

Barrett: DOT Aggressively Moving Forward with Telework Initiative



VADM Thomas Barrett (USCG, Ret.), Deputy Secretary of the U.S. Department of Transportation, covers his agency's ambitious plans for teleworking as a featured keynote at the Telework Exchange Town Hall Meeting in April.

Proving that top-down support can jumpstart any new telework initiative, Vice Admiral Thomas Barrett, U.S. Coast Guard (Ret.), deputy secretary of the U.S. Department of Transportation (DOT), stated during his keynote address at the Telework Exchange Spring 2008 Town Hall Meeting that he and other senior officials had set an ambitious goal of getting half of eligible DOT employees participating in a telework program as soon as possible.

"We are committed to making telework an integrated, standard part of agency operations," he said.

Telework offers a number of benefits that correlate perfectly with DOT's mission priorities, Barrett stated, and "as a result, we want to take a leadership role in promoting telework

at the Federal level. We think it's a path forward to a high-performing and high-morale workforce."

Already, 22 percent of DOT employees are participating in telework in some capacity (the number increases to 36 percent if the Federal Aviation Administration is not included in the total DOT headcount), and Barrett said that the overwhelming majority of positions meet eligibility requirements for some level of teleworking.

"It's a modern answer to a decades-old and increasingly challenging issue, and that is moving people from their home to their workplace and back again every day," he said of telework's appeal. "The transportation infrastructure pretty much across the country, but

especially in urban areas, is under increasing strain. And while we are going to continue to make the system more efficient and expand capacity where we need to, we're really excited about telework's ability to lighten the load borne by our road and transit systems."

Barrett also sees telework as a critical element in his agency's Continuity of Operations (COOP) plan. In late April, during Pope Benedict XVI's recent visit to Washington D.C., DOT conducted its first-ever remote operation exercise at the departmental level. The test, which involved 5,400 employees at DOT headquarters, was designed to determine whether or the agency could successfully manage a scenario where most of the workforce, in this case, 60 percent, was out of the office and actively teleworking.

"From my perspective, it worked pretty well," Barrett said, explaining that the agency experienced operational continuity and maintained strong communication between managers and employees. "It certainly showed us that the ability to function as a department in emergency situations is a reality."

Not everything went perfectly, he admitted. The secure remote access capability was hard to maintain, for example. However, when there were interruptions or the system slowed, employees were able to access e-mail through WebNet, "so we had some level of connectivity pretty much for everybody that needed it."

CONTINUED ON PAGE TWO

The agency still has a long way to go in meeting its overall telework goals, Barrett said, but DOT's strategy in progressing its initiative includes putting significant resources into employee and supervisor training; providing supervisors with the latitude to work with an employee to determine how many days a week telework are appropriate, given the job requirements and individual work-style of that employee; and allowing and encouraging supervisors to telework.

DOT also is "flipping the bias," he explained, by categorizing all non-mission critical jobs as eligible for telework and challenging supervisors to make the case for why certain jobs should not be eligible.

Finally, Barrett concluded, striking the right balance between patience and boldness is critical to success. "Just as it takes time to make a friend, with something like telecommuting, it takes time to become friendly to it, to become comfortable with it, and I actually think over time, we will get there. But we're obviously going to push it a bit."

The Teleworker Highlights

To view full text, visit www.teleworkexchange.com.

DISA Expands Its Telework Program — Again

By Miriam Moss, Corporate Communications, Defense Information Systems Agency

In a memorandum, dated January 7, Air Force Lt. Gen. Charles E. Croom Jr., director of the Defense Information Systems Agency, approved an expansion of the DISA telework program, allowing employees to telework up to three days per week on a "regular and recurring" basis with supervisory approval.

Let's Talk Telework

By Kathy Kadilak

Kathy Kadilak, President of Strategic Work/Life Solutions, answers questions about teleworking from *The Teleworker* readers. This issue's questions focus on career advancement for teleworkers, highlighting telework benefits for a new manager, and appropriate breaks when teleworking. To view the Let's Talk Telework column, visit www.teleworkexchange.com.

Do you have questions about telework in your organization?

Send to kkadilak@msn.com and your question may appear in a future issue of *The Teleworker*.

NSF Managers Strong on Telework

A recent report issued by Telework Exchange and the National Science Foundation (NSF) fully supports the hypothesis that managers who telework at least occasionally are more likely to have a positive view of telework.

GSA Rises to the Challenge

Just seven months after challenging the General Services Administration (GSA) to significantly improve upon its telework adoption rate, Lurita Doan, who recently left her post as GSA Administrator, announced at the Telework Exchange Spring 2008 Town Hall Meeting that GSA is well ahead of schedule in meeting its ambitious goals.

Survey: Telework Increasingly Driving Technology Investment Decisions

An online survey, conducted by Telework Exchange and Research in Motion, of 127 Federal information technology (IT) decision-makers says that telework has become a

significant IT purchasing factor, with 52 percent reporting that they always consider telework requirements when making IT infrastructure investments. The respondents represent 70 Federal agencies, all of which have a telework program.

Spring Town Hall Meeting

Davis and Sarbanes Positive on State of Telework

U.S. Rep. Danny Davis (D-IL) and Rep. John Sarbanes (D-MD) kicked off their Earth Day festivities by serving as keynote speakers at the Telework Exchange Spring 2008 Town Hall Meeting in Washington D.C. on April 22.



Panelists Discuss Telework Benefits and Barriers at April Town Hall Meeting

Telework programs are demonstrating productivity, environmental, recruiting and cost-savings benefits, but agencies need to incorporate lessons learned in a range of telework programs, tie their telework programs to agency Continuity of Operations (COOP) planning, and kick their green computing efforts into high gear in order to fully leverage those benefits.

CONTINUED ON PAGE THREE

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Spring Town Hall Meeting

CONTINUED FROM PAGE TWO

That was the theme that ran through the discussion sessions at the Telework Exchange 2008 Town Hall Meeting in Washington, D.C. held on April 22.



Steve O'Keefe from Telework Exchange and John Palguta from Partnership for Public Service honor Arleas Upton Kea, Director, Division of Administration, at Federal Deposit Insurance Corporation with the Tele-Vision Driver Award.

**Best in Class: 2008
Tele-Vision Award Winners
Showcase Benefits
of Telework**

The Telework Exchange held its third annual Tele-Vision Awards at the Spring 2008 Town Hall Meeting on April 22 in Washington, D.C. The awards recognize government programs and individuals that have achieved excellence in the creation, implementation, and operation of telework initiatives. The 2008 winners, announced by Telework Exchange and John Palguta, vice president of policy for the Partnership for Public Service, were selected in six categories.



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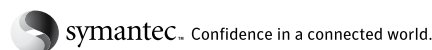
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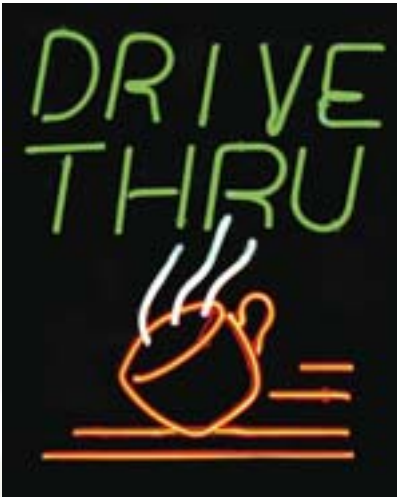
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Telework News Update

A New Face for Telework.gov

Government's Interagency Telework Website, jointly maintained by the U.S. Office of Personnel Management (OPM) and the U.S. General Services Administration (GSA), has been

updated and revised with a new look and functionality. Please visit www.telework.gov to view the changes.

Mark Your Calendar – Best Practices in Telework Webcast - September 17

The next Telework Exchange, Cisco, and WebEx Webcast, "Best Practices in Telework: How Technology Enables Government Telework," will take place on September 17 from 1:00 p.m. - 2:00 p.m. EDT.

This Webcast will highlight Federal agencies that are incorporating telework into their Continuity of Operations planning, recruitment and retention planning, as well as leveraging the many other benefits of telework through successfully implemented telework technologies.

Key topics will include which government organizations have successfully implemented telework to date, the specific technologies

used to enable and secure their programs, and handling management resistance and security challenges. In addition, the webcast will offer ideas on how agencies can use proven best practices in their operations. To register, visit www.teleworkexchange.com. Registration is complimentary.

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Save the date: Fall 2008 Telework Exchange Town Hall Meeting

Wednesday, October 15, 2008

Ronald Reagan Building and International Trade Center
1300 Pennsylvania Ave, NW, Washington, D.C.

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