

Teleworks

A Business Case Built From Personal Experience

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Overview of Presentation

- The business case for telework - cost savings that can be achieved from telework.
- Organization benefits from telework
- How to Manage a Teleworker and the importance of training managers
- My experience as a teleworker

Telework Successes in Government

The U.S. Patent and Trademark Office has 150 of its 250 attorneys working from home, most full-time. The government pays for a computer, high-speed data line, telephone line and a phone. The big savings has been in space, the USPTO was able to increase the number of employees at the Alexandria, VA, campus to meet mission accomplishment needs without acquiring additional office space by expanding its telework hoteling program. USPTO reported that this arrangement has allowed them to avoid over \$19 million in real estate and related costs.

Traffic Impacts – DC Region & NIH with BRAC

- Chicago and Washington tied for the most congested urban area with commuters delayed by 70 hours a year on average because of traffic.
- Traffic congestion cost the U.S. \$114.8 billion in time and fuel in 2009 as the average urban driver spent the equivalent of four work days waiting in cars.
- The new Walter Reed is expected to add approximately 4,300 daily commuters, including nearly 1 million patient visits annually.
- If NIH staff and others do their part to reduce traffic congestion, everyone benefits and we reduce the chance of gridlock, according to the Office of Research Services.

Cost Savings for Organizations

- Office space
- Office supplies
- Travel (time and money)
- Utilities

Added Benefits to Organizations

- Recruit and retain talented employees
- COOP / Emergency Management planning with telework as part of the strategy
- Reduced use of sick leave
- Measurement for work products / better performance management because evaluation is based on results

My Experience as a Teleworker

- Family Work Life Balance means I can continue to support NIH/NEI mission
- During the work week, I can focus on work for 10+ hours per day, while the weekend is family focused
- There are pitfalls, not all believe Executives can successfully telework

How Do I Telework for Success

- Communication – Communication – Communication
- Time for critical thinking, planning
- Ensure supervisor preparedness for managing teleworkers and non-teleworkers. Training for supervisor is critical.
- Use performance management information to make wise decisions about telework.