Telework a Key Priority at the Outset of the Kaine Administration

A Lofty (Telework) Goal

- Governor Kaine calls for **20%** of eligible Virginian state workers to telework by 2010

Telework Adoption 2005

<table>
<thead>
<tr>
<th>Commonwealth of Virginia</th>
<th>Federal Government</th>
</tr>
</thead>
<tbody>
<tr>
<td>41% of federal workers eligible</td>
<td>18.6%</td>
</tr>
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Governor Kaine calls for **20%** of eligible Virginian state workers to telework by 2010; “Telework is a family-friendly, business-friendly public policy that helps us recruit and retain a high-quality workforce in a competitive job market.”

Broadband Access a Requirement

- Governor Kaine calls for **access** to broadband services to all businesses by 2010

Broadband Adoption 2005

<table>
<thead>
<tr>
<th>Residential</th>
<th>Business</th>
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<tr>
<td>40.4%</td>
<td>54.3%</td>
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10% of nearly 1.2M lines delivered by satellite, wireless, or power lines

Nearly 200K high speed lines deployed

Telework Reporting a Requirement for all Cabinet Secretaries

Every cabinet member must report employee telework statistics for the week as part of weekly private exercise to briefly the Governor on top priorities.

Initiatives

Building a Telework-Friendly Culture Across State Agencies

I. Increase Employee Eligibility
   - #Telework Definition: Codified "Telework" as an arrangement in which employees perform job duties away from the central workplace at least 1 day per week (or 32 hours per month)
   - #Automatic Eligibility: Default option for HR to deem selected job descriptions as "eligible" unless agency appeals, effective July 1, 2008

II. Maximize Telework Enrollment
   - #Implementation Guidance: "Road Map" published February 2008 to support agency initiatives
   - #Technology Standards: VITA Telework Policy for appropriate use of personal computers effective July 1, 2007

III. Encourage Private Sector Adoption
   - #Telework Pledge: In partnership with NVTC, recruited 30 private sector firms to implement or increase telework activities through a public pledge
   - #Telework/VA: Broaden outreach opportunities including re-designed website, e-learning models and targeted marketing
Step One: Eliminate Holes in Program Policies and Procedures

- Make telework a priority
  - Virginia’s Office of Telework Promotion and Broadband Assistance (EO35 (2006) HB1017 (2008))
- Clearly define terms and goals
  - 1994 – Telework/Telecommuting Task Force
  - 2001 – Initial Telecommuting Legislation
  - 2005 – Alternative Work-Schedule/Telecommuting Goals
  - 2008 Telework revised definition and goals (HB1018, HB1021)
- Establish Policies and Procedures to Support Implementation
  - Telework Road Map (2007)
  - Department of Human Resource Management
    Telework Policy (updated 2008)
  - Telecommuting – Use of Personal Computers (Virginia Information Technology Agency – 2007)
  - Department of Accounts – Telework Expense Payment Policy (2008)

Step Two: Develop HR Policies, Procedures and Templates

- Telework Policy
- Telework Eligibility Checklists
- Telework Policy and Sample Work Agreements
- Teleworking Assistance and Guidance for Agencies
  - http://www.dhirm.state.va.us/resources/telecommute/information.html
Step Two: Develop IT and Document Management Policies and Procedures

Information Security

- IT Information Security Policy [Office of the Secretary of Technology]
- IT Security Policies
- IT Security Standards
- IT Security Incident Response Plan
- IT Security Audit Plan
- IT Security Training Plan
- IT Security Risk Management Plan

Security Standards

- Personal Computer Acceptable Use Policy
- Information Security Policy
- IT Security Standards
- IT Security Incident Response Plan
- IT Security Audit Plan
- IT Security Training Plan
- IT Security Risk Management Plan


Step Three: Support Management Decision Making

Remove the “guess” work through effective policies and procedures

http://www.doa.virginia.gov/General_DOA/Telework_Expense.cfm
Office of the Secretary of Technology

Step Four: Set Expectations

Telework “Roadmap” to manage expectations


Step Five: Draw Support from Existing Resources (a.k.a. don’t reinvent the wheel)

Free Online Information and Training

Step Five: Draw Support from Existing Resources (a.k.a. don't reinvent the wheel)

Free Online Tools and Resource Materials for Coordinators, Employees, and Managers

http://www.telework.gov/

Step Six: Integrate Telework into Continuity of Business/Pandemic Plans

Telework as a tool for achieving goals/fulfilling requirements

Achieving Telework Goals (FY2010)

<table>
<thead>
<tr>
<th>State Employees Teleworkers</th>
<th>Office of Telework Promotion and Broadband Assistance (“OTPBA”)</th>
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<tbody>
<tr>
<td>% Eligible</td>
<td></td>
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Launch

Executive Order signed September 12, 2006; Director reports to Secretary of Technology

Goal

Promote and encourage the use of telework alternatives for public and private employees, including but not limited to appropriate policy and legislative initiatives

Legislation

In 2008, Office codified with a clear telework definition (> one day per week) and 20% enrollment goal of eligible employees

Next Steps:

- Determine future telework goals for eligible state employees
- Pursue funding for expanded telework initiatives as part of the Commonwealth’s round 2 submission to the National Telecommunication and Information Administration’s “building sustainable demand” program
- Continue to utilize telework as an integral part of COOP/pandemic plans and “green initiatives”