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**TREZZA**  
Media Group

## Teleworking: Top 5 Factors Federal Agencies Must Consider

By: Joel Brunson-TANDBERG

Within the next few years, telework initiatives will continue to gain momentum across the Federal workforce. As agencies work to adopt green initiatives, ensure continuity of operations (COOP), and control costs, teleworking emerges as a viable solution to help agencies achieve these goals. However, the following issues still require additional discussion and evaluation:

### ► Management Education

Encouraging managers to telework is critical to advancing toward agency-wide telework adoption.

### ► Major Drivers

Increased flexibility to manage work/life balance, agencies can meet personnel recruitment and retention goals. Reduced time spent in traffic and decrease commuting costs. Conversely, agencies are able to minimize office space requirements, leading to further reductions in costs.

### ► Inhibiting Factors

Management resistance and lack of knowledge are the primary impediments to widespread deployment of telework programs. It is essential for agencies to implement pilot programs for managers and address concerns, which are often related to the lack of control over employee productivity.

### ► Technology-Enabled Solutions

TANDBERG's Management Reality study revealed that 32% of Federal managers rate the lack of face-to-face contact as the number one telework communication challenge. As such, many agencies are turning to technology providers, such as TANDBERG, with videoconferencing solutions to support telework initiatives and ensure effective, visual communication across their organizations.

### ► Eligibility Awareness

According to TANDBERG's Telework Eligibility Survey, one in three Federal employees is still not aware of their agency's telework program. Further, the study found that 96 percent of respondents are actually eligible to telework full-time, part-time, or on a situational basis – indicating missed opportunities to optimize workforce performance within the Federal government.

Technology applications, specifically visual communication solutions, coupled with effective training and senior-level support will help agencies successfully deploy telework programs, resolve implementation challenges along the way, and reap the many benefits telework has to offer.

## Telework as a Thought Leadership Concept

by Tom Trezza, Jr.  
President, Trezza Media Group

During our 2+ years of producing our monthly **Federal Executive Forums on Federal News Radio**, the concept of doing a stand-alone forum on Telework really never crossed our minds. CyberSecurity, Information & Intelligence Sharing, Net Centric Operations, Identity Management, Border Security and Emergency Preparedness and Response were some of the main mission critical areas that Jim Flyzik and I felt needed the awareness and coverage to showcase how our government and industry leaders are working together to solve these problems and producing great results.



But, things are changing and changing fast. First: The Telework Improvements Act of 2007 was introduced in November, which requires agencies to allow authorized employees to telework at least 20% of the time during a 2 week period. General Services Administration, in consultation with the Office of Personnel Management, will be responsible for helping implement a telework policy by providing advice, assistance and guidance to agencies. And now, the House Homeland Oversight and Government Reform Committee has just approved Legislation that would force agencies to focus on their telework programs and expand them as well as establish government-wide rules for federal telecommuting. This legislation is now on its way to the House Floor for a final vote.

I'm excited that our next Federal Executive Forum Program (April 1st) will be on this important topic of Telework. And while Telework has been highlighted in our recent Green Government, CyberSecurity, Emergency Preparedness & Response programs (to name a few), we have many of the top government leaders on this panel to share their thoughts and ideas of how to make this a success with their federal agencies. Check out our April 1st recording with GSA, DISA, State, IRS & OPM [here](#).

I would like to continue with the idea of sharing some thought leadership information on topics covered in my newsletters-so linked below will be a few major studies, websites, presentations and reports on Telework:

- [Telework Eligibility Profile Report - Feds Fit the Bill - 2008](#) (TANDBERG)
- [Face-to-Face with Management Report - 2007](#) (TANDBERG)
- [GSA's: Why Telework? Why Work At A Telework Center?](#)
- [GSA's Telework Web Portal](#)
- [The Telework Exchange's-The Teleworker-December 2007 Issue](#)
- [Telework Town Hall Meeting-April 22nd-2008](#)

So while Telework may not come up on ITAA's report on [Top Issues and Challenges for CIO's](#), it's an important issue for industry to help government with it improving their ability to hire and retain their workforce, helping to improve their green government initiatives and helping in their ability to have an effective Continuity of Operations Plan in case of a Pandemic outbreak-a Natural Disaster or a Terrorist Attack.

- Tom

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### The Flyzik 5

By Jim Flyzik, The Flyzik Group

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## 5 STRATEGIES TO MAXIMIZE THE UTILITY OF A TELEWORK PROGRAM

Many agencies have struggled to launch significant Telework initiatives finding it difficult to attract and sustain Top Management support and funding for the program. Here are 5 ways to add





## **Border Security - 2 Years in Review** **Live From The 2008 AFCEA** **Homeland Security Conference**

### **This Program Discussed:**

- A Review and Update on SBInet and Project 28
- What are some of the most difficult challenges to overcome to accomplish Secure Border Initiatives?
- How will you maintain flexibility in the Secure Border Initiatives to deal with possible high level policy changes?
- Are Secure Border Initiatives primarily an IT led effort or are other areas of the organization playing key roles?
- Share a vision for the future. Will we have a secure modernized Border infrastructure in 3 years? 5 years? 10 years?

### **Panelists:**

Greg Giddens - Executive Director, Secure Border Initiative, DHS

Bob Mocny - Director, US VISIT Program, DHS

Kathy Kraninger - Director of the Screening and Coordination Office, DHS

Luke McCormack - CIO, Immigration and Customs Enforcement (ICE), DHS

### **Moderator:**

Jim Flyzik -Flyzik Group

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greater value to the effort by making it more than just a telework program.

- Use telework as a means to periodically test your Continuity of Operations Plan (COOP). Agencies are required to have a COOP plan. Certainly, working from home will be a requirement for many types of emergencies such as a Pandemic Flu.
- Use telework planning as a means to update remote access security programs. Telework forces you to review ways to connect to your networks from remote locations. This is an opportunity to enhance your security.
- Use telework planning as a means to evolve to converged communications. Review your contracts for voice, data, cell phones, internet, video, etc. Here is a chance to consolidate these programs and contracts for remote access.
- Use telework as a motivator to consolidate your internet gateways. OMB has a requirement to reduce the number of internet gateways. Here is a chance to review and consolidate ways employees and stakeholders gain access to public networks.
- Use telework as a means to "Go Green". Not just the obvious energy savings associated with reduced commuting costs, but also a chance to review the number of servers required for remote access and adopting virtualization technologies to improve energy utilization in your data centers.

### **Jim Flyzik**

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## **Telework Is Not A "Break Glass In Case Of Emergency Proposition"**

**By Jeff Erlichman, Public Sector Communications**

I recently completed researching and writing a custom report on COOP scheduled to appear in Government Computer News on March 31. I devoted one article in this COOP report to Telework. Why?



Because now that Telework and COOP are tied at the hip in the House bill, Telework has gotten a major boost in importance. Now government managers will have no excuses and must plan for Telework being a major part of continuity plans in the event of a local or national emergency.

For the article, I interviewed Cindy Auten of the Telework Exchange. On HR4106 she said having Telework as an integral part of COOP could be the tipping point. According to Auten the bill calls for GSA and OPM, FEMA and the CHICO Council to report to the House Oversight and Reform Committee on the success and incorporation of Telework in COOP planning; and how agencies are using Telework to respond to emergencies and prepare for emergencies.

Further, FEMA Federal Continuity Directives 1&2 – issued in February as the operational outgrowth of HSPD-20 and NSPD-51 – call for agencies to "live and breathe" COOP and practice, practice, practice continuity plans. To practice those plans means agencies will have to practice Telework – which could be a new experience for some agencies.

### **Funding and Infrastructure Challenges**

Telework also brings up the usual funding and infrastructure issues. In most agencies there is no dedicated funding source. Like the DC Metro system, IT managers have to look for ways to get components to contribute funds or look for ways to spread costs across the agency. Like it or not, agencies will have to devote more funds to



## Green Government

### This Program Discussed:

- Key Energy Priorities for the coming year
- Key Challenges we need to overcome to make progress on Energy Savings and other Environmental Initiatives
- What kind of Metrics is needed to monitor progress
- How to justify ROI
- Vision for the future

### Panelists:

Molly O'Neill Assistant Administrator for the Office of Environmental Information(OEI) Chief Information Officer(CIO)

John Johnson Assistant Commissioner General Services Administration(CIO)

Catherine Cesnik Senior Program Manager, U.S. DOI, Office of Environmental Policy and Compliance

Myra Galbreath Office Director and Chief Technology Officer, EPA

Tom Simmons Area Vice President for Federal Systems, Citrix

Edward Vaccaro Partner, Homeland Security, Federal Systems - Unisys

Erin Rae Hoffer Industry Program Manager, Autodesk

### Moderator:

Jim Flyzik -Flyzik Group

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### Planned 2008 Federal Executive Forum Schedule includes:

April

- Information & Intelligence Sharing: 2 Years in Review

May

- Health IT in Government: 1 Year in Review

June

- Building Government's Future Infrastructure: 1 Year in Review

building out the robust infrastructure needed for Telework under a COOP scenario. That means more investments in networks, mobile, satellite and virtualization technologies.

Auten says agencies must pay particular attention to "the security requirements that agencies must consider when building out their Telework program. The IT infrastructure must be able to handle remote access in a COOP situation, which calls for more a more robust infrastructure – and training -- compared with just as regular Telework environment."

To support the technology components critical for Telework managers are spending their precious dollars in areas such as web-based applications, Blackberry devices, laptops, and remote email access, which allow for increased Telework at low incremental cost. Such "dual use" technologies – and their related costs – can be shared across the organization by mobile workers, office workers, and Teleworkers.

Telework is a lot about keeping workers comfortable in their environment. "We always say Telework is not this 'break glass in case of emergency proposition'," said Auten. "If you really incorporate COOP into your standard operating procedures, you must train and test. It is really a cultural learning shift and really important training has to happen first."

### Are You Ready To TeleCOOP?

During a recent Federal Executive Forum, host Jim Flyzik coined a new term merging the concepts of Telework and COOP. He called it TeleCOOP and it accurately describes the environment IT managers are going to be expected to provide.

The bottom line is supporting Telework involves expanding IT capacity from office to home. That entails procuring secure remote connectivity, providing access to data needed to accomplish tasks, providing IT support and keeping detailed checklists to maintain accurate records.

According to the GSA Agency Telework Ready Status, Teleworkers, Telework coordinators and agency IT management identified 14 infrastructure components, in three different technology categories as "critical to effectively supporting Telework". They include:

#### Home Office

- PC support
- Application access
- Security resources
- Peripheral support

#### Services

- Data communications
- Voice communications
- Teleconference communications
- Technical training support
- Help Desk support

#### Enterprise

- Secure access resources
- Application access resources
- Access to administrative functions
- Remote email access
- Collaboration resources

Looking at this list I'd say there are 14 opportunities for you to do business directly with government or team with an integrator.

Telework is definitely here to stay. The worse traffic gets. The more alternative work schedules the government allows. The more workers who take advantage of flex time, the more opportunities there are for business.

If you want to read what government buyers are reading about Telework, there are two great websites – in addition to the resources Tom has provided – to visit: the [GSA/OPM Telework website](#) or [The Telework Exchange website](#).

*Jeff*

### Public Sector Communications

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## July

- Future Technologies: Spotlight on Virtualization-Visualization & Biometrics
- IPv6-Beyond June 2008

## August

- Net Centric Operations: 2 Years in Review
- Web 2.0

## September

- Identity Management/HSPD-12: 2 Years in Review

## October

- Emergency Preparedness & Response: 2 Years in Review

## November

- Green Government Part 2
- Simulation & Training

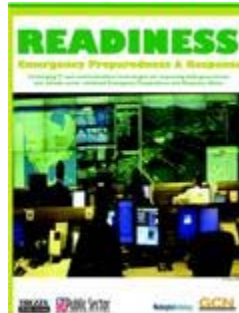
## December

- Open Source Computing: 2 Years in Review

For information about being one of the sponsoring industry companies, please [click here](#) to learn more.



Sources: Agency Telework Ready Status; OPM/GSA Telework.gov; Telework Exchange



### Emergency Preparedness and Response Custom Supplement

April 28th issues of GCN and Washington Technology

[Click here for more information](#)



Download ITAA's report on [Top Issues and Challenges for CIO's](#)