



Defense Information Systems Agency
Department of Defense

Managing and Measuring Telework

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Agenda

- **Why telework?**
- **DISA policy**
- **What to measure?**
- **Results**
- **Summary**



Why Telework?

- **Base Realignment and Closure (BRAC)**
 - 2011 move to Ft Meade, Maryland
 - Roughly 73% of the NCR workforce lives in VA
 - 4,272 positions impacted
 - 82% of workforce technical or scientific
- **Recruitment and Retention planning**
 - We must create and foster an environment to attract, develop, motivate, and retain people
 - Must have skills necessary to perform current and changing mission requirements
 - We must become more competitive in attracting and keeping employees with critical skills, especially in a tight labor market
 - Generation Y
- **COOP enabler**
 - Pandemic response



DISA Policy Overview

- **Employees may telework up to 3 days per week with supervisor's approval**
- **Online Agreement**
 - Both, regular & recurring basis and ad-hoc teleworking
- **Equipment required by employee**
 - DISA furnished laptop with VPN loaded
 - High Speed Internet service
 - Access to phone while teleworking
- **Reimbursement for HSI cost**
 - Policy to reimburse regular and recurring teleworkers up to 50% of high speed internet cost (not to exceed \$25 for monthly bill and \$50.00 for first time teleworker installation)

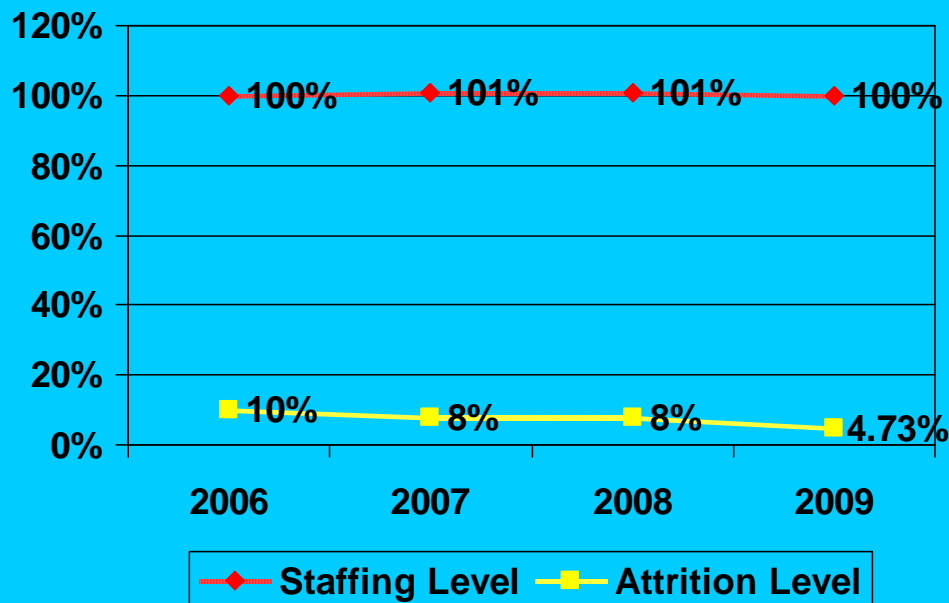
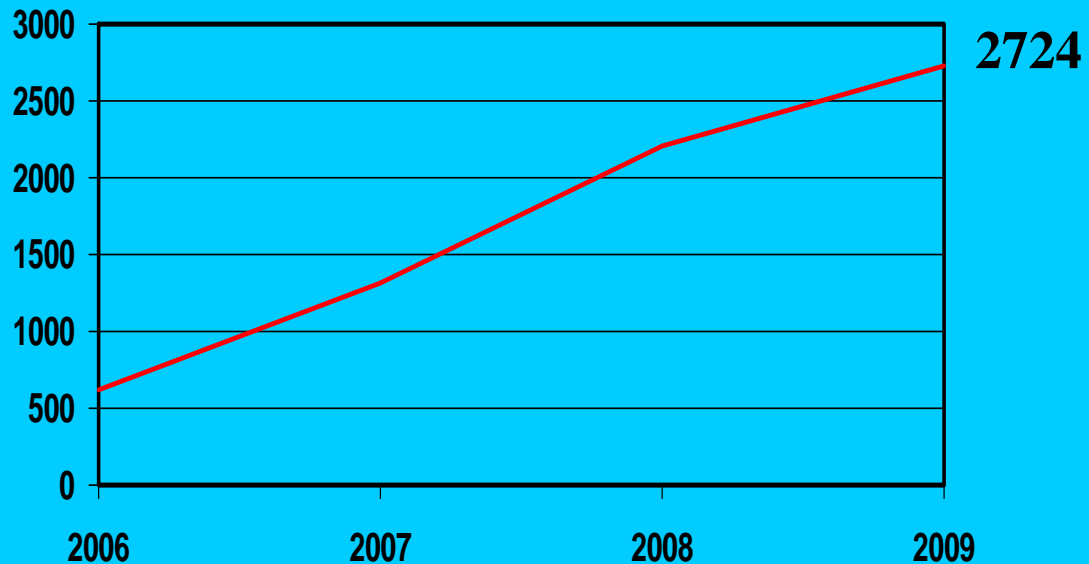


What to measure?

- **Productivity**
 - “How do I know what they are doing?”
 - Performance Management
 - Customer feedback
 - Employee and Manager’s prospective
- **Participation**
 - Automated systems for tracking applications
 - Hours recorded in time and attendance systems
- **Return on investment**
 - Attrition and Retention
 - Employee satisfaction
 - Cost of replacing employee



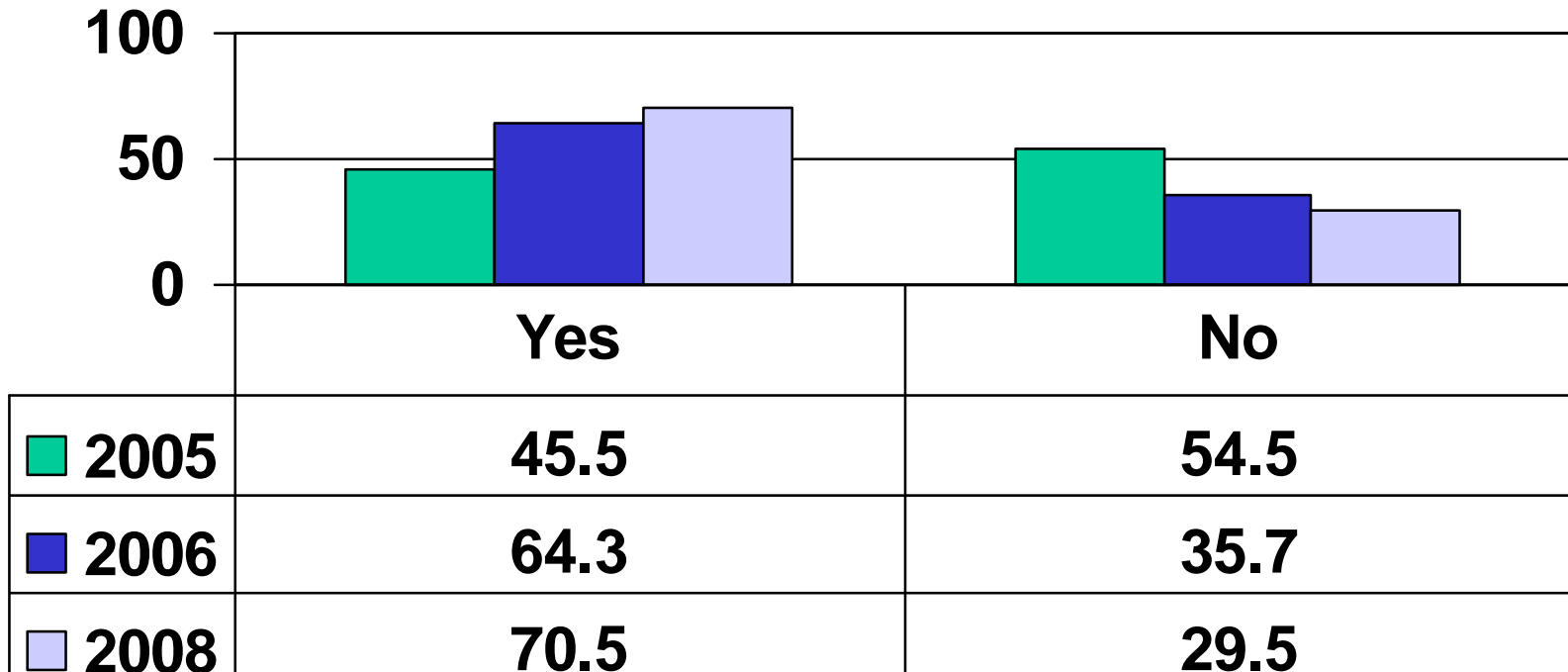
Is It Working – YES!





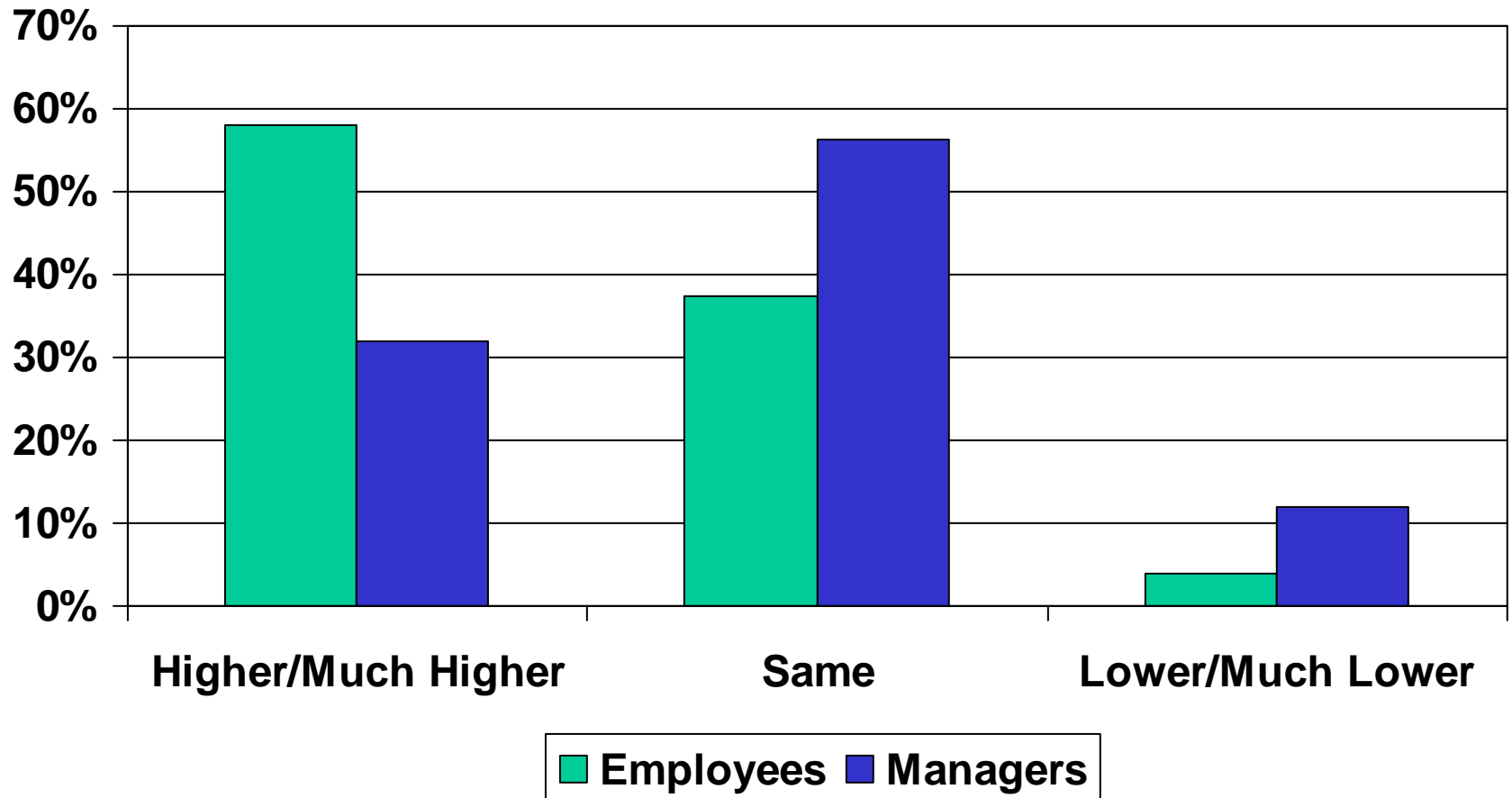
BRAC Survey

**Would the option of telecommuting
effect your decision to continue
working with DISA?**





Productivity Comparison Teleworking vs. In-Office*



* Source: 2009 Annual employee survey Responses: 1758 Employees 568 Managers



Summary

- **Things that are measured usually get results**
 - **Productivity**
 - **Participation**
 - **ROI**

- **Telework is good for more than morale**
 - **Focus on productivity**
 - **COOP**
 - **Pandemic response**

- **“Telework makes managers manage”**
 - **Develop and track performance management for office and teleworkers!**



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