Telework References

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Website References:
http://www.telework.gov
U.S. Government telework website, managed by U.S. Office of Personnel Management (OPM) and U.S. General Services Administration (GSA)

http://www.gsa.gov/teleworknow
U.S. GSA telework website, with links to related information on Alternative Workplace Arrangements (AWA) and Alternative Offices (AO)

http://csrc.nist.gov/
U.S. National Institute of Standards and Technology Computer Security Resource Center

Notes:
• **Telework Benefits and Drivers:**
  Continuity of Operations (COOP); reduce employee carbon footprint; employee recruitment and retention; work/life balance; environment and sustainability.

• **Telework Challenges:**
  Cultural Change; IT and Telecommunications infrastructure capacity; baseline and measurements for: a) actual use of existing space and b) performance metrics.

• **Proposed Legislation and Executive Order:**
  Reference H.R. 1722 and S. 707. A draft Presidential Executive Order is in process.

• **Key Components for Telework:**
  Help Desk (preferably 24/7); Thin Client; Firewall; Security Software; Password Policies; Internet Applications; Secure Remote Access through SSL and VPN technology.

• **Best Practices:**
  Telework needs to be 'standard operating procedure' - regular and recurring, to maintain currency. Top level support is needed from the IT, HR, CFO, and Real Property disciplines to successfully implement telework on a large scale. U.S. GSA Administrator, Martha Johnson, and the U.S. Office of Personnel Management Director, John Berry, are supportive of expanded telework in the U.S. Federal government.