

Telework Proponent Congressman Connolly Recognizes 2009 Tele-Vision Award Winners



Rep. Gerry Connolly shares his thoughts on telework at the 2009 Tele-Vision Awards Ceremony in June.

Rep. Gerry Connolly (VA-11th), the featured speaker at the 2009 Telework Exchange Tele-Vision Awards Ceremony on June 2, would like to see the United States set a national goal to have 20 percent of its public- and private-sector workforce teleworking on a regular basis. By achieving this goal, the U.S. would eliminate approximately 40 percent of the foreign oil currently imported into the nation and significantly reduce the amount of carbon dioxide emitted into the atmosphere.

"The beauty of telework is that it will not require billions of dollars of new investment to implement, and that is a refreshing change these days," Connolly said.

Long before he was elected to Congress in 2008, Connolly

was committed to expanding telework programs. As chairman of the Metropolitan Washington Council of Governments, Connolly challenged all local governments in the region to have 20 percent of their workforce teleworking at least once a week. Fairfax County, where Connolly served on the Board of Supervisors for 14 years, including five as chairman, was the first local government to meet that goal. In addition, in his role as the former vice president of community relations for SAIC, a government contractor with 45,000 employees worldwide, he noted that entire departments, such as corporate travel, are virtual operations that are recognized for their efficiency and service.

In his remarks, Connolly thanked representatives of the 2009

Tele-Vision Award-winning programs, including the U.S. Navy, the Virginia Department of Rail and Public Transportation, the U.S. General Services Administration, the U.S. Patent and Trademark Office, and the Defense Information Systems Agency, and promised his ongoing support. "You can count on me as a freshman Congressman to be a passionate ally" on expanding and improving telework for government agencies and all organizations in the future.

He pointed out that all of the Tele-Vision Award winners implemented similar program elements to ensure successful and sustainable telework initiatives, including:

- A champion in the organizational leadership
- A facilitator to help managers implement the program
- Clear expectations for teleworkers and supervisors
- Consistent guidelines and practices

Connolly noted that the National Capital Region is particularly well-suited to expand telework programs. However, he said that although many private-sector employers have made progress in recent years growing their telework programs, there is "still a lot of work to be done in the Federal government."

Not only do flexible work programs offer improved work/life balance, they also serve to reduce vehicle emissions, the single largest source of air pollution in the

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Washington D.C. metropolitan area, Connolly said. Collectively, he stated, “we can improve our quality of life by making telework work.”

To illustrate what the roadways would be like if more organizations encouraged and embraced telework, he cited the month of August in the Washington D.C. area. Most drivers are surprised at how enjoyable commuting can be at that time, when many employees and their families are on vacation and traffic congestion is relatively light. By expanding telework programs across government agencies, the more than four million commuters in the area could have an August-like experience every day, with “fewer people using the trains, buses, and roads.”

Connolly also noted that telework can play a critical role in business continuity for the public- and private-sectors during an emergency. Networking remote employees now to conduct business on a regular basis will help ensure smooth operation during an emergency, he added.

Congratulations to the 2009 Tele-Vision Award Winners

Defense Information Systems Agency

Telework!VA

United States General Services Administration

United States Navy

United States Patent and Trademark Office

The 2009 Telework Exchange Tele-Vision Awards Program was sponsored by Citrix Systems.

For additional information on the Tele-Vision Award winners, visit www.teleworkexchange.com/awards-2009.asp.

Connolly closed his remarks with praise for John Berry, the new director of the U.S. Office of Personnel Management, who, he says “recognizes that telework is an important tool to attract and retain the next generation of Federal workers.” This, he added, is especially critical in light of the fact that nearly half of the current Federal workforce is approaching retirement and new workers expect telework to be available to them in their Federal service careers.

The Teleworker Highlights

To read the full articles in *The Teleworker*, visit www.teleworkexchange.com.

Deploying the Safe Laptop

An Interview with the USPTO

The United States Patent and Trademark Office (USPTO) has one of the longest-running and most successful telework programs in the Federal government, with more than 80 percent of its 5,913 eligible positions participating on a regular basis. What’s more, approximately 2,053 of its patent examining employees and trademark examining attorneys are true at-home employees, spending four days a week working remotely.

To read the full article, visit www.teleworkexchange.com.



NIST Documents Its Official Telework Security Recommendations

Recognizing the potential risk that remote access work arrangements can present for Federal organizations, the National Institute of Standards and Technology (NIST) in June released a new set of guidelines to help agencies more effectively secure a variety of telework and remote access technologies.

To download a copy of NIST Special Publication 800-46, visit www.csrc.nist.gov/publications/nistpubs/800-46-rev1/sp800-46r1.pdf.

To read the full article, visit www.teleworkexchange.com.

Telework Adds Up for FinCEN

Long before the U.S. Office of Personnel Management started surveying Federal employees to gauge how happy they were with their jobs, the Financial Crimes Enforcement Network (FinCEN) was determined to find ways to help its employees successfully balance their work/life responsibilities and ensure overall job satisfaction.

The bureau – which was created not quite 20 years ago within the Department of the Treasury to investigate and prosecute financial crimes – decided that telework would be an anchor benefit to support high levels of employee contentment while maximizing productivity.

To read the full article, visit www.teleworkexchange.com.

Home-Based Work Equals Career-Friendly Success for Military Spouses

For years, Charlotte Lingard-Young worked as a mental health counselor and loved her job, but as the spouse of an Air Force officer, she frequently

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found her career progress disrupted whenever her husband was reassigned to a new duty station. “Each time we moved, it meant that I would have to find a new job and start all over again,” she recalls.

To read the full article, visit www.teleworkexchange.com.

Stepping Out of the Office: Mobile Voice Systems Can Help

Government agencies and organizations worried about teleworkers missing calls at the office can rest easy – technology is available that allows remote workers to bring their office phone features to their smartphones.

Agencies and organizations can use products like the BlackBerry Mobile Voice System to provide employees one phone number and a consistent caller ID to help their employees manage business calls easily. This system not only enhances productivity but also increases accountability and extends accessibility. Employees have the option to view incoming calls to their desktop phone on

their smartphone, resulting in fewer missed calls when working outside the agency’s office. In addition, employees are able to make calls from their smartphones that are identified as originating from their desktop phone, providing greater flexibility in and out of the workplace.

Further benefits include the ability to switch from a desktop phone to a smartphone during a call to allow employees to continue conversations even if they are en route to a meeting. Similar to a desktop phone, the system allows call transfers and call filtering. A single voice mailbox handles office and mobile calls, unifying messages to help employees stay organized and responsive.

As the H1N1 pandemic threat looms, organizations must take time to review their business continuity plans, making sure to incorporate telework in preparation for a prolonged absence from the office. Technology such as the Mobile Voice System can help – allowing employees to work remotely, continue business as usual, and meet mission-critical objectives without ever missing a call.

Worried about security risks? BlackBerry notes that the Mobile Voice System is designed to prevent unauthorized access to an organization’s or agency’s private branch exchange. In addition, the system offers IT policies to regulate incoming and outgoing calls, implement security measures, and audit telephony activities, providing a secure phone network for all. BlackBerry provides one central location to oversee and control smartphone usage and provides IT administrators’ peace of mind through authentication and call logging.

Telework continues to gain momentum as employers and employees realize the myriad benefits – relieving traffic-congested commutes, reducing the burden of increasing gas prices on

employees, supporting recruitment and retention efforts, improving work/life balance, business continuity, and organization-wide real estate savings. Today, with the numerous developments in technology, organizations are more empowered to expand their telework programs and further realize these benefits. With its advanced security features, wireless administration, and centralized management, the BlackBerry Mobile Voice System is designed to give organizations and their employees the flexibility they need to be successful teleworkers.

Telework How To’s: The Benefits of a Telework Pilot Project

By Kathy Kadilak

Why bother with a telework pilot project when your agency has an established telework policy? Wouldn’t it be easier to simply move forward with a full-fledged telework program that allows a large number of employees to participate in telework right away?

Although you may think that the answer to these questions is an obvious “yes,” in fact that could not be further from the truth. Initiating a carefully constructed and planned telework pilot study is a crucial step in establishing a long-term, successful telework initiative. Why? Because, even with our best efforts, a well-written and vetted telework policy cannot ensure a smooth transition to telework execution.

Successful telework arrangements necessitate having the right equipment, furnishings, and supplies in place in the alternate worksite, as well as a reliable, easily accessible connection to the remote access system. We need to ensure that teleworkers can get expert helpdesk assistance when access is interrupted

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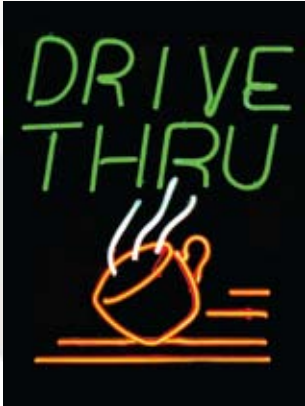
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or fails. Further, teleworkers must have the documents and materials needed to get their work done.

For additional information including a checklist for planning a telework pilot, visit www.teleworkexchange.com.



Telework News Update

Don't Miss These Upcoming Telework Exchange Events:

The Fall 2009 Telework Exchange Town Hall Meeting, September 24, 2009, Washington, D.C.

The Town Hall Meeting will consist of two tracks and will explore telework policies, performance management, and technology for executive management, HR, and IT professionals. The Town Hall Meeting is FREE for government attendees. For additional details and to register, visit www.teleworkexchange.com/townhallmeeting.

Telework Exchange and Adobe's Telework in a Box Event, October 8, 2009, San Francisco, California. The final complimentary event of the 2009 Telework in a Box series will focus on learning from telework adopters and overcoming telework barriers. For additional details and to register, visit www.teleworkexchange.com/teleworkinabox/sanfrancisco.

The Teleworker

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The View from the Top: An Established Telework Program, October 14, 2009, 1:00 – 2:00 p.m. EDT. This complimentary Webcast will focus on recognized, enterprise telework programs. For additional details and to register, visit www.teleworkexchange.com/establishedprogram.

Telework Day Report

What We Saved; What We Learned

On June 10, 2009, Virginia Governor Timothy Kaine issued an Executive Order to “green” Virginia – calling for a statewide Telework Day. The Commonwealth of Virginia, Telework!VA, and Telework Exchange encouraged organizations and individuals to telework from home or a remote location on Monday, August 3, 2009 – Telework Day. The result – more than 4,000 individuals and 50 organizations pledged their support to take cars off the road and telework. Telework Day participants saved time, commuting costs, and limited their environmental impact. Teleworkers also reported considerable productivity gains and that they would be more likely to telework in the future as a result of their experience on August 3. A full report detailing the impact of Telework Day will be available for download at www.teleworkexchange.com.

Telework Webcast Highlights Telework Expansion Strategies

There are several key ingredients needed to expand an organization's telework program, including top-level support, evaluation of program, effectiveness based on reliable information, and technologies to support a user-friendly telework environment. On June 23, Telework Exchange and Cisco, Cisco/WebEx hosted the “Expanding Your Telework Program” Webcast, focused on the U.S. Navy's telework program growth.

The Webcast archive is available at www.teleworkexchange.com/expandingtelework.

H1N1 Swine Flu Reveals Weaknesses in Disaster Preparedness

Telework Exchange released the “H1N1 – Uncle Sam's COOP Exam” study in May 2009. The study examines Federal employees' views on agency business continuity readiness associated with H1N1 concerns. Feds give their agencies mixed marks revealing there is room for improvement in continuity plans and telework is a key remedy. To download the study, please visit www.teleworkexchange.com/H1N1.



Fall 2009 Telework Exchange Town Hall Meeting

Telework – Unleashing Government Productivity

Thursday, September 24, 2009
Ronald Reagan Building
Washington, D.C.

www.teleworkexchange.com/townhallmeeting