

2004 OPM Telework Survey

INTRODUCTION

A. Agency Name

Please identify the name of your agency in this section.

Agency Name

B. Agency Telework Representative Information

Please identify in this section the agency telework representative responsible for policy implementation.

Last Name: _____ First Name: _____

Phone: _____ Email address: _____

Please identify the individual completing this survey (If different from agency telework representative above).

Last Name: _____ First Name: _____

Phone: _____ Email address: _____

Note: Please enter numbers (using integers) without commas. If you have no employees in a particular category, please enter a zero.

Agencies are requested to input their 2004 data no later than January 31st 2005.

DEFINITIONS:

Core Telework: Telework that occurs on a routine, regular, and recurring basis away from an employee’s principal place of duty (e.g., at home, at a telework center, at an alternate location) one or more days per week.

Situational Telework: Telework that occurs on an occasional, non-routine basis.

Eligibility Criteria (job-related): An occupation or position is eligible for telework if, regularly or occasionally, some or all of its duties could be performed away from the principal place of duty.

Qualifying Criteria (employee-related): Requirements an employee must meet to participate in a telework arrangement (e.g., performance rating of at least fully successful, no history of disciplinary actions, limited time in agency etc.). This also includes employees who decline to telework.

TELEWORK DATA

1. Total number of employees in your agency (Full time and Part time)? _____

2. Based on the definitions given above, how many employees in your agency are in jobs eligible for telework? (*For the purposes of this survey, if an employee is both a core and situational teleworker, he/she is core*).
 - a. Core Telework _____
 - b. Situational Telework _____
 - c. Not Eligible _____

3. Based on the definition of qualifying criteria (**employee-related**) given above, how many employees in your agency are eligible for telework?
 - a. Core Telework _____
 - b. Situational Telework _____
 - c. Not Eligible _____

4. Total number of eligible employees who actually teleworked during 2004?
 - a. Core Telework _____
 - b. Situational Telework _____

5. Of the total number of core teleworkers in 3a, what is the average number of days they teleworked per month? _____

6. Of the total number of situational teleworkers in 3b, what is the average number of days they teleworked per month? _____

7. Grade Levels

- a. Can you provide a break-out of core and situational teleworkers by grade level?
Yes _____ No _____
- b. If yes, identify the number of core teleworkers at each grade level (Drop down list of grade levels will be provided on the website).
- c. If yes, identify the number of situational teleworkers at each grade level (Drop down list of grade levels will be provided on the website).

8. Please answer the following regarding distribution of teleworkers by geographic area:

- a. Total number of teleworkers whose primary place of duty is *within* the greater Washington, DC, Metro area (Including the suburbs of Maryland, Virginia, etc.)?
Core teleworkers _____
Situational teleworkers _____
- b. Total number of core teleworkers whose primary place of duty is *outside* the greater Washington, DC, Metro area?
Core teleworkers _____
Situational teleworkers _____

9. Please answer the following question concerning disability and medical conditions:

- a. Number of employees using telework as a reasonable accommodation for a qualified disability? _____
- b. Number of employees using telework as an accommodation for a temporary disability or temporary medical reasons? _____

POLICY

10. What is the current status of your agency's telework policy?

- a. Policy was implemented on: _____/_____(MM/YYYY)
- b. Policy was completed and will be implemented by: _____/_____(MM/YYYY)
- c. Not started because: _____

11. Does your telework policy address the following? (Check the appropriate response and all that apply:)

Agency Telework Policy	Check if applicable
a. Eligibility Criteria - Occupations that are eligible for telework	
b. Qualifying (Employee related) Criteria	
1. Minimum time in position (Employee must have worked	

in the organization/Federal Government for _____ weeks) (fill in number of weeks)	
2. Minimum performance rating	
3. No history/occurrence of disciplinary actions	
4. Accommodations for health problems	
5. Core hours requirements	
6. Use with alternative work schedules	
7. Equipment usage/availability	
8. Other: _____	

12. According to your policy, are employees allowed to telework and also be on alternative work schedules? Yes ___ No ___

(Note: OPM telework policy does not prohibit both at the same time.)

13 What are the ways in which your agency has incorporated telework into its emergency preparedness plans? (Check all that apply)

- a. Telework has been incorporated in our agency as well as in our Continuity of Operations Plan (COOP). Yes _____ No _____
- b. Telework is currently under consideration for inclusion in our agency emergency preparedness plans. Yes _____ No _____
- c. We have provided employees with equipment they need to continue operations during emergencies and closures. Yes _____ No _____
- d. Conditions for telework during times of emergencies or agency closures are included in all telework agreements. Yes _____ No _____
- e. Teleworking during emergencies is covered in our internal management/supervisory training classes. Yes _____ No _____
- f. Other Yes _____ No _____
- g. Not Applicable Yes _____ No _____

14. Telework Agreements:

a. Does your agency require employees to sign a telework agreement?

- 1) For Core teleworkers Yes _____ No _____
- 2) For Situational teleworkers Yes _____ No _____

b. If yes, does your telework agreement contain information for the following? (Check all that apply)

- 1) Identification of core telework hours Yes _____ No _____
- 2) Use of alternative work schedules Yes _____ No _____
- 3) Equipment usage/availability Yes _____ No _____
- 4) Communication plans (How often employee will keep in touch and by what methods) Yes _____ No _____
- 5) Access and availability of teleworkers to supervisor

- and customers Yes _____ No _____
- 6) Identification of what performance standards apply Yes _____ No _____
- 7) Other: _____

15. Are there categories of employees that your agency precludes from telework? (Check all that apply)

- a. Executives _____
- b. Managers _____
- c. Supervisors _____
- d. Support staff _____
- e. Temporary employees _____
- f. Employees on AWS _____
- g. Part Time employees _____
- h. Other _____

16. Notice of Eligibility

- a. Are employees whose jobs are eligible for telework (Core and/or situational) given the opportunity through formal notice of their eligibility to telework? Yes _____ No _____
- b. If yes, how frequently are they given formal notice of the opportunity to telework?

- c. How many eligible and qualified employees were denied the opportunity to telework?

17. Declination

- a. Does your agency provide the opportunity for Core telework-eligible employees to formally decline to telework? Yes _____ No _____

18. If yes, how many employees formally declined the last time you provided notification? _____

19. Termination

- a. Does your agency track the number of employees whose telework agreements are terminated?

Core teleworkers	Yes _____ No _____
Situational teleworkers	Yes _____ No _____

- b. If yes, how many:

1) Employees chose to terminate telework? _____

2) Employees' supervisors terminated their telework agreements due to a mission or position change? _____

3) Employees' supervisors terminated their telework agreements early due to a performance or disciplinary reason? _____

AGENCY ACTIONS

20. What steps have you taken to make certain all persons who telework are accounted for?

- a. Track through time and attendance _____
- b. Track through a management reporting system _____
- c. Require a telework agreement _____
- d. Other (explain) _____
- e. We do not track teleworkers _____

21. What does your agency do to provide equipment (e.g., computer, office furniture, phone lines, etc.) for employees who telework? (Check all that apply)

- a. Agency purchases all equipment/services for the employee's home _____
- b. Employee purchases all equipment/services for the employee's home _____
- c. Agency uses surplus/excess equipment for teleworkers _____
- d. Costs are shared between the agency and employee _____
- e. Employee purchases equipment and agency reimburses for cost _____
- f. Other _____

22. How does your agency provide IT support for teleworkers? (Check all that apply)

- a. Help Desk assistance over the phone _____
- b. Home IT services (i.e., IT support staff go to the employee's home) _____
- c. Employee must bring equipment to the office to be repaired _____
- d. Agency does not provide IT support to teleworkers _____

23. Has your agency realized any savings or benefits as a result of implementing a telework program?

Yes _____ No _____ Not Tracked _____

If yes, please check all that apply?

- a. Real estate/rent savings _____
- b. Recruitment and retention cost savings _____
- c. Reduced mass transit subsidy costs _____
- d. Improved employee productivity/performance _____
- e. Other (please explain) _____

24. What are the major barriers to telework in your agency? (Check all that apply)

- a. Data security (protection of sensitive information) _____

- b. Employee resistance _____
- c. Funding for equipment/IT support _____
- d. Information technology issues (e.g., access to server) _____
- e. Management resistance _____
- f. Nature of agency work _____
- g. Office coverage challenges _____
- h. Training _____
- i. None _____
- j. Other _____

25. What is your agency doing to overcome the barrier(s) you've selected above? (Check all that apply)

- a. Training for employees and managers on telework _____
- b. Establishing regular reporting mechanisms _____
- c. Increased budget for IT support _____
- d. Initiatives to gain top management support _____
- e. Marketing of telework program (posters, flyers, etc.) _____
- f. Other _____
- g. N/A _____

26. What can the Office of Personnel Management (OPM) do to help your agency better implement telework?

Thank you