

Federal Telework and COOP

August 15, 2007

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Telework Exchange

Telework Update

May 7, 2007

Reps. Henry Waxman, Tom Davis, Danny Davis, and Kenny Marchant request information on the top 25 agencies' telework programs

June 15, 2007

OPM releases 2006 Status of Telework in the Federal Government

- " 70% of Feds are eligible
- " 6.61% of Feds are teleworkers
- " Only 35% of agencies have fully integrated telework into their COOP plans

March 2007

August 2007

March 27, 2007

S. 1000, The Telework Enhancement Act of 2007 introduced by Sens. Stevens/Landrieu

June 12, 2007

Senate Subcommittee Hearing: *"Assessing Telework Policies and Initiatives in the Federal Government"*

August 4, 2007

Reps. John Sarbanes and Frank Wolf introduced the Telework Enhancement to the House Energy Efficiency bill. The amendment was approved and passed on Saturday, August 4, 2007

Telework and COOP

Why Telework?

“Telework is a central plank in preparedness. Telework allows for continued operations when social distancing is necessary.” . National Strategy for Pandemic Influenza, November 2005

“Telework should be used in non emergency situations. “Telework allows the Federal government to remain responsive to the nation’s needs at all times and should be an integral part of any agency’s plans for COOP.” . Human Capital Planning for Pandemic Influenza, OPM, June 2006

“Agencies must make the necessary preparations to enable the use of telework effectively during an emergency, including testing their capabilities.” . Linda Koontz, Director of Information Management Issues, GAO

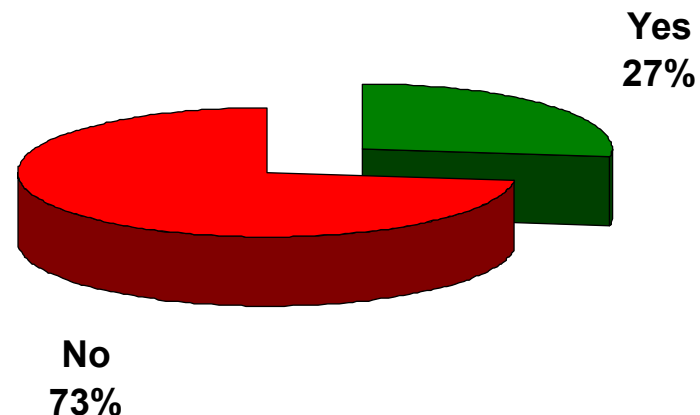
Market Insight/Trends: Telework and COOP

“Federal Contact: Bird Flu in America” Study

Federal Government will Grind to a Halt

- Only **27%** of respondents would come into the office
- **71%** of Federal employees believe their agency is not prepared to continue operations in the event of a flu pandemic
- Only **21%** of respondents assert their agency has a pandemic flu/COOP plan
- **27%** note their agencies COOP plans incorporate telework

Will you come into the office in the event of a pandemic outbreak?



Telework and COOP Case Studies



Internal Revenue Service

- Extensive flooding to headquarters on June 25, 2006
- 1,700 employees (80% of workforce) on leave the following week
- IRS established a secure virtual private network (VPN) allowing some employees to work from home offices

Tax and Trade Bureau

- Water pipe burst, flooding the data center on July 9, 2007
- COOP plans were put into action immediately, no loss of productivity
- Why successful?



- COOP and disaster recovery plan already in place
- Employees have practice using remote-access capabilities
- 25% to 33% of employees work from home full time
- 50% telework at some point
- Almost all employees have remotely accessed the IT resources at least once

Telework and COOP Case Studies

U.S. Marine Corps

- COOP exercise to test ability to work at a remote site in case of emergency
- More than 20 employees planned to work from their homes for several weeks
- Employees had computers, few files, phone, and e-mail through a VPN
- Limited training on virtual work environment
- Results: Employees were called back into the office only after several days. The failure was due to a lack of practice working from an alternate location



"If the employees had been more practiced in telework, the COOP exercise most certainly would have been a success . %ack of Regular Telework Hinders Agency\$ COOP Success,+The Teleworker, May 2007 Issue

Recommendations

- #1** Maintain a current telework agreement detailing COOP responsibilities
- #2** Practice telework regularly to ensure effectiveness . telework is not
%break in case of emergency+
- #3** Provide technological and cultural training for employees and
managers
- #4** Build secure infrastructure for employees to access data .
anywhere and at anytime
- #5** Implement a plan before a disaster occurs . proactive, not reactive
- #6** Learn more about telework and COOP at www.teleworkexchange.com.

About Telework Exchange: Online Community and Public-Private Partnership



Telework EXCHANGE
Eliminating Gridlock

COMMUTING COSTS: **\$54,393,767** **\$5,315,899**
TELEWORK SAVINGS: **\$7,487,760** **11,476,445**
CLICK HERE FOR LEGEND

A public-private partnership focused on eliminating telework gridlock.

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THE TELEWORKER
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2007 Town Hall Meeting

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Welcome, today is Friday, August 3, 2007

Find out if you are Telework Friendly.

Latest News

Group to Examine Broadband for Rural Areas
[June 27, 2007]

Lawmakers Disappointed by Federal Telework Gains
[June 25, 2007]

Slideshow: Taking a Look at Telework in 2007
[June 21, 2007]

Working From Home a Work in Progress
[June 19, 2007]

How to Optimize Teleworkers
[June 18, 2007]

OPM Says Telework Has Increased
Despite Appearance

Upcoming Events

Homeland Defense Journal's COOP and Telework Training Conference
Wednesday, August 15, 2007

2007 Telework Exchange Town Hall Meeting
Wednesday, September 12, 2007

Past Event Details

June 19, 2007 - **COOP/Disaster Recovery and Teleworking Event**

June 12, 2007 - **Senate Subcommittee Hearing: "Assessing Telework Policies and Initiatives in the Federal Government"**

April 12, 2007 - **Webinar: "Telework Best Practices - Ensuring a Secure Telework Program"**

June 15, 2006 - **Telework Exchange Town Hall Meeting**

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Register online at www.teleworkexchange.com.




Telework Value Calculators

Calculate Your Commuting Costs and Telework Savings






 = is Amount Saved by Teleworking
 = Pounds of Pollutants Saved by Teleworking
 = is Cost of Commuting

Each year, the average Federal employee who commutes five days a week:

-  Spends \$10,580 a year on his/her commute
-  Spends 245 hours of his/her life getting to and from work
-  Disperses 8 tons of pollutants into the environment

The average Federal employee who teleworks two days a week:

-  Saves \$4,372 per year in commuting costs
-  Gets 98 hours of their life back
-  Spares the environment 3.6 tons of pollutants each year



Online Telework Eligibility



➤ **Telework Eligibility:**

- 90.5% of eligible employees are not teleworking
- 79% of employees would telework, if given the option
- No consistent framework on eligibility criteria exist

➤ **Telework Exchange Online Eligibility Gizmo:**

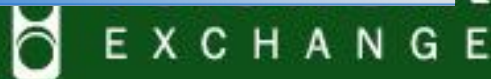
- Quiz-based calculator helps employees cut through the double-speak and ambiguity surrounding their eligibility to telework
- Empowers employees to make an integrated business case for telework to management

www.teleworkexchange.com/gizmo



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Telework
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THE TELEWORKER

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Population Boom Equates to Larger Public Workforce

Telework Helps Ease Growing Pains in Two Virginia Counties
As Virginia's suburban counties continue to accommodate throngs of new citizens, local governments are looking for innovative ways to attract and retain county employees. Telework is one of those innovations working for Fairfax and Loudoun Counties in Northern Virginia.

Both counties are expensive, spreading across hundreds of square miles. Each has thousands of employees, yet more than half of those employees do not live in the counties where they work. Workers are commuting not just from nearby areas, but also from as far as Pennsylvania, West Virginia, and Delaware. Telework is a perfect fit for this workforce.

That is why, in January of this year, Loudoun County hired Diane O'Grady to be its Telework Coordinator. She says the county leaders' interest in telework is three-fold. First, they hope to ease traffic congestion. Second, there is a belief that a happier workforce is a more productive workforce – and telework options enable a better work-life balance. And, third, they are hoping that telework can help with the growing demand for office space and improved Continuity of Operations (COOP) efforts.

Cathy Chianese, Assistant to the Fairfax County Executive, echoes the importance of senior-level advocacy in pushing the telework agenda. "Our most important advocate is the Chair of the Board of Supervisors, Gary Connolly," she says. "He challenged each department to ramp up telework participation and made sure managers understood its importance."

"We are hiring 200 new employees each year, so space is at a premium," says Loudoun County's

CONTINUED ON PAGE SEVEN

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THE TELEWORKER

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remote work options, all agree that it tops the list of "must haves" in any successful telework program. Recent cases of compromised data prove that information security programs often have weaknesses that need to be addressed, wherever that data may be.

At the Treasury Inspector General for Tax Administration (TIGTA), the agency takes a very straightforward approach to security. Ben Trapp is TIGTA's Assistant Director for Client Services, who says, "Our approach can be roughly grouped into three major areas: infrastructure, devices, and policy."

When it comes to infrastructure, he insists TIGTA teleworkers – and there are nearly 1,000 – access the agency network using a Virtual Private Network (VPN). Data flowing from laptop to VPN is encrypted to meet the strict regulations of Federal Information Processing Standard (FIPS) 140-2. To further ensure

any laptop hardware allows for multiple network connections, our VPN configuration does not allow split tunneling between the laptop and multiple networks," says Trapp. "This helps to isolate data transmission and prevents malicious piggy-backing."

The second area, devices, focuses on computers, personal data assistants, and other equipment that might connect to the agency network. TIGTA teleworkers must use TIGTA-issued equipment – no home computers are permitted access. Each piece of equipment comes "pre-programmed" with baseline software, firewalls, and antivirus and anti-spyware packages. And, all computers are centrally managed and monitored. "We easily can upload security patches to our teleworkers' laptops, and also check them for any software that does not meet our security requirements," says Trapp.

Comprehensive plans are more likely to yield increased productivity without unnecessary costs and complexity.

Facing attackers' tools and motives
Requiring remote access through a secure Virtual Private Network (VPN) can block traffic from outside the agency's infrastructure. To thwart attackers' threats, organizations should evaluate and implement solutions that combine full detection, interception, and remediation of malicious code like viruses, Trojan horses, and spyware.

When disaster strikes
Ensure that mobile workers' data is backed up. Organizations should evaluate the advantages of disaster recovery solutions that enable

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