



A PUBLIC-PRIVATE PARTNERSHIP FOCUSED
ON ELIMINATING TELEWORK GRIDLOCK

Federal Telework Progress Report: *Making the Grade?*

June 7, 2011





On December 9, 2010, President Obama signed the Telework Enhancement Act of 2010 into law, requiring an increased focus on, and commitment to, Federal telework.

In May 2011, Telework Exchange and Juniper Networks executed a Federal-focused survey to gauge telework progress. The results gauge Federal progress against Telework Act goals, in order to help agencies identify challenges and share lessons learned.



- Methodology:**

- Conducted online survey of Federal Telework Managing Officers and Federal employees from May 9-23, 2011

Organizations Represented	
88%	Federal Civilian
12%	Department of Defense

Size of Organization	
45%	Fewer than 6,000 employees
55%	6,000 or more employees

Sample includes data from 37 agency telework leaders.

- Sample Size:**

- Total sample: N=354
 - TMO sample: Throughout the report, "TMOs" refers to Telework Managing Officers and those responsible for their agency's telework programs, N=37

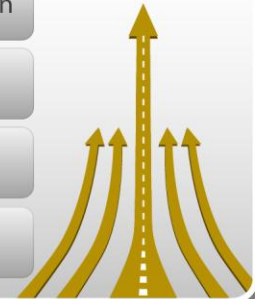
Federal Agencies: Scoring High Marks

- 86% Established a telework policy
- 84% Determined telework eligibility
- 76% Notified all employees of eligibility



Federal Agencies: Ahead of the Curve

- 84% Established and filled a TMO position
- 78% Established training program
- 86% Incorporated telework into COOP
- 78% Established a system to collect and track telework data



Telework on the Rise



86%
TMOs report telework participation has increased over past six months


Help Wanted: Telework Tutors





Top Telework Challenges:


- #1 Capturing/Managing data to track program success (49%)
- #2 Management support (46%)
- #3 Technology support (38%)


The Telework Enhancement Act of 2010* outlined the following goals to advance Federal telework initiatives


 Establish a telework policy by **June 7, 2011**


 Determine eligibility and notify all agency employees of the agency of their eligibility to telework by **June 7, 2011**


 Require a written telework agreement between eligible employees and managers

 Establish and fill a Telework Managing Officer position

 Establish an interactive training program for eligible employees and managers of teleworkers

 Incorporate telework into Continuity of Operations (COOP) plans

 Update policies on purchasing technology to enable and promote telework** by **July 28, 2011**

 Provide telework progress and associated data to the Office of Personnel Management on an annual basis

*Public Law 111-292, Telework Enhancement Act of 2010, <http://www.gsa.gov/graphics/ogp/PLAW111pub292.pdf>

**Implementing Telework Enhancement Act of 2010 IT Purchasing Requirements
<http://www.whitehouse.gov/sites/default/files/omb/memoranda/2011/m11-20.pdf>

June 7th compliance progress is optimistic

Telework Managing Officers (TMOs): Will your agency meet the June 7th Telework Enhancement Act deadline to:

Establish a policy under which eligible employees of the agency may be authorized to telework?*

Determine the eligibility for all employees of the agency to participate in telework?*

Notify all employees of the agency of their eligibility to telework?*



86%
Say yes



84%
Say yes



76%
Say yes

*Required to comply by June 7, 2011

Agencies ahead on compliance

84%

Established and filled a Telework Managing Officer position

78%

Established an interactive training program for eligible employees and managers of teleworkers

86%

Incorporated telework into Continuity of Operations (COOP) plans

78%

Established a system to collect and track telework data (to meet OPM reporting requirements)

*Surveyed TMOs, as of May 2011

OMB sets requirements

On April 28, 2011, the Office of Management and Budget (OMB) issued a memorandum on “Implementing Telework Enhancement Act of 2010 IT Purchasing Requirements,” requiring agencies to update policies on telework technology purchases by July 28, 2011.

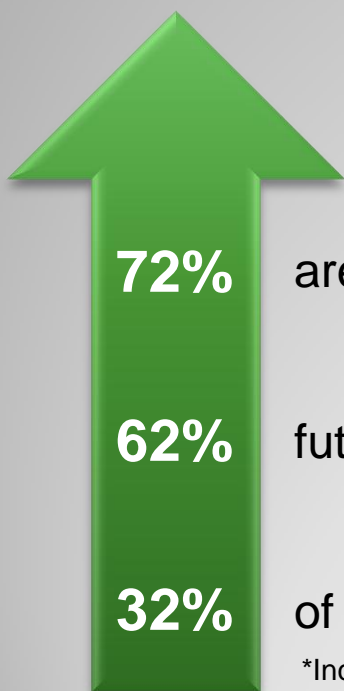
30%

have updated policies on purchasing technology to enable and promote telework*



*Surveyed TMOs, as of May 2011

TMOs report notable increase in telework in the last six months



TMOs note:

are eligible to telework

future telework participation goal

of employees teleworking* today

*Includes routine and situational telework

86% of TMOs report telework participation has increased over past six months



Regardless of agency size, agencies report tracking program metrics and management support as top challenges

Top Telework Challenges:*

- #1** Capturing/Managing data to track program success (49%)
- #2** Management support (46%)
- #3** Technology support (38%)



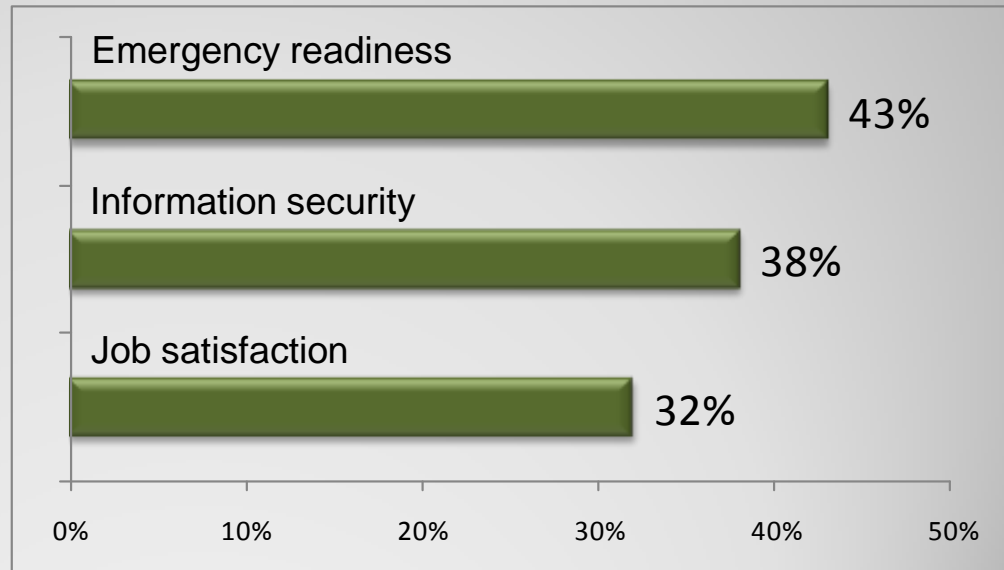
*TMOs asked to select all that apply

Despite progress, less than half of agencies have goals or formal assessment processes in place

46%

of TMOs say their agency has established specific telework program goals**

Percentage of agencies that have a formal program for measuring telework impact on:*

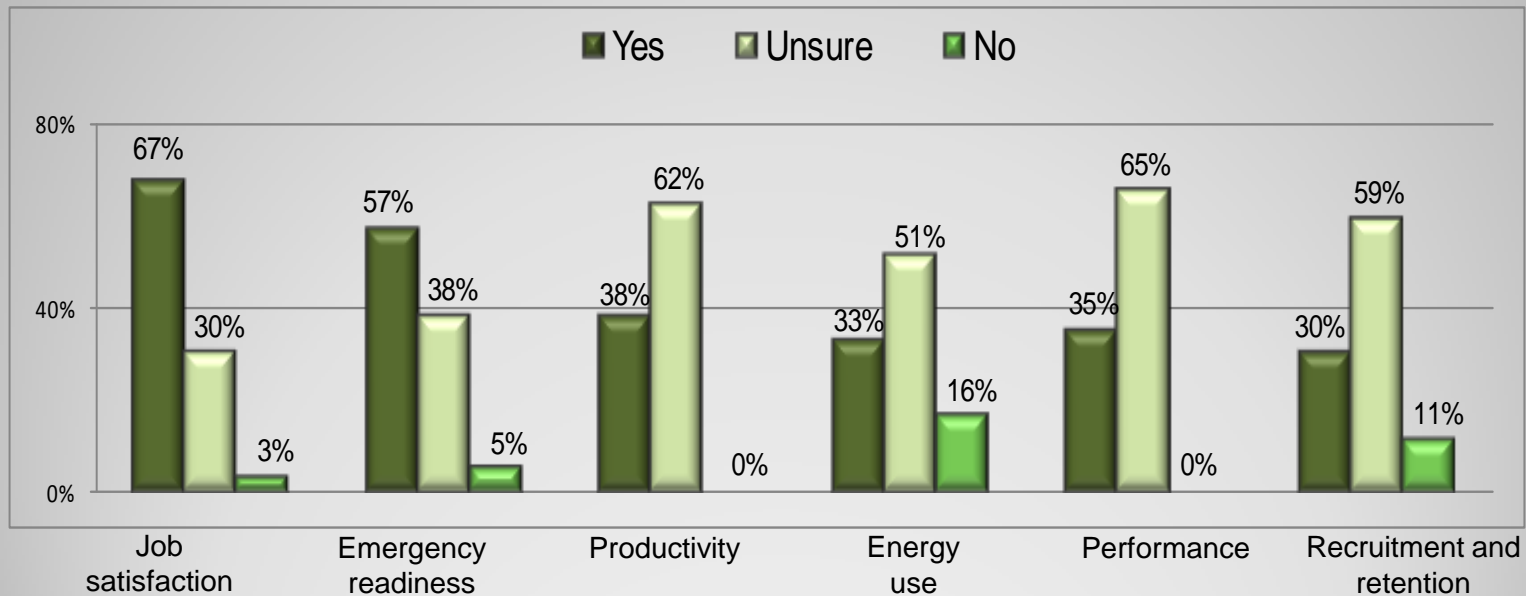


*According to TMOs

**Agencies are required to set participation level goals and assess the impact of telework on areas related to agency efficiency, effectiveness and sustainability (emergency readiness, energy use, recruitment and retention, performance, productivity and employee attitudes and opinions regarding telework)

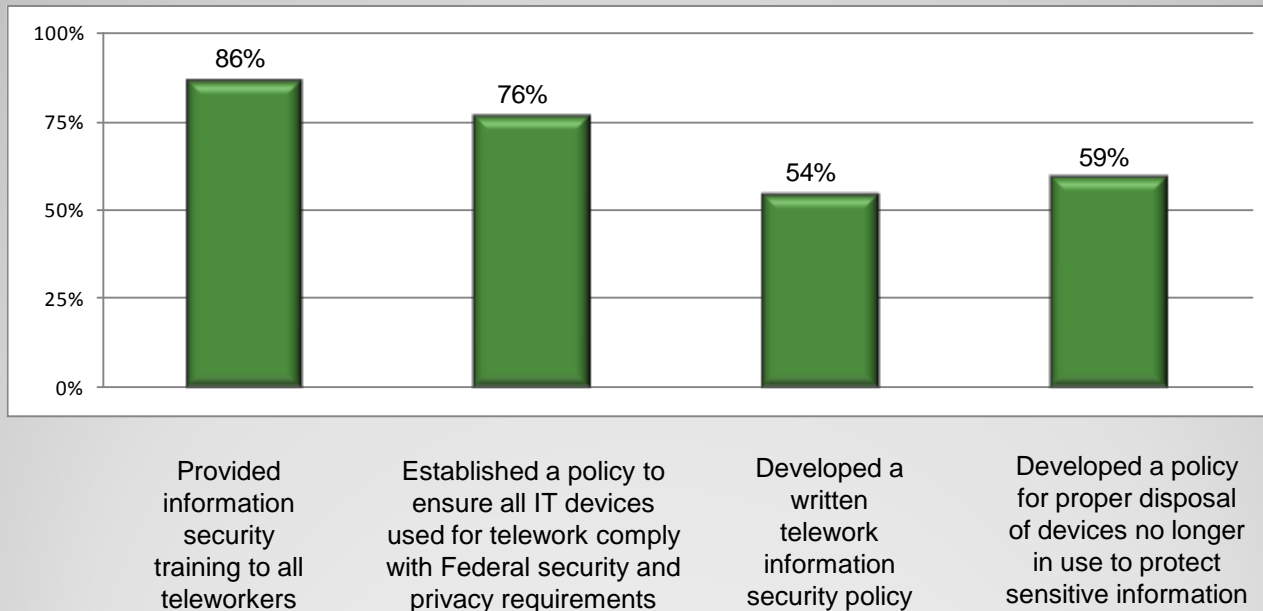
TMOs say telework is making a clear impact on job satisfaction and emergency readiness, needs support to measure full payoff spectrum

In your opinion, in which of the following areas is telework currently making a very significant impact?



Two-thirds are confident in telework information security

TMOs: What steps has your agency taken to secure telework data?



While agencies say they have incorporated telework into their Continuity of Operations (COOP) plans*, few employees are aware of this change

86%

of TMOs say their agency has incorporated telework into COOP

*but,
just*

40%

of employees are aware their agency has incorporated telework into COOP plans

Use business continuity drills to close the gap

*Required by the Telework Enhancement Act of 2010

Sound Advice



“Establish a Executive Management Team consisting of agency senior officials responsible for reviewing and assessing our existing program, identifying issues, and resolving these, to improve the overall program.” – *Telework Managing Officer at a Federal civilian agency*

“Centralize some of the telework approval process, improve centralized data collection so analysis of teleworking patterns can be done.” – *Telework Managing Officer at a Federal civilian agency*

“Developed marketing program to public program and engage management; training managers and help in adapting management style to enhance efficiency and productivity.” – *Telework Managing Officer at a Department of Defense agency*

Agencies offer advice on ways to overcome telework challenges

#1: Train Managers

“Training to adjust management technique and expectations.” – *Human Resources employee at DoD agency*

**#2: Create a
Telework Policy**

“We created a telework eligibility worksheet which has done wonders!” – *Advisor at a Federal Civilian agency*

**#3: Improve
Technology**

“Moving to laptop environment and using available communications tools like Call Forwarding, teleconferencing and videoconferencing more often and having to run telework test days, running exercises using available technology tools.” – *Telework Managing Officer at a Federal Civilian agency*

**#4: Track Telework
Data**

“Agency is developing steps to capture and manage telework data to track program success.” – *Program/project manager at a Federal Civilian agency*

**#5 Telework as a
Tool**

“Use telework as a tool to meet your agencies needs. Establish a reason for why telework in your agency. Set metrics to meet these goals.” – *Telework Managing Officer at a Federal Civilian agency*

Thank you.

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