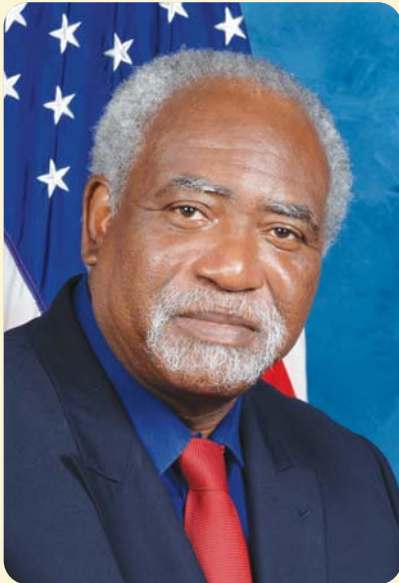


U.S. Reps. Davis and Sarbanes Set to Keynote Telework Exchange Town Hall Meeting



Congressman Danny Davis (D-IL)

Leading Congressional telework advocates Danny Davis (D-IL) and John Sarbanes (D-MD) will serve as opening keynote speakers at the Spring Telework Exchange Town Hall Meeting, where they will discuss current telework legislation and the future of telework into the Federal government.

The Town Hall Meeting, a bi-annual event, will take place on April 22, 2008, at the Ronald Reagan Building in Washington, D.C.

Both Congressmen have been forward-thinking and extremely active on Capitol Hill in championing the use of telework in the Federal government. Rep. Davis recently introduced the Telework Improvements Act of 2007, which will improve Federal telework programs and incorporate telework



Congressman John Sarbanes (D-MD)

into continuity of operations (COOP) planning. Rep. Sarbanes authored an amendment to the House Energy bill to implement a Federal telework policy, and was the co-sponsor of the Telework Improvements Act of 2007 and the National Telework Week resolution.

Rep. Davis welcomed the opportunity to address the audience at the Town Hall Meeting and discuss telework, which he described as a critical issue. "Federal employees and managers know telework is the answer to congestion, pollution, and emergency preparedness problems facing us today," said Rep. Davis. "Although it has not been easy to gain support, Federal telework is on its way to becoming a mainstream standard operating procedure."

Sarbanes noted that the Town Hall Meeting offers a great forum in which to discuss successful strategies and the next critical steps to get Federal telework into gear. "Federal government telework is a win-win opportunity," he said. "Expanding telework options will reduce carbon emissions and traffic gridlock. It will also enhance quality of life and recruitment efforts in the Federal workforce."

This year's Telework Exchange Town Hall Meeting will feature influential telework leaders offering insight on ongoing efforts to promote and establish telework in Federal government operations.

To register to attend the conference or to learn more about the day's events and speakers, please visit www.teleworkexchange.com/townhallmeeting.

Register Now:

**Spring 2008
Telework Exchange
Town Hall Meeting**

Tuesday, April 22, 2008

Washington, D.C.

www.teleworkexchange.com

Let's Talk Telework

By Kathy Kadilak

Q: Is there a requirement to track telecommuting time? Some colleagues at other agencies tell me that they have to record hours on timesheets so that they can get an accurate report of hours to report next year. My agency does not. Is there any requirement to get "accurate" statistics?

A: Yes, in fact, there is a requirement that Federal agencies track telework participation. Each year, the Office of Personnel Management (OPM) requires all Federal agencies to complete a comprehensive telework survey that includes questions on the number of employees teleworking on a regular or ad-hoc basis. The agency responses provide the foundation for an OPM report to Congress on Federal-wide telework progress, so clearly OPM needs accurate statistics from the agencies. You can review the most recent OPM Telework Report to Congress (DECEMBER 2007) on the interagency telework www.telework.gov.

While your agency may not be tracking telework through the timekeeping system, there is likely some other way that the data is collected. If you look at page 10 of the 2007 OPM Telework Report to Congress, you will see some information on how different agencies track the data. In some agencies, teleworkers and their managers are responsible for tracking telework participation and then forwarding that information to the agency telework coordinator. You might consider contacting your agency telework coordinator to get specific information on how it works within your organization.

Q: Does the teleworking law apply to contractors? How can government contractors telework?

A: There are several laws that have been enacted within the last 10 years that are intended to increase telework among the Federal

workforce. One that specifically references contractors is Public Law 108-136, Section 1428 of the Defense Authorization Act. This states, "Not later than 180 days after the date of the enactment of this Act, the Federal Acquisition Regulatory Council shall amend the Federal Acquisition Regulation...to permit telecommuting by employees of Federal government contractors in the performance of contracts entered into with executive agencies."

Therefore, if the Federal staff working with contractors is able to telework, there should be no prohibition to the contractor's employees doing so. Any contract language that unnecessarily requires contractors to work onsite each day should be amended as appropriate.

In terms of the "how" part of your question, it relates back to the contractor's company policy on telework and the needs of the Federal government. Ideally, the telework policy and procedures should be closely aligned to that of the government to ensure continuity and timeliness in completing tasks. It would be advisable for the contractor and government representatives to develop a mutually beneficial approach to telework.

The General Services Administration (GSA) currently is reviewing this issue

and will likely produce some guidance in the near future.

Q: As a supervisor, I have a lot of concerns about people teleworking. Let's face it – you can't really know what your employees are up to when they are sitting at home while they work. How can I be sure that they are getting the job done and not doing personal things? What about customer service? If a customer needs an answer quickly, how can I be sure that our teleworkers will respond? I don't want to sound mean, but if people are so worried about the commute, maybe they should live closer to their workplace.

A: I'm really glad that you wrote in. Believe it or not, a lot of managers feel the same way you do. Managers who are new to telework typically do struggle with how to best measure the performance of their remote workers. One point that I would like you to consider is this: How do you know what your employees are up to when they are in the main office? Isn't it possible that they are playing computer games, taking a long lunch, chatting with co-workers down the hall, or on personal phone calls? The best way to ensure that employees are doing the job you expect is to develop clear, concise performance standards. You measure each employee's

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Save the date:

Spring 2008 Telework Exchange Town Hall Meeting

Tuesday, April 22, 2008

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

8:00 a.m. EDT

For more information, contact lmerritt@teleworkexchange.com
or (703) 883-9000 ext. 133

www.teleworkexchange.com



Let's Talk Telework

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success against those agreed-upon standards. I'm talking about managing by results. If you know what you mean by quality and timeliness, you can judge your employees' performance regardless of where they are sitting while they work.

When it comes to customer service, I think you would find that it actually improves. Teleworkers are typically more accessible than their "in-office" co-workers. When your customer calls or e-mails, the fact that someone is working at a home office or telework center is transparent to them.

The workplace is evolving as technology evolves and our workforce changes. You cannot change that reality, but you can adjust to it. Suggesting that people move closer to their workplace is not realistic given the cost of real estate in many metropolitan cities and the roots that people develop in their home towns.

I'd strongly suggest that you consider a telework pilot program and give this a chance. Allow a limited number of staff members to try it out. I believe you will be pleased with the results and will find that morale and productivity increase. If you need more information on telework and how to get started, you might visit the following Web sites:

www.teleworkexchange.com,
www.teleworkva.org, and
www.telework.gov.

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*.

The Teleworker Highlights

Telework and COOP: A Critical Alliance

Telework and Continuity of Operations Planning (COOP) often are managed

by staff on opposite sides of the building, but they need to work together if either initiative is going to be successful, says Ed Meagher, Deputy CIO of the Department of Interior. "They're two utterly, distinct efforts, but they're doomed to failure if they don't work together," he says.

House Subcommittee Hears Advice on How to Increase Telework Adoption

Why is telework underutilized by Federal agencies, and what programs, guidelines, training, technology, and other facilitators are necessary to enable more Federal employees to work remotely? These questions and others were the focus of a November 6, 2007, hearing titled "Telework: Breaking New Ground" before the U.S. House of Representatives Subcommittee on Federal Workforce, Postal Service, and the District of Columbia.

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Are you Green for Telework?

The Telework Exchange Online Eligibility Gizmo can help you find out if you and your position are compatible for telework.

Use the Telework Exchange Online Eligibility Gizmo together with the online calculators to show your manager the cost of your commute and your eligibility rating - one business case package to make your case for telework. You can be green for telework.

Visit www.teleworkexchange.com to find out if you are Telework Friendly.

Telework Exchange Online Eligibility **GIZMO**

Telework EXCHANGE
Eliminating Gridlock

TANDBERG

To read the full text of the articles in this issue, visit
www.teleworkexchange.com

The Teleworker Highlights

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Next Generation of Federal Workers Will Demand Telework

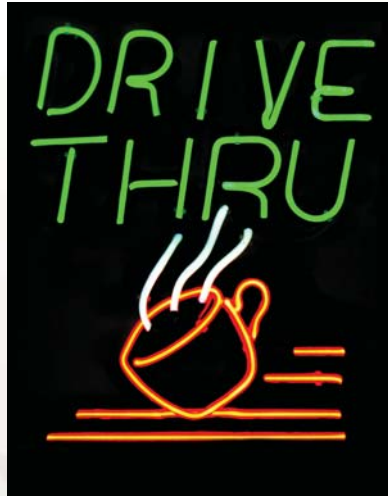
Telework and other work/life balance issues will have a huge impact on how the next generation of workers makes its employment decisions, according to a new report from Telework Exchange. The report is based on focus group discussions with members of a three-year fast-track internship program at the Defense Information Systems Agency (DISA) and provides insight into Generation Y opinions related to work/life issues, communication practices, and the overall Federal government operations, including telework.

Telework Security is Necessary and Possible

There used to be an old adage in security circles that when designing a system, an agency had to choose two of three desired characteristics: strong security, high performance, or low cost. That no longer applies, according to Dennis Heretick, the long-time chief information security officer (CISO) for the Department of Justice who recently retired. "I think the technology today really supports us in getting all three of those at one time," he says.

A View from the Private Sector

CGI Group, Inc., an IT professional services firm with U.S. headquarters in Fairfax, has long had a flexible work culture, so when the company started to explore a more structured telework program last year, it seemed like the logical next step. After all, many of its employees can already choose to work from home if, for example, the weather is inclement or they have a sick child.



Telework News Update

GSA Telework Initiative Names Leader

Following the announcement of an agency-wide Telework Initiative last fall, GSA Administrator Lurita Doan recently named William Kelly to lead the agency's telework expansion efforts with specific milestones, including the goal to have half of eligible GSA employees teleworking by 2010. A seasoned human affairs expert, Mr. Kelly will manage the day-to-day efforts to establish GSA as a leader in Federal telework and a reference model for other agencies. As part of his mission, Mr. Kelly will coordinate efforts with GSA Senior Executive staff and will visit the 11 regional offices to discuss telework options, identify opportunities, and address possible barriers to success. For more information, please visit www.gsa.gov.

Tele-Vision Awards Ceremony – April 22, 2008

This year's Telework Exchange Tele-Vision Awards Ceremony, will be held during the Telework Town Hall

Meeting, on April 22, 2008 at the Ronald Reagan Building in Washington, DC. Join your colleagues to salute those who will receive recognition for excellence in government telework programs, including agency accomplishments and individual contributions to telework success. For more information on the awards and to register for the Town Hall Meeting, please visit www.teleworkexchange.com

Study Reveals Federal Telework Deficit

Telework Exchange and TANDBERG recently released a new study "Telework Eligibility Profile: Feds Fit the Bill." The study reveals that Feds are telework friendly, based on responses to the Telework Exchange Online Eligibility Gizmo. An overwhelming majority – 96 percent – of respondents should be teleworking, yet only 20 percent currently do. The study reveals that if all Federal employees who are eligible to telework full time were to do so, Feds could realize \$13.9 billion savings in commuting costs annually and eliminate 21.5 billion pounds of pollutants from the environment each year. To download the full study results, please visit www.teleworkexchange.com.

To read the full text of the articles in this issue, visit

www.teleworkexchange.com

The Teleworker

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