

ITA Telework Program Orientation

You must complete this on-line Orientation in order to participate in the ITA Telework Program



INTERNATIONAL
TRADE
ADMINISTRATION

Updated:
January 2009

What will be covered:



- What Is Telework?
- Where Can I Telework?
- What Is The Process?
- Who Is Involved?
- Benefits?
- Am I Eligible?
- Other Factors?
- Suitable Work?
- Origin of ITA's Policy?
- How Do Existing Policies Apply?
- Set Up?

How Can I Make The Telework Program Successful?

What Is Telework?



- Types of Telework
 - Regularly Scheduled
 - Ad-hoc/Episodic
- Alternate Work Schedules and Telework

Benefits of Telework



- Societal Benefits
 - Reduces Traffic
 - Conserves Energy
- Employer Benefits
 - Promotes Job Satisfaction
 - Increases Workforce Retention
 - Reduces Overhead and Occupancy Costs
 - Accelerates Employees' Return From Disability Leave
- Individual Benefits
 - Reduces Commuting Time
 - Improves Quality of Life (Reduces Stress, Enables More Family and Personal Time)
 - Saves Money

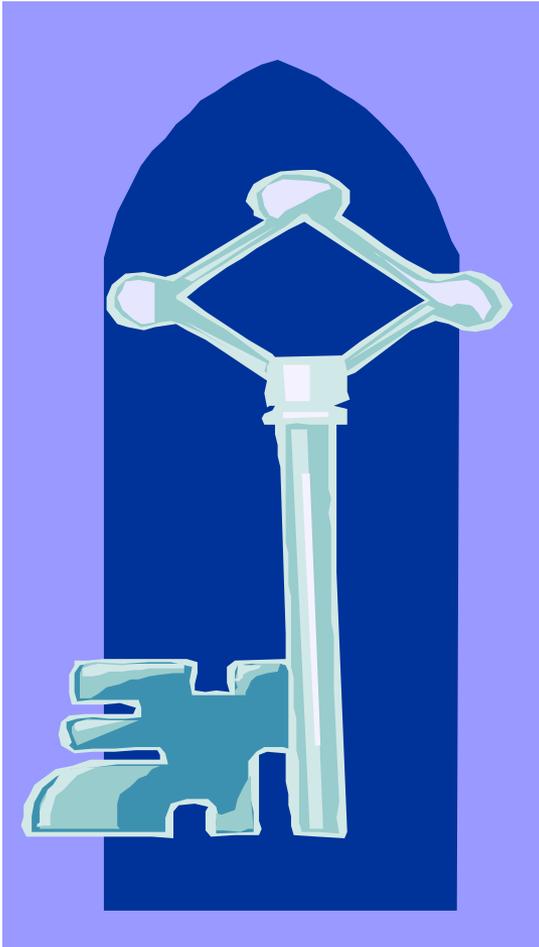
Telework in Government



GOALS

- Recruiting, motivating, and retaining workers
- Reducing costs if possible

ITA's Key Players for Telework



- Employees
- Supervisors
- Approving Officials
- CFO/ADMIN
- CIO

Locations for Telework



- Home
- Federal Telecommuting Center

For further information on Federal Telecommuting Centers: www.TeleWork.gov

Equal Opportunity for Participation



Participation in the ITA Telework Program is open to all eligible employees without regard to race, color, gender, religion, national origin, marital status, age, disability, or sexual orientation.

Eligibility Criteria



- Position has sufficient duties or work activities that can suitably be performed at an alternate work site
- Current performance rating is “Meets Expectations”
- Signed agreement that documents all terms of the TeleWork arrangement and a completed Telework Safety Checklist
- For overseas staff, approval is received from the Chief of Mission (or designee) and is consistent with host government employment

What Is “Suitable Work?”



A position may be suitable for TeleWork if:

- Some or all work activities are portable and can be performed effectively outside of the conventional office
- Job tasks are easily quantifiable or primarily project-oriented
- Only predictable contact with other employees and customers is required

Types of Suitable Work?



Suitable Work

- Writing
 - Editing documents
 - Writing decisions or reports
- Analysis
 - Data analysis
 - Reviewing cases
- Telephone-Intensive Tasks
 - Setting up a conference
 - Obtaining information
- Computer-Oriented Tasks
 - Programming
 - Data entry
 - Word processing

Unsuitable Work

- Computer Help Desk
- Motor Vehicle Operation
- Receptionist
- Mail/Message Delivery
- Equipment Repair
- Files Maintenance
- Archive Maintenance
- Communications Relay Operation

Other Factors For Consideration



- Conduct?
- Attendance?
- Office Coverage?
- Supervision?
- Immovable Material?
- Organization and Time Management Skills?
- Equipment/Resources?
- Required Contacts?

The Process to Participate



- Attend an Orientation Session
- Apply
- Discuss
- Recommend
- Approve
- Modify or Terminate, as necessary

The Process: Apply



- Employees
 - Complete, sign and date the Telework Application and Agreement
 - Complete the Telework Safety Checklist, for home location
 - Submit application to supervisors and schedule a discussion
- Supervisors
 - Review application
 - Review eligibility criteria and Telework Screening Guidelines

The Process: Discuss



- Employees and Supervisors
 - Agree on work to be performed at the alternate work site
 - Agree on a TeleWork schedule
 - Outline ways to certify time and attendance
 - Establish checkpoints to evaluate the individual arrangement

The Process: Recommend



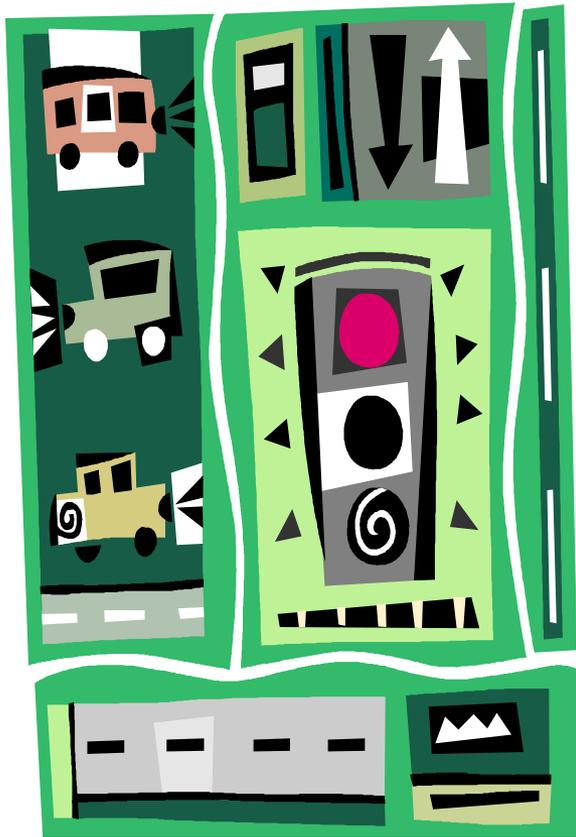
- Supervisors
 - Make a recommendation
 - If the decision is not to support the employee's request, document the basis for the decision on the application
 - Submit the application to the Approving Official
- Approving Officials
 - Review the application and the supervisor's recommendation

The Process: Approve



- Approving Officials
 - Determine whether or not to approve the request
 - Sign and date the application and return it to the supervisor
- Supervisor
 - Communicate status of the application to the employee
 - File the application
 - Give a copy of the final agreement to the employee.
- CFO/Admin – Office of Strategic Resources
 - Coordinate with business units to obtain necessary information for reporting purposes.
 - Prepare and submit reports to the Department

Grievance Procedures



- Informal Process
 - The next higher management level will resolve any grievances over participation
- Formal Process
 - Bargaining Unit employees – use the negotiated grievance procedure
 - Non-bargaining Unit employees – use the administrative grievance procedure
 - The Office of Civil Rights is available if an employee believes the basis for management decisions is due to discrimination



**Get Ready
to
Telework!**

A Typical Workstation



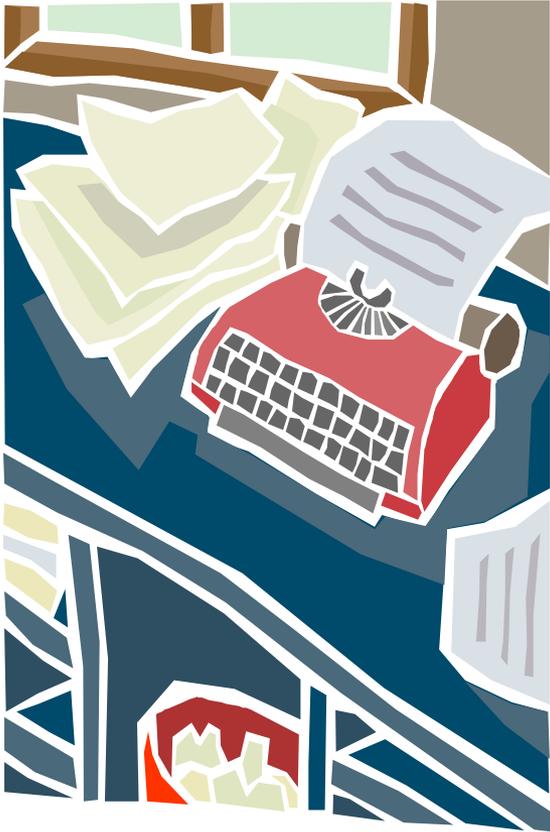
- Computer/Laptop
- Printer
- Internet Service
- Internet Browser Software
- General Purpose Software
- A Separate Telephone Line or Mobile Phone

The Cost of Setting Up



- Expenses
 - ITA will not cover home utility or maintenance costs
 - Cost of using the Federal Telecommuting Center will be charged to the supervisor's budget
- Supplies
 - Supplies are obtained from stock at ITA
 - Entitlement to authorized expenses is maintained
 - Approval for expenses needing reimbursement should be requested in advance

Equipment: Personally-Owned



- Employees are responsible for:
 - Ensuring compatibility
 - Costs associated with purchasing, servicing and maintaining personally-owned equipment
 - Technical support
 - Requesting permission to install government-owned software on a personally-owned computer

Equipment: Borrowed from ITA



- Employees are responsible for:
 - Securing equipment from ITA excess
 - Using equipment for official business only
 - Notifying supervisors of malfunctions and arranging for repairs
 - Returning unused equipment
 - Ensuring that only hardware and software procured by ITA and authorized by the Approving Official, with the exception of a printer, is installed on Government-owned computers.

Telework – What Stays The Same?



- Official Duties During Work Hours
- Work Schedules and Pay
- Standards of Conduct and Ethics
- Overtime Policy (pre-approval required)
- Leave Policy (pre-approval required)
- Worker's Compensation
- Official Duty Station
- Records Management
- Performance Elements and Standards

Telework – What Is Different?



- Emergency Closings and Dismissals
- Reporting to the Conventional Office
- Data – Appropriate for Telework
- Remote Access
- Tax Issues
- Managing in the Telework Environment
- Certification of the Accuracy of Time and Attendance

Options to Certify Time And Attendance



- Determine outcomes to be achieved and monitor progress
- “Check in” with occasional supervisory phone calls or e-mails
- Schedule visits to the alternate work site
- Ask to be copied on e-mail correspondence

What We Heard



How will I know they're really working?

Begin From a Premise of Trust, Check In, and Manage by Outcomes



Has this been effective for ITA?

ITA staff have been Teleworking successfully for some time. Give TeleWork a try – You might like it! And remember...agreements can be modified



Not all positions are suitable for TeleWork!

Focus on duties and tasks - most positions have some work suitable for TeleWork

Creating Your Comfort Zone



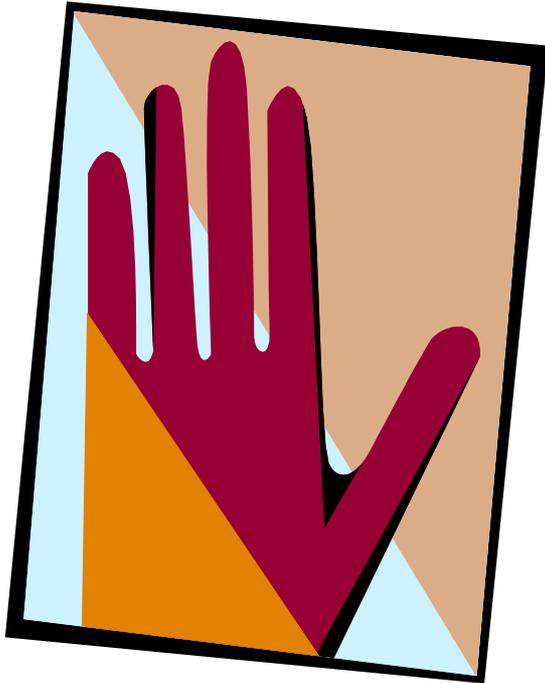
- Provide clear expectations about the work to be done
- Communicate expectations about successful work habits
- Balance the organization's needs, employee needs, and the spirit of the law
- Watch out for the “Empty Office Syndrome”
- Acknowledge, celebrate, and share TeleWork successes
- Work with employees to find creative solutions to address your concerns

The Process: Modifying The Agreement



- Employees and Supervisors
 - Discuss reasons for the modification
 - Revise, sign, and date the agreement form
 - Give two weeks notice
- Supervisors
 - File revised agreement
 - Give a copy of the revised agreement to the employee.

The Process: Terminating The Agreement



- If an Employee Decides to Terminate:
 - Complete and sign the Termination Agreement
 - Submit form to Supervisor
- If a Supervisor Decides to Terminate:
 - Discuss reasons for the termination
 - Complete the Termination Agreement
 - Ensure employee signs the Termination Agreement
 - Submit form to the Approving Official
 - File the final form and send a copy to CFO/Admin
- Approving Official Responsibilities
 - Determine whether or not to terminate the TeleWork arrangement
 - Sign the Termination Agreement

Steps To Successful Participation



- Own the Success of the Program
- Be Visible
 - Communicate/Publish your schedule
 - Call to “check in”
 - Respond quickly to e-mail
- Show Progress
 - Provide status reports
 - Produce “DRAFT” documents
- Maintain Open Communication with Supervisors and Co-workers
- Demonstrate Effective Work Habits

Telework Resources



- Telework Policy, forms, and related materials
- OPM and GSA Interagency Telework Website
 - www.telework.gov
- Safety: Jeffrey Scherr CFO/Admin, (202) 482-3266
- CIO: Rod Smart (202) 482-0622
- CIO: Frank Eggert, CIO, (202) 482-1492
- CFO/ADMIN – Questions about Telework, (202) 482-3505

Please print this page and attach it to your application to participate in the TeleWork Program. Then submit to your Supervisor. Your supervisor should keep this certificate as part of documentation that authorizes you to telework.

TeleWork Orientation Certificate

**This is to Certify that you
have completed
the ITA TeleWork On-line
Orientation**

Print your name: _____ Date: _____



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