

TELEWORK2011

Federal Government and Industry Outlook on Telework

fedscope

Underwritten by Intel & HP



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About this Survey

The Question

Is the federal government IT community willing and prepared to create a 21st century work environment that is based on flexibility, sustainability, continuity, and performance?

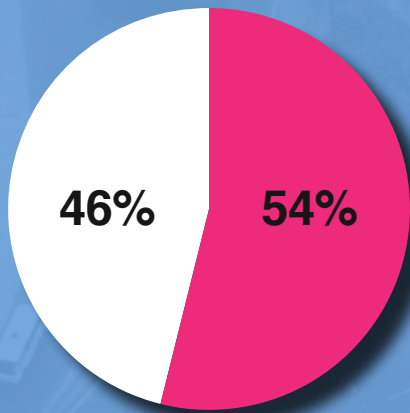
The Survey

This survey assesses current attitudes and practices of telework in the federal sector, and ways technology can improve operations.

Our Approach

FedScoop surveyed more than 300 IT executives from the federal government and private sector to assess the evolving perspectives and practices of telework.

Sample Demographics

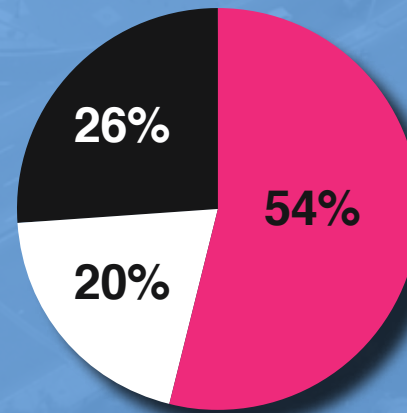


RESPONDENT TYPE

54% Federal

46% Industry

*Margin of error ± 5.5



ORGANIZATION SIZE

20% = 500-5,000 employees

26% < 500 employees

54% > 5,000 employees



Part I: Legal and Political Green Light

Telework Enhancement Act of 2010

President Barack Obama signed the Telework Enhancement Act of 2010 into law on December 9, 2010. The Act provided a framework for executive agencies to establish and implement a telework policy. The head of each executive agency was given no more than 180 days to establish a policy, determine who was eligible and notify all employees who were eligible for telework.

The White House Believes In Telework

“ To help close the productivity gap in government, we need a ‘future ready’ workforce equipped with the modern tools and technologies they need to serve the American people effectively. **We need smart telework policies that give our employees increased flexibility,** while also reducing our real estate footprint and better enabling the government to function effectively during an emergency. We need to think strategically about how we buy, manage and use mobile devices and collaboration tools cost-effectively and securely. ”

— Federal Chief Information Officer Steven VanRoekel (10/25/2011)



3 in 4

Federal employees said their agency has designated a telework coordinator.

But only

56%

have met this person.

69%

Said the federal government's telework progress is not improving rapidly enough.

TAKEAWAY:

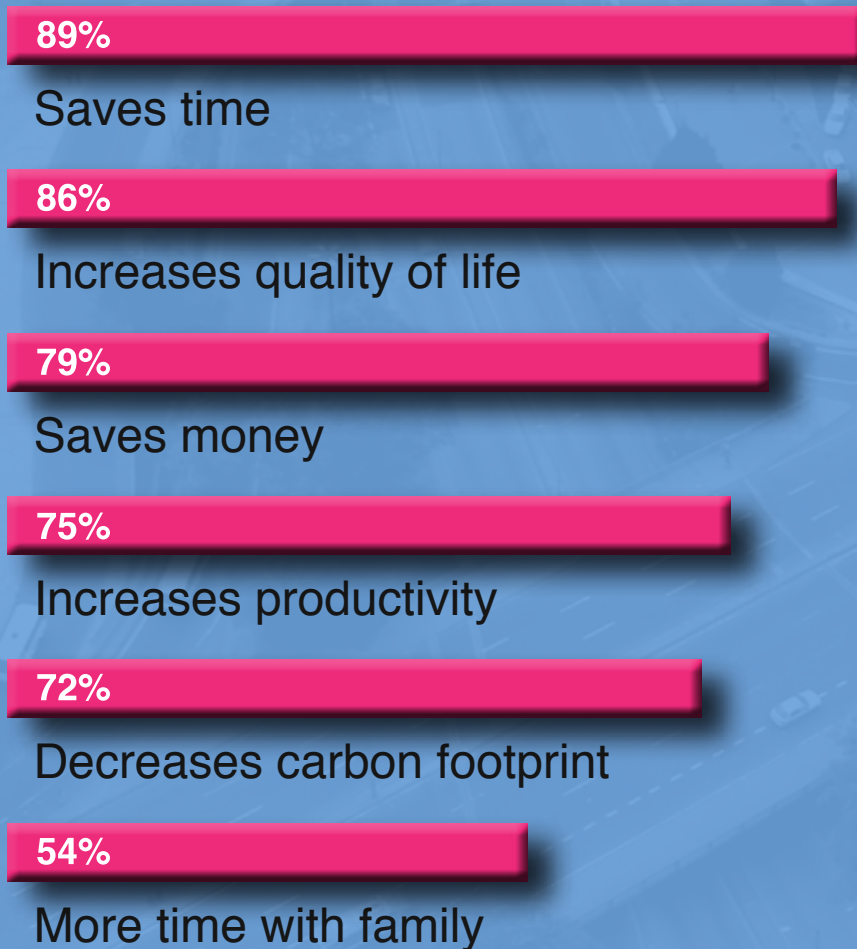
Federal employees know that they can telework, but are also aware that the government is behind the private sector in implementing procedures and acquiring technology.



Part II: Workforce Approval

Why People Like Telework

Percent of all respondents who believe telework provides benefit.



93%

Consider telework as an incentive in the workplace.

Federal Managers Value Telework

9 in 10

Federal managers trust their team to work from a remote location.

9 in 10

Federal Managers are satisfied with their employees' performance.

But only

61%

of federal employees said their managers allow them to telework.

Feds Are Ready To Telework

91%

Are interested in telework

97%

Feel qualified to telework

96%

Have favorable views of telework

TAKEAWAY:

Federal employees have favorable views toward telework and believe their professional duties qualify them to have the option.

Telework Success Story From An Agency

Initially implemented as a strategy to retain top talent, telework has now become a viable part of USPTO's infrastructure. Today, the program has expanded agency-wide that now includes over 6,400 teleworkers. The success of USPTO's telework initiative had translated into:

- ✓ Increased employee productivity, satisfaction and retention
- ✓ Positively impacting traffic congestion in the Washington, D.C. metropolitan region
- ✓ Supports agency recruitment and retaining the best and brightest
- ✓ Real estate savings of \$19.8 million to date

Source: [U.S. Government Agencies Lead In Telework](#)

Part III: Technology as an Enabler



Teleworkers Must Have Proper Technology

43%

Of feds surveyed said their current equipment does not support telework.

Equipment does not support telework:



■ Federal
■ Industry

TAKEAWAY:

When it comes to telework, federal employees are far less satisfied with the technology made available to them, as opposed to their counterparts in industry.

Security Is Key

Ensuring a safe and reliable computing environment is key to empowering teleworkers.

3 in 4

Federal employees believe their network could experience critical failure.

84%

Of federal employees are concerned about a cyber-attack on their organization.



61%

Of federal employees said technology can fully replace face-to-face meetings.

TAKEAWAY:

With the right technology, teleworkers have the ability to replicate face-to-face meetings, reduce their carbon footprint and reduce travel expenses.

Continuity of Operations

81%

Of federal employees said they implemented or tested a continuity of operations plan.

63%

Of federal employees experienced challenges during the implementation and testing of that plan.

Part IV: Recommendations

Ensuring a Secure Telework Environment

Issue

While more than 9 out of 10 people in government want to telework, 84% of federal employees' surveyed said that they believe their organization could become a target for cyber attacks.

Recommendations

- ✓ Ensure that all federal telework employees fully understand and have the technical know-how that complies with agency requirements.
- ✓ Invest in technology that has security built into the hardware, firmware and software that works together to address critical aspects of information security.

Importance of Technology

Issue

43% of federal employees surveyed said their current technology equipment does not support telework.

Recommendations

- ✓ Ensure all remote workers are issued laptops containing TPM embedded hardware security features to ensure compliance and remote manageability.
- ✓ Inform employees about proper password usage, data backup and ways to report violations of security policy.
- ✓ Have a written policy on secure computing and make sure that employees are aware of it.

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Continuity of Operations

Issue

While 81% of federal employees surveyed have implemented or tested a continuity of operations plan (COOP) in their agency, 63% said that their agency has experienced challenges during the implementation and testing of that plan.

Recommendations

- ✓ Ensure that equipment, technology and technical support have been tested.
- ✓ Ensuring that all employees are comfortable with current technology and communications methods.
- ✓ Ensure understanding of agency's emergency plans and management's role in executing that plan.

Facilitating an Era of Government Innovation:

This study has found that people in government want to telework. The key is finding a way through the barriers that stop them. With the passing of the Telework Enhancement Act of 2010, telework has become a viable option for federal workers. The ability to telework saves money, increases a person's quality of life, makes working during an emergency feasible and most importantly, keeps employees happy.

A happy employee is less likely to leave, creating a more stable workforce and improving employee retention. The need today is for federal agencies to come together and provide their employees the technology and infrastructure to telework securely and effectively.

TELEWORK CAN:

- ✓ Increase the government's ability to attract top talent
- ✓ Reduce operational costs
- ✓ Increase effectiveness of operation continuity in a crisis
- ✓ Reduce the government's environmental impact

About FedScoop

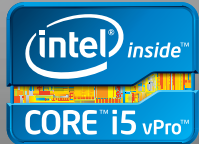
FedScoop is a Government IT media company, a one stop news source and the government IT community's platform for education and collaboration. FedScoop gathers top leaders from The White House, federal agencies, academia and the tech industry to discuss ways technology can improve government, and to exchange best practices and identify ways to achieve common goals.

Our websites include: FedScoop, FedTalks, FedMentors, FedScoop TV, FedScoop Radio, and FedsTelework.



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Work is something you do.
Not somewhere you go.



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