



2017 FINANCIAL MANAGEMENT CONFERENCE

Telework

How Do We Make It Work?

Moderator:

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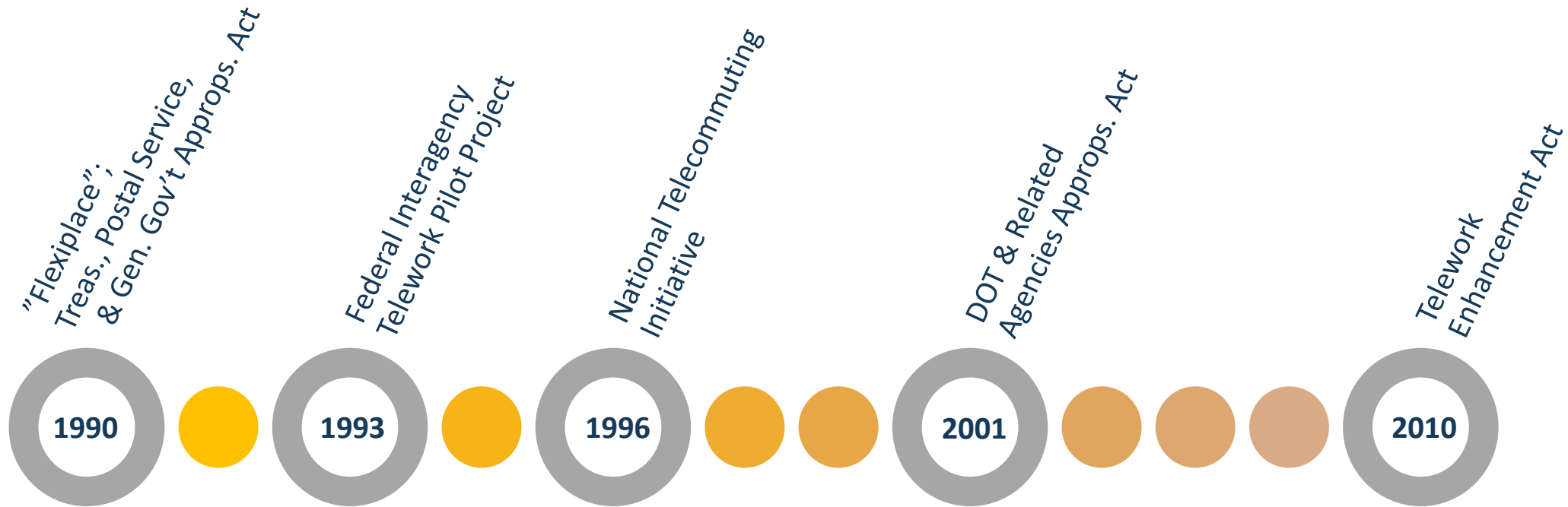
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Status Check

Telework in the Federal Government

Background

Key Telework Milestones in the Federal Government



Source: 2015. National Academy of Public Administration. "The United States Patent and Trademark Office: A Telework Internal Control and Program Review". Available at <http://napawash.org/images/reports/2015/NAPA%20Final%20USPTO%20Report.pdf>



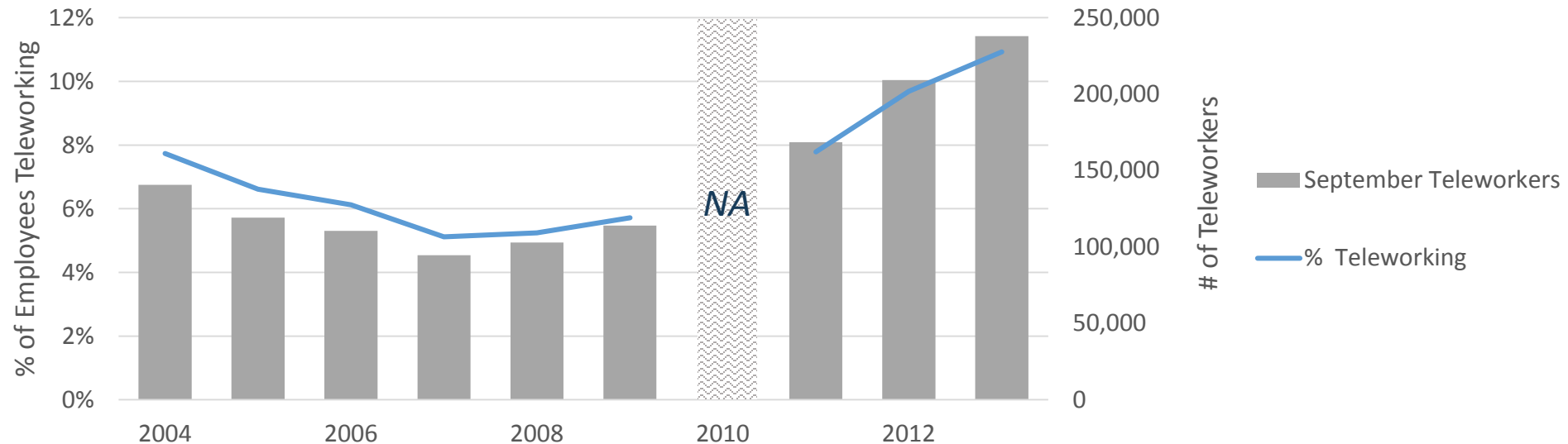
■ Factors Promoting Telework

- Improved facilitating technology
- Political pressure to reduce program costs and government “footprint”
- Desire to reduce government’s carbon footprint and strain on physical infrastructure.
- Need to maintain competitiveness with private sector in recruiting marketplace



■ Telework Trends

In both numbers and share of the workforce, teleworking has doubled since 2008



Source: OPM Annual Report on Status of Telework in the Federal Government, 2004 – 2014. Available at <https://www.telework.gov/reports-studies/reports-to-congress/annual-reports/>



■ Learning Objectives

To enhance insights, understanding, and communication/management skills to optimize telework for your resource management workforce.

- Discuss how USPTO's OCFO leveraged the agency's telework culture to meet its own specific business needs
- Provide practical tips and lessons learned about teleworking in the Finance environment
- Leverage manager and employee perspectives to identify best practices and challenges to help ensure a successful telework experience.





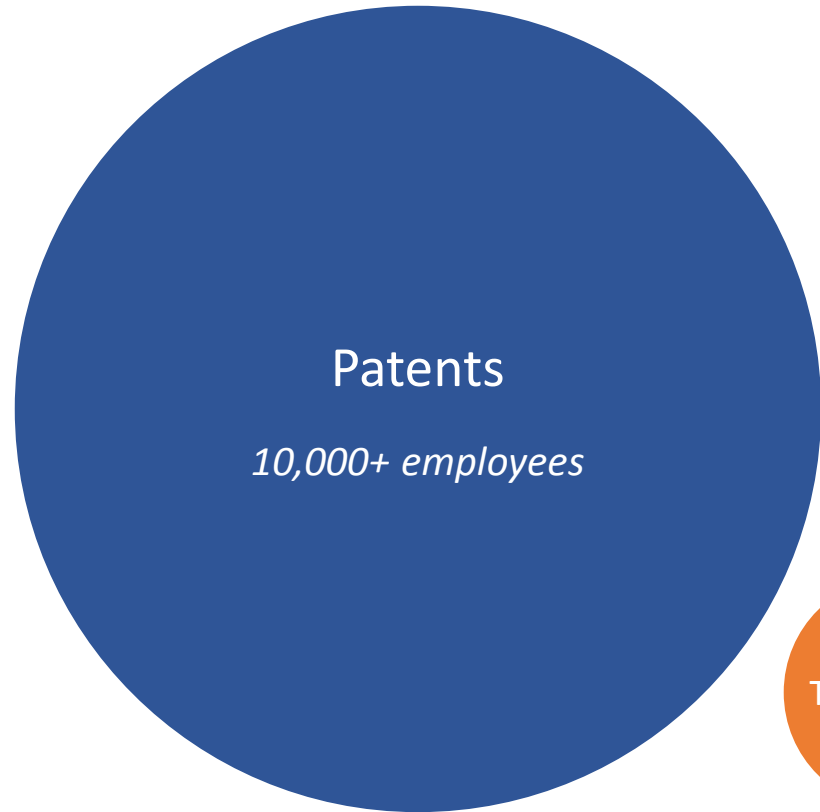
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A Case Study

Implementing Telework in a Finance Organization

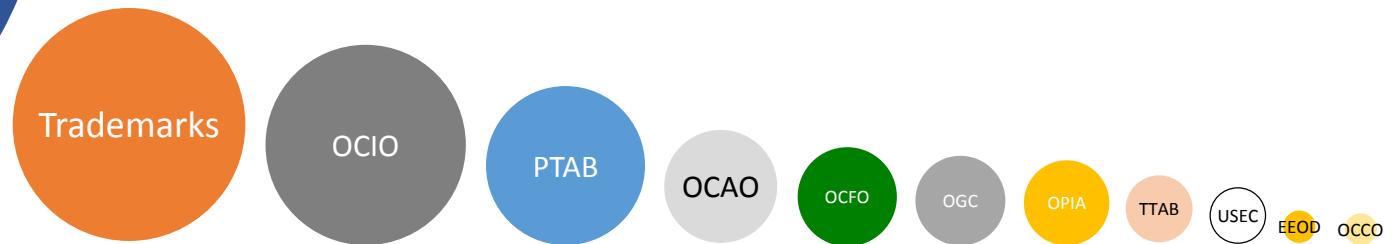
The USPTO Experience

■ The USPTO Experience



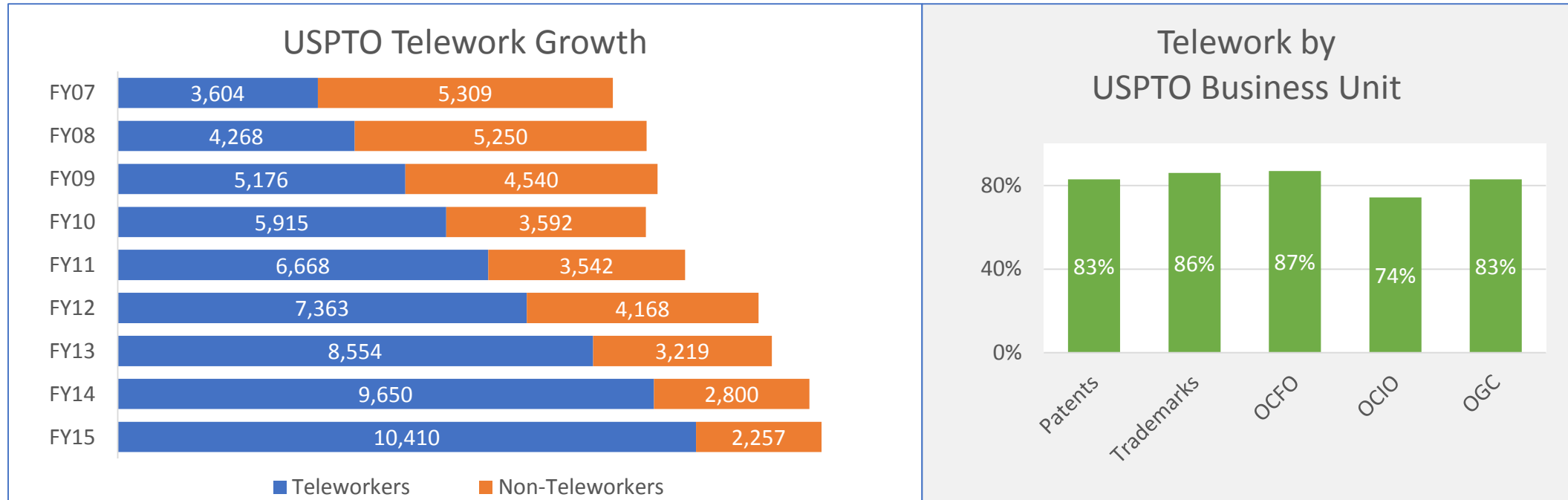
Mission

Fostering innovation, competitiveness and economic growth, domestically and abroad by delivering high quality and timely examination of patent and trademark applications, guiding domestic and international intellectual property policy, and delivering intellectual property information and education worldwide, with a highly skilled, diverse workforce



■ The USPTO Experience

USPTO currently has over 10,000 teleworkers.



■ Implementing Telework in OCFO

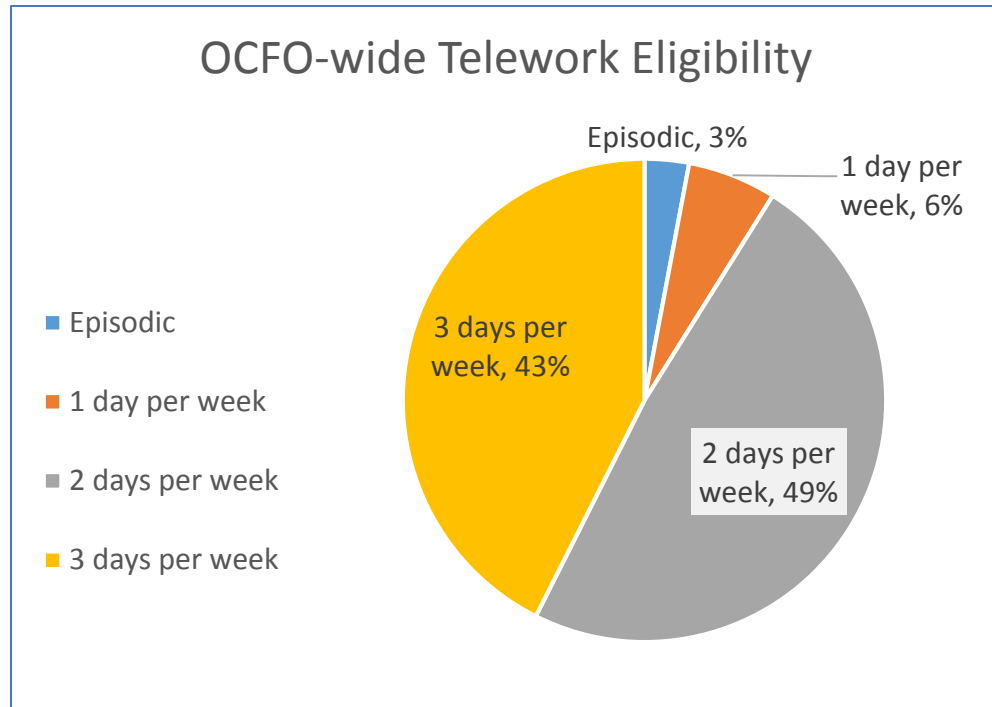
- One policy
- Implement a telework culture
- Expand over time; learn as you grow

USPTO OCFO Telework Program Guiding Principles	
Principle	Description
Meeting USPTO and OCFO Goals are the Priority	Business and customer needs must be fully addressed when defining work schedules, telework eligibility, and telework participation. Business impact must be positive or neutral.
Performance is Not Defined by Physical Presence	Job effectiveness is characterized by employee <u>performance and results</u> .
All Employees are not Guaranteed the Same Outcome	Each position is evaluated for telework eligibility on its business-based merits. The telework solution may not be the same for all employees.
Flexibility is a Two-Way Street	Telework arrangements must remain flexible to accommodate changing USPTO, co-worker, & customer needs.
Employee-Manager Collaboration is Critical	Open dialog between managers and employees is a crucial aspect of evaluating and assessing Telework participation.



■ The USPTO OCFO Telework Experience

100% of positions are eligible for at least episodic telework



Function	Max. Days Eligible
Budget Formulation	***
Budget Execution	**
Forecasting	***
Travel Support	**
Accounts Payable/Receivable	**
Financial Reporting/Analysis	***
Fee Processing	**
IT O&M	***
IT Project Management	***
Acquisition	**





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Panel Discussion

How do we make telework work?

“Managing in a *telework* environment is *managing*...in a telework environment.”

