

- **Reduced commuting impact:**
  - environment · employee · “problem” days
- **Lower costs:**
  - employee retention · office space setup & changes
  - expansion of office space · hard copy costs · utilities
  - greater production/efficiency · reduced absenteeism
- **Employee benefit:**
  - work from home · no travel time · P/T available
  - flexible hours/schedule · lower expenses · QoL

# Resources & Responsibilities

- Teleworker: PC/laptop, high speed internet connection (cable/DSL), antivirus software
- CDLE: VPN access, forms, tech support
- Teleworker: Tracks time, schedule, work production, daily activity, issues/delays
- CDLE: sets expectations, reviews output/production logs, resolves issues, feedback

# Managing the Teleworker

- **Initial meeting with supervisor**
  - Set expectations; performance criteria
  - Establish communication protocol
  - Review applicable policies/procedures
  - Decide on documentation ; set schedule
  
- **Establish follow up tasks**
  - Success of teleworker
  - Adjustments needed
  - Report to Senior Management

# Success Criteria

- Production levels should be comparable
- Managers and staff establish realistic time estimates for task completion - “Time on task” with teleworking should match, or be very close to, the estimate
- The production log, essentially a statement of work performed, should match the employees work hours, have sufficient detail to understand the work that was performed, & detail any problems encountered (used by the manager to review/analyze work performance)
- Manager reports are compiled to identify issues/trends - executive management uses to determine pilot success

# Contact Information

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