



Telework
EXCHANGE

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Telework Eligibility Profile: Feds Fit the Bill

A Telework Research Report

February 19, 2008

TANDBERG



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Methodology:

- Analyzed data collected from the Telework Exchange Online Telework Eligibility Gizmo, a quiz-based calculator that helps employees determine their eligibility to telework

Management Sample Profile:

- 68.9% civilian agencies
- 31.1% Department of Defense (DoD) agencies

Total Sample Size: 664 responses from public-sector employees

Margin of Error: +/-4.91% with a 99% confidence level

Sample Agencies:

65+ Federal and DoD organizations represented, including:

- Department of Agriculture
- Department of Health and Human Services
- Department of Housing and Urban Development
- Department of the Interior
- Department of Justice
- Department of Labor
- Department of Transportation
- Department of the Treasury
- Department of Veterans Affairs
- United States Air Force
- United States Army
- United States Navy

Knowledge is Power:

- Reducing commuting time/costs, maintaining work/life balance, and continuity of operations (COOP) are among the top benefits cited for telework
- One in three Federal employees is still not aware of their agency's telework program

Ideal Telework World:

- According to the Online Telework Eligibility Gizmo, Feds are telework friendly – 96% of respondents should be teleworking, either on a full-time, part-time, or situational basis. Only 4% are ineligible
- Among respondents who are unaware of their eligibility status, 90% are actually eligible to telework

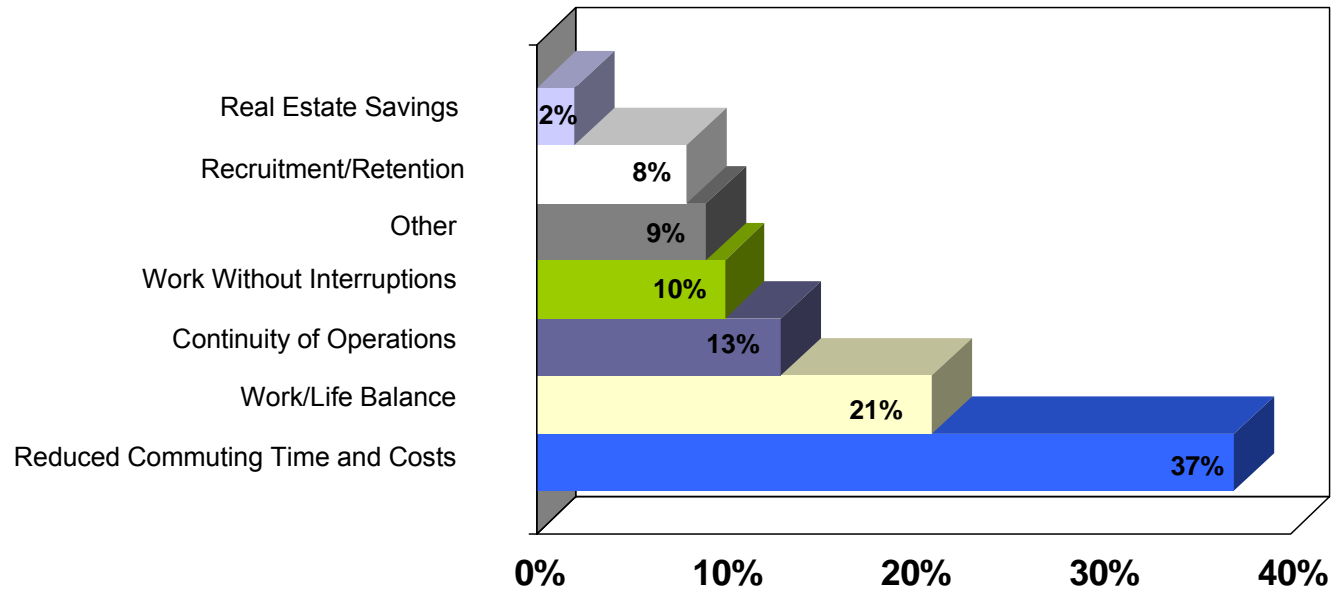
Dollars and Sense:

- A three-day-a-week teleworker can save \$5,878 annually on commuting costs and spare the environment 9,060 pounds of pollutants
- Telework Deficit: If 79% of Feds teleworked full time, they could collectively save \$13.9 billion in commuting costs and spare the environment 21.5 billion pounds of pollutants
- Eligibility Deficit: If Feds who are unaware of their telework status could telework full time, they would collectively save \$5 billion in commuting costs and spare the environment 7.7 billion pounds of pollutants annually

Fitting the Profile:

- Communicating via e-mail and phone, remote access to an organization's IT infrastructure, a safe alternative work environment, and the ability to control one's schedule to a significant degree are ideal characteristics in a teleworker

What's Driving Telework Today?

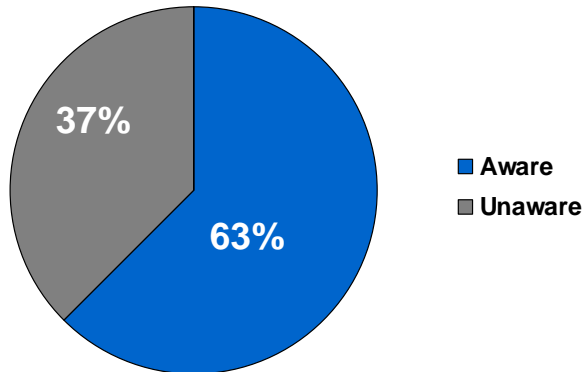


Face Value: Workers look to reduce commuting time and costs, and find a better work/life balance. Continuity of Operations (COOP) is a critical driver to telework.

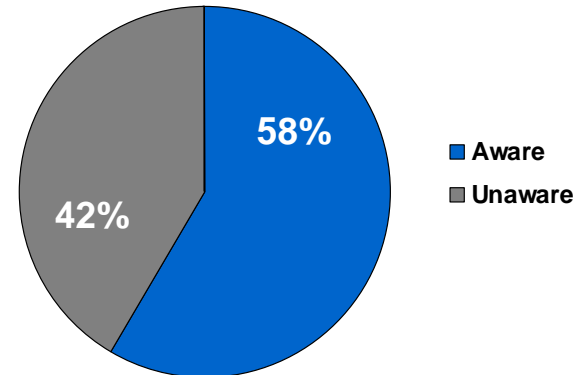


Awareness

Respondents Aware of **Agency**
Telework Opportunities



Respondents Aware of their
Personal Eligibility Status

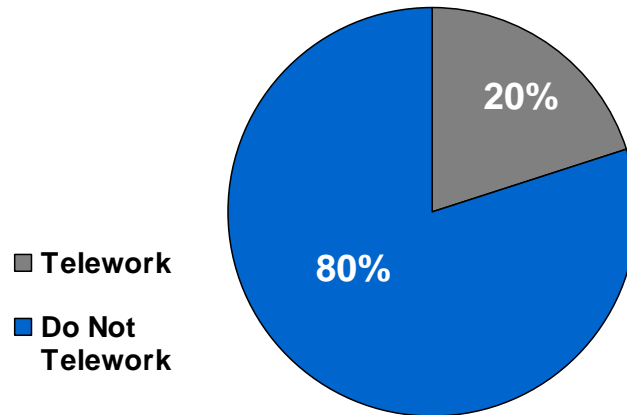


Face Value: One in three Federal employees are still not aware of their agency's telework program. Four out of 10 are unaware if they are eligible to telework.



No Action

Respondents Who Currently Telework



Face Value: Only one in five Feds telework. Majority of Feds do not telework.

The Ideal Telework World

According to the Telework Exchange Online Telework Eligibility Gizmo:

96%

of respondents should be teleworking – full-time, part-time, or situational basis

79%

of these respondents could telework full time

4%

of respondents are not eligible to telework, due to physical presence requirement and working with classified information on a daily basis

No Action

42%

of respondents are **NOT** aware if they are eligible to telework

90%

of **these** respondents are, in fact, eligible to telework*

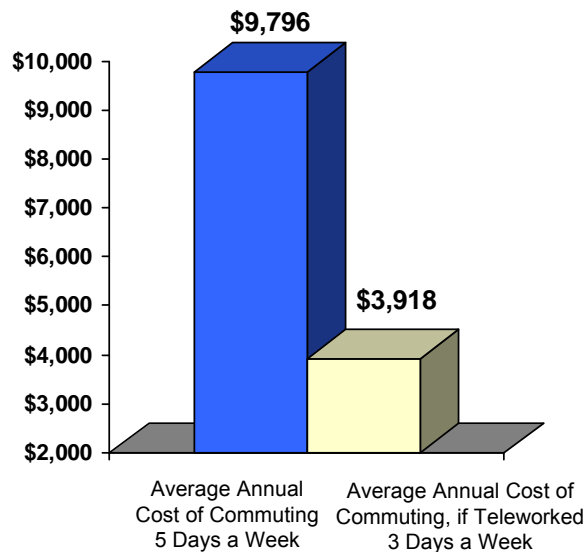
75%

of **these** respondents could telework on a full-time basis

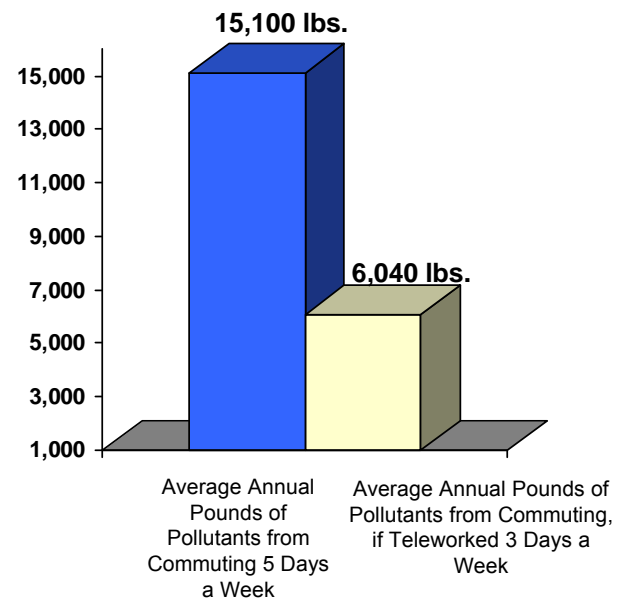


What Does This Mean for You?

Your Wallet



Your Environment



Face Value: Three-day-a-week teleworkers can, on average, reduce commuting costs and emissions by 60%.

Telework Deficit: If 79% of Feds Teleworked Full Time

Annually, could collectively save:



\$13.9 billion in commuting costs



21.5 billion pounds of pollutants

Eligibility Deficit: If Feds Who Are Unaware of Eligibility Could Telework Full Time

Annually, could collectively save:



\$5 billion in commuting costs



7.7 billion pounds of pollutants

Telework Friendly

Communicate Primarily by
E-mail and Phone

Majority of Work Day Spent on
Computer

Can Group Duties to Enable
Remote Work

Face-to-Face Interaction is
Predictable



Performance Ratings Determined by
Output

Performance Meets/Exceeds
Expectations

Employer Enables Remote Access to
E-Mail/Information Technology

Has a Safe Alternative Workplace

Face Value: Teleworkers have jobs that involve primarily phone and e-mail correspondence as well as high control over their duties/schedules.

Employees: Making Telework Happen

Qualitative Factors

- Demonstrate ability to:
 - Work without close monitoring/supervision
 - Successfully plan work production schedules
 - Effectively meet deadlines
 - Work proficiently on the computer
- Suggest a system to track and measure telework performance

Quantitative Factors

- Use the calculations from the Telework Exchange Online Telework Eligibility Gizmo to quantify:
 - Commuting time saved that could be spent working
 - Commuting costs savings
 - Energy savings
 - Pollution reduction
 - Telework compatibility
- Approach management about telework options – offer a telework pilot

Agencies: Making Telework Happen

- **Educate:**

- Take the opt-out approach to telework eligibility. All employees are eligible to telework until proven otherwise
- Communicate who is eligible to employees, based on position, performance, and telework environment
- Telework can take many forms – full or part time – based on job requirements and employee preference
- Incorporate visual communication technology into telework environment

- **Management on Board:**

- Managers are eligible, too. Encourage managers to telework – they will see the benefits of telework first hand
- Managers must look at each employee's job and performance to determine eligibility. Eligible employees have safe alternative workplaces, meet performance expectations, have the access to work remotely, and have positions that are conducive to telework



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About Telework Exchange

Telework Exchange is a public-private partnership that:

- Builds a virtual telework community
- Provides the first framework to quantify both overall Federal government and agency-by-agency progress against mandated telework requirements
- Provides the first framework to quantify the value of Federal telework – financial and environmental cost of commuting
- Generates an information clearinghouse to share best practices and rate teleworking tools
- Delivers a forum for targeted, audience-specific telework education

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TANDBERG is a leading global provider of telepresence, high-definition videoconferencing and mobile video products and services.

TANDBERG designs, develops and markets systems and software for video, voice and data. It provides sales, support and value-added services in more than 90 countries worldwide. Please visit www.tandberg.com for more information.



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Thank You.

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