

# Telework

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A solution looking for a problem.



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# Briefing Purpose

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Offer a plan for:

- Your information
- Your endorsement
- Your support and commitment
- Incorporating telework in your strategies and business operations
- Increasing the number of teleworkers



# The Law

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State Employee Telecommuting Program (1990)  
California Government Code sections 14200-  
14203

Statutory Authority assigned to the Department of General Services to establish a unit with these duties:

- Create multi-agency advisory group
- Develop and update policies and guidelines
- Site satellite work stations

# DGS Telework Team

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- Stakeholders – Team members
  - Executive Management
  - Continuity Planners
  - Green Team (travel & buildings)
  - Information Technology & Security
  - Human Resources & Labor Relations
  - Facilities Planners & Managers
  - Strategic Planners & Evaluators
  - Trainers
  - Legal Counsel



# DGS Telework Mission

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Create a California state government model telework program to responsibly, economically and securely move the work to the worker instead of moving the worker to work.

# DGS Telework Goals & Actions

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- Create a prototype telework program
  - Create objective measures/metrics
  - Evaluate and enhance 12-month results
  - Expand statewide
- Create multi-agency telecenters (Sacramento)
  - Reconvene Telework Advisory Group
  - Recruit participants (agencies & employees)
- Establish a Telework Unit per CGC 142002



# Telework Satisfies Needs

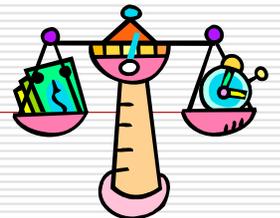
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- Improving employee effectiveness, performance, and morale
  - Focusing on results-oriented management
  - Recruiting incentives
  - Managing facilities demand vs. supply
  - Reducing absenteeism
  - Improving employee health and wellness
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# Telework Solves Problems

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- Reduces traffic congestion and pollution
- Reduces energy consumption and costs
- Enhances working experience and opportunities for mobility restricted
- Aids the continuity of government services



# Barriers

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- Industrial-age management style
- Management leadership or Not
- Absence of management incentives
- Lack of strategic telework planning
- Paralysis by analysis
- Information security
- Trust – Performance
- Labor relations (collective bargaining)



# DPA's AWWWS/Telework Pre-Implementation Survey Results

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- July 2008 – 75% participation rate
    - 6% of staff surveyed were currently working a Telework Schedule.
    - 62% of staff responded that they were interested in working a Telework Schedule if given the opportunity.
    - When asked how the quality of their work would be impacted as a result of working an AWWWS or Telework schedule, 36% responded that their work would be positively impacted, 41% responded that they weren't sure.
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# Post-Implementation Survey Results

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- October 2008 – 55% participation rate
    - 12% of staff surveyed were currently working a Telework Schedule.
    - 23% of staff responded that the quality of their work was positively impacted by working either Telework or AWWWS Schedule; 17% responded that their work was not impacted.
    - 49% of staff responded that the quality of service to customers both internally and externally was not impacted as a result of working either an AWWWS or Telework Schedule; 38% wasn't sure of the impact.
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# Telework Agreement

State of California  
**TELEWORK AGREEMENT**  
 DPA 895 (07/08)

Department of Personnel Administration  
 Personnel Office

Employee Name:	Date:
Classification #:	Position #:
Division:	Effective Dates: (Must be effective beginning of pay period)

### Telework Schedule Request

**Telework Schedule:**

- Date of first scheduled telework day \_\_\_\_\_
- Day(s) of week: (circle one)      M    T    W    Th    F
- Scheduled Work Hours: \_\_\_\_\_ a.m. /p.m to \_\_\_\_\_ a.m/p.m.
- Telework Phone #: \_\_\_\_\_
- Telework Address: \_\_\_\_\_
- Other: (Specify schedule and work hours) \_\_\_\_\_

It is understood that the telework days must be scheduled in advance and approved by the supervisor. At times, it may be necessary for the telework schedule to be revised to ensure critical deadlines are met or to attend meetings. Any change by the teleworker in the agreed upon schedule must be pre-approved, and when permanent, documented and appended to the Telework Agreement.

The division chief, supervisor and the teleworker have read and understand the DPA Telework Policy and Procedures. All parties understand that the Telework Agreement may be terminated by the division chief or supervisor/manager as indicated in this policy and associated procedures. The supervisor and the teleworker have read, understand, completed the Supervisor Checklist prior to participation in the telework program and further agreed to the following:

The teleworker agrees to: 1) master computer hardware and software skills necessary to perform the assigned telework duties 2) learn and apply ergonomic safety practices 3) establish and maintain a safe home office environment 4) ensure customer needs take precedence over the home office schedule 5) proactively stay in touch with customers 6) ensure their work takes precedence over family and home matters during home office hours 7) make arrangements for dependant care if applicable and 8) produce electronic work products that are useable in DPA's automated system with no additional work.

This agreement may be cancelled at any time by either you or the Department. Failure to comply with the procedures as outlined in the DPA's Telework Policy (Section 3180 of the DPA Administrative Manual), including maintaining a minimum of 40 hours of leave credits or paid leave (other than sick leave), will cause for cancellation of your telework schedule and return to a regular in office Monday – Friday 5/4/40 work week.

I have read and understand the above terms and conditions of the telework schedule and understand that this agreement is made in accordance with the FLSA. I also acknowledge receipt of DPA's policy on telework schedules and understand that a copy of this agreement will be placed in my official personnel file for audit purposes.

Employee Signature:	Supervisor Signature:
Division Chief Signature:	Personnel Officer Signature:

*Note: All approval signatures must be obtained prior to starting an alternate work schedule.*

Form is located on the  
 DPA Website at:

<http://www.dpa.ca.gov/dpa-info/telework/checklists-and-agreement.htm>

# Accountability/Time Management

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- Telework Task Assignment Form
  - Identifies tasks to be completed on telework day
  - Specifies time needed to complete each task
  - Outlines work hours
  - Form is submitted to supervisor for review and signed off by supervisor & employee on a weekly or monthly basis
  - Employee will submit completed form to supervisor which will be reviewed and compared to actual work assigned



# Telework Task Assignment Form

DEPARTMENT OF PERSONNEL ADMINISTRATION  
DPA 900 (07/08)

Week of \_\_\_\_\_

## TELEWORK ASSIGNMENT LOG

Employee Name: \_\_\_\_\_  
Telework Schedule: \_\_\_\_\_

Division: \_\_\_\_\_  
Supervisor Name: \_\_\_\_\_

Task(s) Assigned	Estimated Hours
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
<b>Total Estimated Hours</b>	_____

Task(s) Completed	Actual Hours
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
<b>Total Actual Hours</b>	_____

Comments: \_\_\_\_\_  
\_\_\_\_\_

Employee Signature \_\_\_\_\_  
Supervisor Signature \_\_\_\_\_

Date: \_\_\_\_\_  
Date: \_\_\_\_\_

Form is located on the DPA Website at:  
<http://www.dpa.ca.gov/dpa-info/telework/checklists-and-agreement.htm>



# Enablers and Drivers

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- ❑ Information Technology
- ❑ Telecommunication technologies
- ❑ Information Security
- ❑ Generation Y expectations

Results and quality of work performed....  
....not where work is performed



# Resources

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❑ T-Team (multi-disciplinary team-stakeholders)

❑ Office Telework Coordinators (OTC) – the DGS Telework Advisory Group (TAG)

❑ State Telework Resource Webpage

<http://www.dgs.ca.gov/Telework/default.htm>

❑ State Policies and Guidelines

<http://www.documents.dgs.ca.gov/dgs/pio/telework/1992%20model%20policy.pdf>

❑ Sample Departmental Policies and Guidelines

<http://www.dgs.ca.gov/Telework/Resources.htm>



# Resources

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- ❑ Statewide Telework Advisor: David Fleming – [David.Fleming@dgs.ca.gov](mailto:David.Fleming@dgs.ca.gov)
- ❑ DPA Telework Policy - <http://www.dpa.ca.gov/dpa-info/telework/index.htm>
- ❑ DPA Telework Agreement Form and Task Assignment Log – <http://www.dpa.ca.gov/dpa-info/telework/checklists-and-agreement.htm>
- ❑ Training...A work in progress



# Coming Soon....

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## Work Anywhere Conference in Late Summer 2009



# Questions?

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# Thank you!

