

United States Patent and Trademark Office

2010 Telework Annual Report



USPTO Telework Awards

- 2010 **Tele-Vision Award for Innovative Application of Technology to Support Telework**
Awarded by the Telework Exchange (Enterprise Remote Access (ERA) Portal)
- 2010 **Federal Telework Driver Award**
Awarded by the Telework Exchange (Danette Campbell, Senior Telework Advisor)
- 2009 **Tele-Vision Award for Best Use of Innovative Applications of Technology to Support Telework Award**
Awarded by the Telework Exchange (Office of General Law Telework Program)
- 2008 **Tele-Vision Award for Best New Telework Initiative**
Awarded by the Telework Exchange (Trademark Assistance Center)
- 2007 **Excellence in Telework Leadership Award**
Awarded by the Telework Exchange
- 2007 **Telework Driver Award**
Awarded by the Telework Exchange
- 2007 **Work-Life Innovative Excellence Award**
Awarded by the Alliance for Work-Life Progress (Trademark Work at Home Program)
- 2006 **Tele-Vision Award: Telework Program with Maximum Impact on Government**
Awarded by the Telework Exchange (Trademark Work at Home Program)
- 2004 **Telework in the Federal Government Leadership Award**
Awarded by the Potomac Forum
- 2003 **Best Organization for Telework Award**
Awarded by the Mid-Atlantic Telecommuting Advisory Council
- 2003 **Government Telework Award**
Awarded by The Telework Coalition
- 2001 **Commuter Connections Telework Award**
Awarded by the Metropolitan Washington Council of Governments Commuter Connections

The United States Patent and Trademark Office (USPTO), an agency of the United States Department of Commerce, is the Federal agency responsible for granting U.S. patents and registering trademarks. In doing this, the USPTO fulfills the mandate of Article I, Section 8, Clause 8, of the U.S. Constitution to “promote the progress of science and useful arts, by securing for limited times to authors and inventors the exclusive right to their respective writings and discoveries.”

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“The U.S. Patent and Trademark Office, the Defense Information Systems Agency, and the General Services Administration have already established efficient and effective telework policies.”

- JIM MCGOVERN (MA-03)

On July 14, 2010, on the House floor while discussing the Telework Improvements Act of 2010 (H.R. 1722)

Introduction to USPTO Telework

Creating a workforce that can seamlessly perform work from remote locations, all agency business units now participate in the overall United States Patent and Trademark Office (USPTO) telework initiative.

Telework at the USPTO is a corporate business strategy that supports mission achievement and goal fulfillment via a distributed workforce. The USPTO started its telework programs more than 13 years ago with 18 trademark examining attorneys. Today, more than 5,900 employees agency-wide are working from home at least 1 day per week.

In fiscal year (FY) 10, the agency continued to be a model for telework in the federal government, and through the creation and implementation of the Enterprise Remote Access (ERA) Portal, secured the Innovative Application of Technology to Support Telework award. Further, during this past year the USPTO met with 30 agencies and organizations interested in starting or expanding their respective telework initiatives.

In FY10, the USPTO telework programs experienced substantial growth. Between FY09 and FY10, the number of eligible employees teleworking at the USPTO increased by 739 employees. While striving to be an employer of choice, the agency has maintained its position as the vanguard of federal telework. The USPTO remains committed to supporting agency-wide telework by encouraging employee participation and ensuring that remote workers have the necessary tools for success. In FY10, the USPTO continued its efforts to create a truly distributed workforce by initiating the 50-mile hoteling program, growing the Trademark Work at Home Geographic Pilot Program, and establishing a working group for the Nationwide Workforce Initiative.



Interview with Under Secretary of Commerce for Intellectual Property and Director of the United States Patent and Trademark Office

In the following interview, Under Secretary David Kappos shares his philosophy on telework and its role as a corporate business strategy at the USPTO.

Q: How does telework fit into your plans as the Under Secretary of Commerce for Intellectual Property and Director of the USPTO?

A: One of the exciting things about stepping into the director's position at the USPTO has been the chance to lead a federal agency that has been a trailblazer in

bringing telework into the federal workforce. For over a decade, the USPTO has incorporated telework as a business strategy and human capital flexibility tool that has helped us support the agency's mission and achieve our goals. I'm a big believer in the benefits of telework. In fact, I'd like to expand telework opportunities to even more of our workforce.

Q: How will passage of the Telework Enhancement Act of 2010 (H.R. 1722) impact the USPTO?

A: The Telework Enhancement Act will allow the USPTO to further expand its workforce to a “nationwide” workforce. In particular, H.R. 1722 includes a provision to allow the USPTO to waive the Office of Personnel Management’s (OPM) biweekly reporting requirement for employees who live beyond 50 miles from Alexandria, Va. I will soon announce the establishment of an oversight committee, as required by the law, so that we can move forward to implement this legislation. The oversight committee will be comprised of equal numbers of representatives of management and of labor to ensure the legislation is implemented as effectively as possible throughout the USPTO.

More broadly, the Telework Enhancement Act requires the OPM to develop a uniform, government-wide telework policy for federal employees, designates a telework managing officer (TMO) within each agency, provides for greater telework training and education to both employees and supervisors, and requires agencies to have a “continuity of operations plan” that incorporates telework. The USPTO’s current telework program already includes many of these features. The legislation also includes a provision for the General Services Administration (GSA) to establish a 7 year program for other federal agencies to test flexibilities within current travel regulations.

I am also pleased to report that the USPTO’s award-winning telework program was mentioned prominently by members of Congress throughout this process. I am very proud of our telework program at the USPTO and of our employees who have made this program such a great success. They have led the way in demonstrating how telework can be implemented as an effective business strategy in the federal government, and how telework can result in greater employee productivity, improved morale, and increased efficiencies.

I look forward to working toward a speedy and successful implementation of the Telework Enhancement Act.

Q: What do you see as the benefits of the H.R. 1722 provision in the newly established Telework Enhancement Act, which allows the USPTO to waive the OPM’s biweekly reporting requirement for employees who live beyond 50 miles from Alexandria, Va.?

A: By lifting the biweekly reporting requirement, the legislation will help the USPTO recruit and retain our highly skilled workforce both in the Mid-Atlantic area and throughout the United States, while minimizing the costs associated with workforce expansion. This, in turn, will enable the Agency to expand our traditional hiring methods and seek out talented workers in all areas of the country where the expertise exists to fulfill our mission.

Q: What can you tell us about the 50 Mile-Radius Program?

A: Prior to the passage of the Telework Enhancement Act of 2010, we announced a positive development for many of our employees who telework. Our hoteling employees who live within a 50-mile radius of the office no longer need to report to Alexandria headquarters on a biweekly basis. On Friday, March 19, 2010, the USPTO made the announcement that those working within a 50-mile radius of the office can now change their duty stations to their home addresses.

Through strong teamwork between our union partners (POPA, NTEU 243, and NTEU 245) and management we were able to lift the reporting requirement for many of our employees.

Our work-at-home programs have been amazingly successful, and we are always looking to make them even better for our workforce. Many employees, as well as our unions, told us they believed the biweekly reporting requirement needed to be lifted, and we listened. Going forward, the Telework Enhancement Act will allow us to establish a test program that will permit employees to live anywhere in the country, while having successful careers at the USPTO.



Photo taken by Jeffrey Mayes

“Experience has consistently demonstrated that the private and public sector employers who utilize telework experience increased productivity and retention rates. More specifically, the U.S. Patent and Trademark Office and the Defense Information Systems Agency have successfully used telework programs, which shows potentially how telework can transform and enhance agencies’ customer service offerings for our citizens and do so with greater efficiency and lower costs.”

- STEPHEN LYNCH (MA-09)

On July 14, 2010, on the House floor while discussing the Telework Improvements Act of 2010 (H.R. 1722)

FY10 Business Unit Highlights

In FY10, the USPTO maintained its commitment to telework as an enterprise-wide business strategy.

The agency has demonstrated that with the appropriate telework eligibility selection, collaboration tools, non-IT/IT training, and clearly defined performance measures, remote work is successful for all business units. This has been validated through the agency's new and continued telework programs, which now include more than 5,900 teleworkers from across all business areas, including the corporate business units. Following the philosophy that the USPTO telework initiative is not "one-size-fits-all," each telework program is developed to meet the needs of a specific business unit or audience within a business unit. Below are business unit telework highlights for FY10.

Trademark Work at Home

In FY10, the Trademark Work at Home (TW@H) program continued to expand and improve telework opportunities for all Trademark employees. FY10 TW@H accomplishments included:

- Updates to the telework guidelines for examining attorneys;
- An agreement to more than double the participation of examining attorneys in the Geographic Pilot Program to 45 employees by the end of FY11;
- New 5 Days Per Week Program for attorneys within 50 miles of the USPTO headquarters, the Alexandria campus;
- Work at home opportunities provided for union work done by NTEU 245 employees;

- Updates to telework guidelines for the Trademark Assistance Center and Trademark Services;
- Consolidation of service unit programs;
- Establishing 4 Days Per Week Programs for the Trademark Assistance Center and the Madrid Processing Unit;
- Increasing the days per week of Intent to Use Division Program from 2 to 3 days; and,
- Pilot programs in the Intent to Use Division and the Madrid Processing Unit made permanent programs.

There are telework programs in all Trademarks business units and opportunities to work from home continue to expand. Ninety-one percent of all of Trademark employees are eligible to work from home and 83 percent of all employees do so at least 1 day per week. Among the examining attorneys, 89 percent are eligible to participate in a telework program. Within this group, 80 percent work at home 5 days per week and the others work at home on average 4 days per week with 12 examining attorney teleworkers being part-time employees.

Trademarks partners with the USPTO senior telework advisor to share expertise with other USPTO business units and with external groups and foreign offices. Working in cooperation with the Office of Policy and External Affairs (OPEA), Trademarks provided telework presentations to Office of Harmonization in the Internal Market (OHIM) and the Country of Georgia as well as consultations with the Internal Revenue Service

(IRS), the Food and Drug Administration (FDA), and the Census Bureau.

Patents Telework Programs

In FY10, the Patents Hoteling Program (PHP) continued to include patent examiners at the GS-12 level and higher. This telework program provides participants with the option to perform officially assigned duties at home during paid working hours. Major elements of this telework program include providing the examiners a full complement of USPTO-supplied ERA equipment, which includes remote online access to all relevant USPTO patent business systems, job performance tools, patent information, and patent application documentation, as well as incorporating the use of collaborative communication technologies.

“Telework has been shown to save money on infrastructure, transportation, and other costs. At the Patent and Trademark Office, for instance, millions of dollars have been saved through the reduction of office space due to increased use of telework.”

- JASON CHAFFETZ (UT-03)

On May 5, 2010, on the House floor while discussing the Telework Improvements Act of 2010 (H.R. 1722)

The PHP also includes a component whereby participants can remotely reserve workspace in temporary offices, located throughout the USPTO’s Alexandria, Va., campus. During FY10, the utilization requirement was modified. The new option provides that local PHP participants may elect to request a change to their official duty station to their home address if they live within 50 miles of the USPTO headquarters’ Alexandria campus. Participants in the 50-mile hoteling program option eliminates the requirement to report to headquarters at least twice a biweek. Only those participants residing outside of the 50-mile hoteling program are required to return to headquarters twice per biweek. The 50-mile hoteling program option was chosen by over 60 percent of the current patent examiners. To date, more than 2,100 patent examiners have relinquished their office space to participate in PHP, and plans for continued expansion of this program are under consideration.

In addition to a hoteling program for patent examiners, the PHP for NTEU 243 hoteling program (PHP-N) was expanded this year to include additional technical support. Participants in this program give up their office and use a defined set of temporary generic offices/cubicles when on the Alexandria Campus and in the USPTO offices at Randolph Square in Arlington, Va. The agreement for PHP-N was also expanded to include the 50-mile hoteling option. This option was chosen by 83 percent of the current technical support staff. To date, 249 NTEU 243 employees participate in PHP-N.

Using USPTO-supplied equipment, participating patent employees can remotely connect to PTOnet, an internal operating network, and view patent applications, perform prior art searches, as well as create and electronically sign necessary documents. They can also access timesheet reporting, e mail, and other support systems available at the USPTO. Detailed training is provided to all participants once the participant starts the program.

The PHP positions allow the agency to retain experienced senior examiners, eliminate unnecessary commuting time, and attract potential candidates who currently reside outside of the Washington, DC metropolitan region. This telework program will enable the USPTO to continue to recruit from a highly qualified hiring pool and retain existing valuable employees.

Patents also integrates telework by incorporating 1-day-per-week telework programs through the Patent Telework Program and the Patent Manager Telework Program.

- The Patent Telework Program is for patent examiners who work up to 16 hours biweekly from their alternate work space. Examiners on this program are not provided with ERA equipment. To date, 1,480 patent examiners participate.
- The Patents Management Telework Program is for non-bargaining unit employees who are in management positions. Managers on this program are provided ERA equipment and work up to 28 hours biweekly. To date, 643 non-bargaining unit employees in management positions participate.

Office of the Chief Financial Officer

The Office of the Chief Financial Officer (OCFO) conducted a telework pilot in 2007 and 2008 and transitioned to a formalized telework program in 2009. This business unit includes the Office of Finance, the Office of Procurement, the Office of Financial Management Systems, and the Office of Planning and Budget.

In order to ensure stakeholder inclusiveness in the effective design of its telework program, the OCFO collaborated with union representatives and an employee working group to determine position eligibility and program guidelines. The goal of the program is to provide workplace flexibility to achieve organizational excellence and was designed with guiding principles to ensure success. For example, every aspect of the

program was designed to achieve organizational goals, ensure that customer needs were addressed, and make collaboration a priority. In addition, the program was rolled out to employees as a new way for carrying out business in the OCFO. The senior financial manager facilitated non-IT training for all OCFO staff since every employee would either be eligible for telework or would be working with an employee who was a teleworker. This ensured that all employees understood how to collaborate and carry out the OCFO business goals in a virtual environment. It was determined that 94 percent of CFO positions were telework eligible, and 67 percent of these eligible positions participated in telework.

The OCFO continues to use the USPTO Online Telework Application and Approval Process. This maximizes the efficient use of technology and makes the telework application and information easily accessible. OCFO maintains its Telework Handbook and Telework Application on the USPTO intranet. The senior financial manager designed the OCFO Telework Handbook, which incorporates business unit guidelines and reinforces directives set forth in the USPTO Enterprise-wide Telework Policy.

The OCFO telework coordinator is the liaison between the OCIO, OCFO, and the USPTO senior telework advisor and is the primary point of contact for OCFO telework issues. The OCFO telework coordinator is responsible for compiling all OCFO statistical data for submission to the USPTO telework coordinator and provides assistance regarding application, training, and equipment.

Supervisors and employees in the OCFO Telework Program believe that telework improves employee morale and enables employees to log on after hours and complete high-priority tasks. Supervisors also noted that teleworking employees were able to continue to work during “Snowmageddon” in February 2010 when many other federal agencies were shut down.

Office of Administrative Services

The Office of Administrative Services (OAS) continued participation in the ERA Portal program, which utilizes employees' personal equipment for remote connection. All employees were provided with training and guidelines established for work requirements. Employees were also provided with headsets and the ability to use their business phone lines through a computer connection.

Participation grew from eight to 10 people and those participating state that the flexibility it provides is a true benefit. It is anticipated that the program will continue to grow in FY11.

Office of Human Resources

Embracing Office of Human Resources (OHR) core values and building upon the USPTO's identification of telework as a business imperative, the OHR conducted its first telework pilot from December 2006 through June 2007 with 20 employee participants.

Subsequently, telework was expanded to include 71 percent of eligible OHR positions in FY09. All OHR positions were re-evaluated in regards to their telework eligibility in FY10, and now 98 percent of all OHR positions are considered telework eligible.

The addition of the ERA Portal solution, which incorporates user-furnished equipment, allowed OHR to greatly expand its population of teleworking employees in FY09 and FY10. Prior OHR telework deployments included a laptop, docking station, and other peripherals. The ERA Portal solution enables OHR to increase its teleworkers without incurring the costs normally associated with the standard ERA suite of equipment.

Both telework participants and their supervisors have noted increased productivity and enhanced work-life balance as a result of teleworking. The OHR encourages telework for most employees within the business unit, and several of the OHR staff now telework 2 days per week. This

benefit allows OHR to retain staff who normally may be seeking other employment, as the flexibility is highly valued by the staff. OHR teleworkers are able to select, in tandem with their supervisor, a telework routine that will provide the flexibility they need without negatively impacting their co-workers or the OHR business process.

OHR reached out to all of the telework eligible OHR staff in FY 2010 and provided an opportunity to telework if they wanted to. All interested staff are now participating. In addition, within 90 days of their hire to OHR, new OHR staff eligible to telework are being provided the opportunity to do so.

Office of the Chief Information Officer

Successfully launched in FY 2009, the Office of the Chief Information Officer (OCIO) Telework Program continued to operate smoothly in FY10. Administration of the program was moved to the newly formed Collaborative Services Division of the Office of Information Management Services within the OCIO.

The option to telework was extended to supervisors in FY10. Sixty-eight percent of OCIO supervisors opted to telework, at least episodically. Like other OCIO teleworkers, participating supervisors were trained by the Information Technology Resource Providers (ITRP) team.

In addition to the supervisors, approximately 20 OCIO employees reached the minimum the USPTO employment time requirements for telework eligibility in FY10 and elected to participate in the telework program. These employees all received non-IT and IT training before being deployed. At the close of FY10 over 88 percent of employees in eligible positions in the OCIO were successfully teleworking, an increase of 7 percent over FY09. Late in FY10 eligibility was revalidated for two additional position series previously deemed ineligible, resulting in the opportunity for several more employees to apply to the program in FY11.

In November 2009, a United States Department of Commerce Bronze Medal was awarded

“In addition, according to a survey of Patent and Trademark Office employees, 80 percent of employees who telework report that the flexibility of working at home has allowed them to decrease the amount of sick leave used by at least 8 hours per year.”

- DANNY DAVIS (IL-07)

On July 14, 2010, on the House floor while discussing the Telework Improvements Act of 2010 (H.R. 1722)

to all seven members of the OCIO Telework Development Team for “contributions in coordinating and planning an effective telework program for the employees in the Office of the Chief Information Officer.”

Office of the General Counsel

In FY10, the Office of the General Counsel (OGC) had more than 90 percent of eligible positions in a telework status. The OGC currently leads the agency in percentage of eligible employees who telework.

In FY10, OGC concluded the paralegal telework pilot in the Office of the Solicitor. In conjunction with NTEU 243, the Solicitor’s Office instituted a regular telework schedule for paralegals allowing for one telework day a biweek. Additionally, telework was expanded from 1 to 2 days for the support staff in the Office of Enrollment.

In an effort to increase telework efficiencies among the professional legal and administrative support staffs, OGC served as the test bed for a new multi-purpose/multi-function printer for ERA home use. The OGC staff was able to resolve all technical issues with the help desk resulting in increased capabilities and productivity in a telework environment. The home printer will allow the OGC to be better postured to utilize a new Department of Commerce electronic case management scheduled for FY11.

Of specific note this year, most OGC employees were able to telework during federal work closures this year (back-to-back snowstorms) without loss in productivity and this experience also allowed for enhanced contingency operations.

Office of the Administrator for Policy and External Affairs

The Office of the Administrator for Policy and External Affairs (OAPEA) began FY10 with 32 teleworkers including two individuals who were hoteling. The telework program in OAPEA continues to be an integral element in the work schedule options the office offers. In FY10, 21 attorneys were teleworking an average of 2 days per week, with administrative program analysts comprising the remainder of the teleworkers.

One new teleworker is now using the ERA Portal and OAPEA hopes to see expanded use of that option. The ERA Portal is particularly advantageous for OAPEA as there are minimal expenses associated with the ERA Portal program. The ERA Portal provides a secure method for the teleworker to use personal home equipment rather than government-furnished equipment.

At the end of FY10, OAPEA added five new teleworkers. OAPEA looks forward to expanding its telework program, which affords many of its employees an opportunity to juggle the demands of a full policy portfolio with interagency meetings in downtown Washington, DC, heavy international travel schedules, and work-life balance.

Office of Equal Employment Opportunity (EEO) and Diversity

The Office of Equal Employment Opportunity (EEO) and Diversity began its telework program in FY06 with a pilot of six employees. Since that time, the telework program has been formalized and participating employees have been permitted to telework 1 or 2 days a week. While no new employees were offered the opportunity to telework in FY09, the Office of EEO and Diversity anticipates that more staff members will be offered the option to telework in the future.

Office of the Under Secretary and Director—Board of Patent Appeals and Interferences

The Board of Patent Appeals and Interferences (BPAI), formerly part of the Office of General Counsel, reports directly to the Office of the Under Secretary and Director in FY11. BPAI ended FY10 with 94 percent of eligible positions teleworking.

The BPAI is an active participant in providing teleworking options and alternatives for its employees. In FY10, BPAI retired two existing, but dated telework plans and replaced them with the Telework Program for Non-Bargaining Employees and the BPAI Hoteling Program for National Treasury Employee's Union Chapter 243 employees. Both programs include the 50-mile hoteling program option for change of duty station. BPAI teleworkers are able to design their individual telework routines, thus providing them needed flexibility without negatively impacting their co-workers or the Board's business processes. When hoteling employees need to come in to the office, hoteling offices are available so they have access to their virtual workstations, as well as a workspace.

BPAI will continue to ensure all BPAI employees receive adequate training on the suite of telework tools prior to being deployed to work remotely.

Office of the Under Secretary and Director—Trademark Trial and Appeal Board

The Trademark Trial and Appeal Board (TTAB), formerly part of the Office of General Counsel, reports directly to the Office of the Under Secretary and Director in FY11. TTAB ended FY10 with 91 percent of eligible positions teleworking.

The TTAB is an active participant in providing teleworking options and alternatives for its employees. In addition to allowing most employees to telework, TTAB also has two employees participating in a remote duty station pilot and these employees are able to work from their homes in Texas and California, respectively. In FY10, TTAB increased the number of positions eligible for telework by classifying its information specialist positions as eligible. The number of TTAB positions involving telework then increased because four of the six information specialists opted to telework. TTAB teleworkers are able to design their individual telework routines, thus providing them needed flexibility without negatively impacting their co-workers or the Board's business processes. Also in FY10, TTAB began discussions intended to lead to replacement of its pilot telework program by a permanent telework program for non-bargaining employees and separate programs for TTAB's 243 and 245 bargaining unit members. All the permanent programs will include the 50-mile hoteling program option for change of duty station.

In FY11, TTAB will increase its number of eligible positions teleworking by adding another information specialist in the second quarter. In addition, replacement of the pilot program by permanent telework programs is expected.

A Distributed Workforce

In order to fulfill the goals and objectives outlined in the 2010–2015 USPTO Strategic Plan,

the USPTO continues to be committed to recruiting and retaining a highly skilled workforce. A key component of this effort is the continued growth of the USPTO Telework Program. This includes focused expansion to a nationwide initiative.

50-Mile Hoteling Program

The agency recognizes that for many hoteling participants, the required twice-per-pay-period visits present a genuine hardship, result in decreased productivity, and are contrary to an identified intent of telework to reduce unnecessary commuting. It is for this reason that in FY10, the USPTO developed the 50-mile hoteling program. In this program, employees whose alternative worksite is located less than 50 miles from the Alexandria campus are permitted to work full-time from that location and are not required to visit the Alexandria campus twice per pay period. Employees approved for this program have their duty station changed to the city or county in which their alternative worksite exists and are not assigned permanent space in the Alexandria campus. As expected by all hoteling program participants, 50-mile radius participants are still required to return to campus for a variety of official reasons, such as attending trainings and meetings when collaboration technology is not appropriate, picking up supplies, replacing or repairing equipment, participating in performance reviews, and prolonged loss of power or Internet service at the remote worksite. Since the creation of the program, 1,927 employees are now participating in this hoteling program.

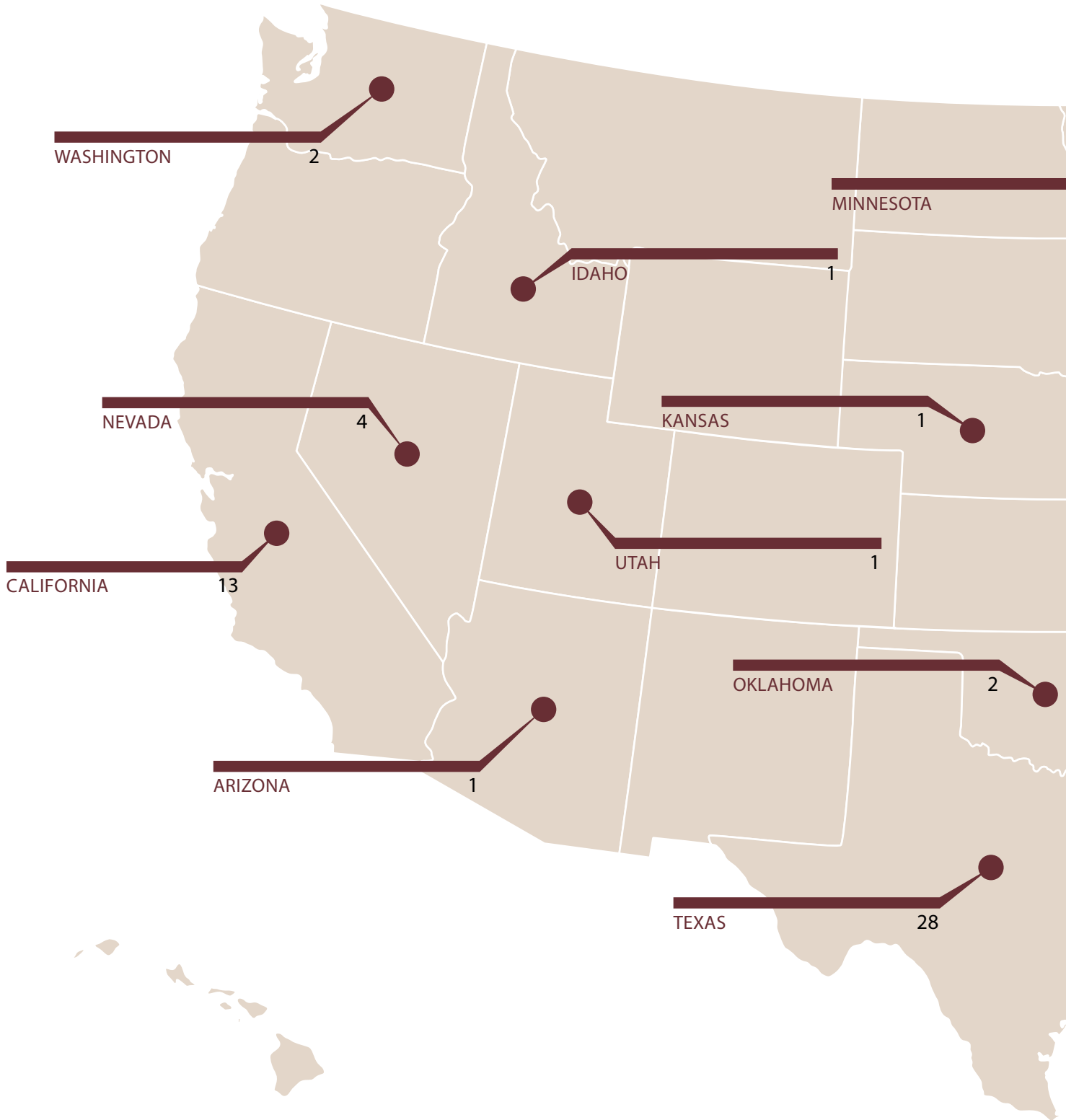
Trademark Work at Home Geographic Pilot Program

The Trademark Work at Home model continues to be a benchmark for federal telework programs. The Trademark Geographic Expansion pilot, which began in FY08, more than doubled in size again for the second year in a row. That pilot, developed in cooperation with the National Treasury Employees Union 245 (NTEU 245), allows trademark examining attorneys with experience teleworking to move more than 110 miles from headquarters with the requirement that they report in person twice per bi-weekly pay period. As a result of this pilot, teleworking examining attorneys now reside in Alabama, Arkansas, California, Colorado, Delaware, Florida, Georgia, Illinois, Indiana, Kansas, Louisiana, Maryland, Michigan, New Hampshire, New York, North Carolina, Oklahoma, Pennsylvania, South Carolina, Tennessee, Texas, and West Virginia, as well as the local Washington, DC metropolitan area.

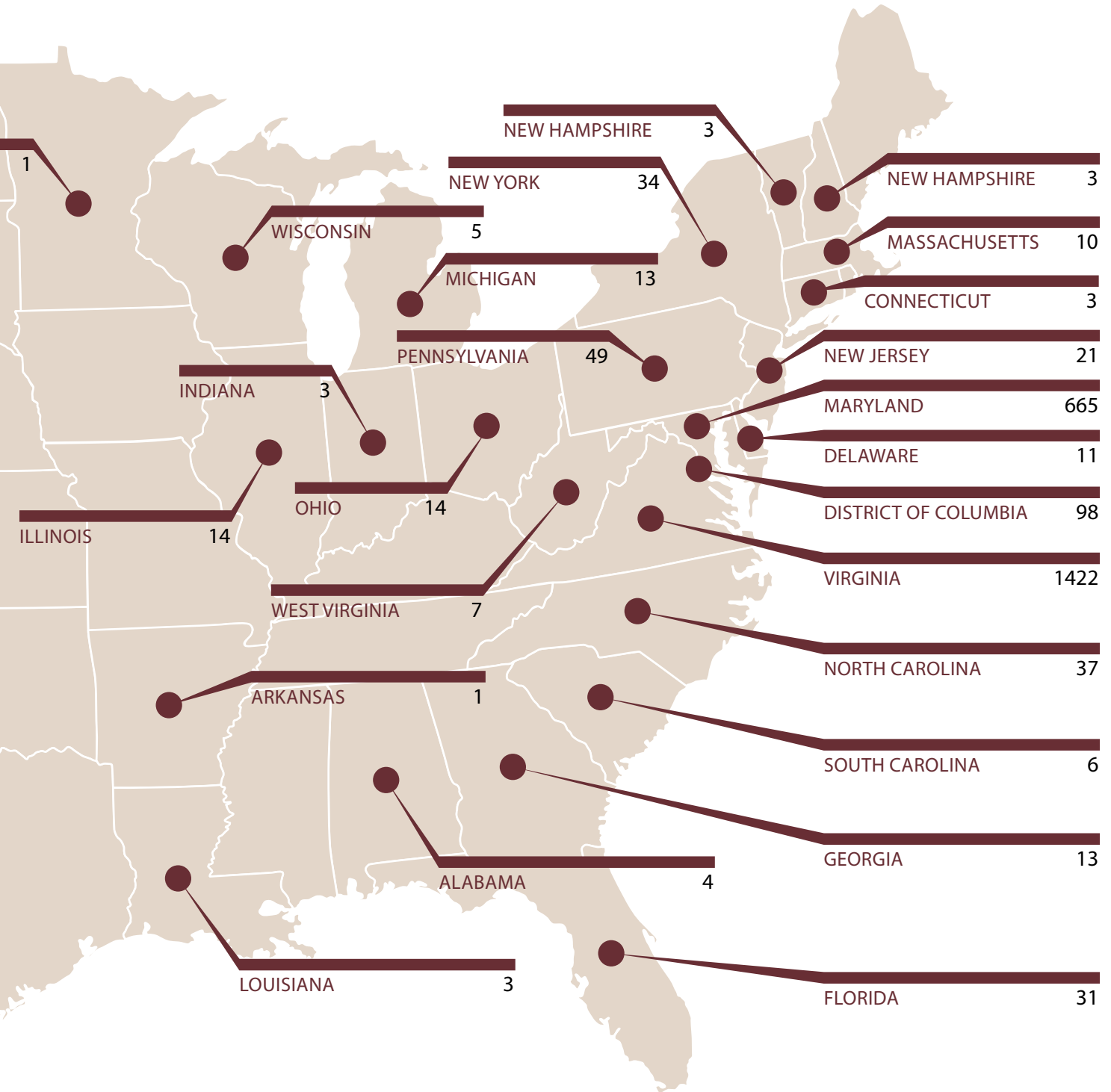
Nationwide Workforce Program

In FY10, the USPTO established a working group to discuss the feasibility of conducting a pilot program to test satellite offices outside of the mid-Atlantic region. The workforce model would enable the USPTO to expand its traditional hiring methods and seek out areas of the country where the resources, workforce, and technical expertise exist to fulfill the USPTO's mission and achieve the agency's goals. The working group is composed of members from all areas of the USPTO, including Patents, Facilities, IT, Procurement, Communications, and Human Resources, to ensure a comprehensive approach in establishing the satellite facility.

Trademark and Patent Hotelers by State



2010 TELEWORK ANNUAL REPORT





“Now, the U.S. Patent and Trademark Office, the Defense Information Systems Agency, and some other agencies have really led the way. They have made this state of the art within their workplace—telework—and they’re showing what can be done at the highest levels. We believe other agencies can come to the table and demonstrate the same thing.”

- JOHN SARBANES (MD-03)

On May 5, 2010, on the House floor while discussing the Telework Improvements Act of 2010 (H.R. 1722)

FY10 Accomplishments

The following provides highlights of FY10 activities and accomplishments:

- Since FY09, the number of positions eligible to telework increased by 825 positions agency-wide (from 65.1 percent to 75 percent), and the number of eligible employees teleworking increased by 739 employees agency-wide.
- Providing expert consultation to 30 government agencies and institutions and conducting at least 10 external telework presentations, the USPTO continued to serve as a leader in telework implementation.
- The mission-driven management and operation of the USPTO has functioned through a distributed workforce. Intensified telework deployment is now maximizing workforce distribution throughout the country.
- The ERA Portal continued to be used as a telework solution, with more than 369 USPTO personnel currently using this award-winning technology.
- The USPTO hosted the Leadership Thought Forum with the OPM, which brought together leaders throughout the federal government to discuss challenges and best practices to implementing telework.
- Senior Telework Advisor Danette Campbell represented the USPTO at the White House Forum on Workplace Flexibility.
- The Telework Exchange awarded the ERA Portal the Tele-Vision Award for Best Use of Innovative Applications of Technology to Support Telework Award and Senior Telework Advisor Danette Campbell the Federal Telework Driver Award.

USPTO Telework Presentations

The agency is frequently asked to make external telework presentations. The following is a listing of those presentations that took place in FY10:

- Speaker: “Flex Options” Webinar for the Women’s Bureau, Department of Labor
- Speaker: “Best Practices and Innovations in Workplace Flexibility” presentation for the Women’s Bureau, Department of Labor
- Speaker: 2010 Interagency Resources Management Conference (IRMCO), GSA
- Speaker: “Workforce Challenges & Opportunities for Federal Supervisors” presentation at the Coalition for Effective Change
- Speaker: “Successfully Managing Work-Life Programs” presentation for the Senior Executives Association
- USPTO Telework Presentation for Instituto Mexicano de la Propiedad Industrial (IMPI) in Mexico City
- USPTO Telework Presentation for Instituto Nacional da Propriedade Industrial (INPI Brazil) via Digital Video Conference (DVC)
- Speaker: “Effective Performance Management Techniques and Telework” presentation at the OPM’s Performance Management Forum
- Speaker: “Telework and IT Best Practices” presentation at the GSA’s Information Technology Executive Council (ITEC)
- Speaker: “Overview of Telework at the USPTO” presentation for the CIO Council in the Department of Commerce
- USPTO Telework Presentation to Office of Harmonization in the Internal Market (OHIM) (European Union Trademark Office)

Media Coverage and Interviews

In FY10, the USPTO received the following media coverage and participated in the interviews listed below:

- *Monster.com* (January 2010)
- *Government Executive* (February 4, 2010). Impending Winter Storm Highlights Telework
- *IT Business Edge* (February 11, 2010). Will ‘Snowmageddon’ Thaw Federal Resistance to Telework?
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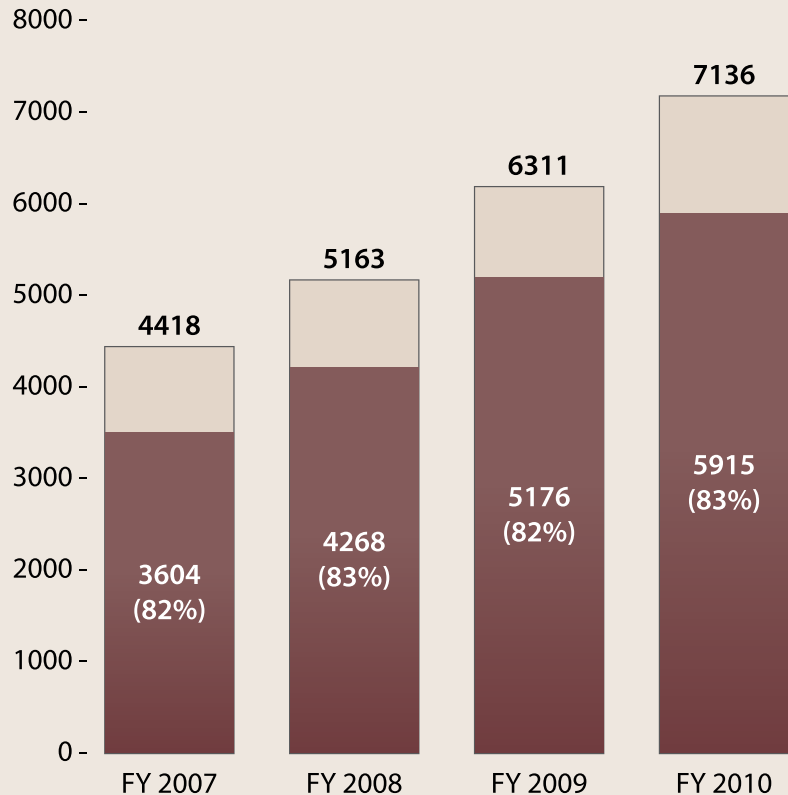
Telework Growth

Since its start more than 13 years ago with 18 trademark examining attorneys, telework has grown dramatically at the USPTO. The graph below shows the growth of positions eligible to telework and eligible positions teleworking agency-wide in recent fiscal years.



Positions Eligible to Telework

Eligible Positions Teleworking



Assistance to Government Agencies and Institutions

In FY10, the USPTO telework senior advisor met with the following agencies to respond to questions regarding telework program design, development, implementation, and IT infrastructure necessary for successful telework deployment.

- Department of Agriculture
- Department of Veterans Affairs
- Wounded Warriors Program, Deputy Undersecretary of Defense
- U.S. Air Force
- Federal Mine Safety & Health Review Commission
- U.S. Army
- Center for Veterinary Medicine, Federal Drug Administration, Department of Health and Human Services
- Library of Congress
- Customs and Border Protection, Department of Homeland Security
- Federal Drug Administration, Department of Health and Human Services
- Centers for Disease Control and Prevention
- Department of Housing and Urban Development
- Department of Justice
- Department of Treasury
- Deputy Chief Counsel Intellectual Property Law Division, Department of Energy—Chicago Office
- Employee Relations, Benefits, and Development Team, Department of Energy
- Forest Service, Department of Agriculture
- General Services Administration
- Department of the Navy
- Network Infrastructure Branch, Office of Information Technology, Equal Employment Opportunity Commission
- Human Resources Division, Agricultural Research Service, Department of Agriculture
- Civilian Human Resources Division, U.S. Army
- Strategic Communications and Plans, Department of Defense
- Air Force Review Boards Agency and Physical Disability Board of Review, Department of Defense

Environmental Impact of Telework

Each year, the USPTO's teleworkers have a dramatic impact on the environment.*

2,580 teleworkers working from home 4–5 days per week:

- Avoid driving 25,464,600 miles in a year;
- Collectively saves \$2,291,814 in gas a year; and
- Collectively reduces emissions by 13,369 tons in a year.

3,074 teleworkers working from home 1 day per week (minimum):

- Avoid driving 7,585,095 miles in a year;
- Collectively saves \$682,659 in gas a year; and
- Collectively reduces emissions by 3,982 tons in a year.



* Environmental impact calculations provided by the Telework Exchange.

- Office of the Chief Administrative Services Officer, Under Secretary for Management, Department of Homeland Security
- Defense Energy Support Center (now Defense Logistics Agency Energy)
- Office of Security, International Trade Administration
- National Oceanic and Atmospheric Administration
- Center for Scientific Review, National Institutes of Health
- Human Resources Strategy and Accountability Division, Natural Resources and Conservation, Department of Agriculture

Innovative Application of Technology to Support Telework

Organization:

United States Patent and Trademark Office

Program:

Enterprise Remote Access (ERA) Portal

On June 8, 2010, the United States Patent and Trademark Office (USPTO) secured the prestigious award of Innovative Application of Technology to Support Telework from the Telework Exchange for its ERA Portal. Designed by the USPTO's OCIO, the ERA

Portal delivers an alternate solution to agency business units seeking to deploy safe, secure, and low-to-no cost telework access for their eligible employees. Historically, the ERA standard suite of equipment was the only tool available for remote workers. While this solution is an excellent means for USPTO teleworkers to access their desktops and files, there is a substantial expense associated with this solution, which includes a laptop, docking station, power adapter for docking station, router, mouse, keyboard, etc.

The portal was designed to extend telework as a versatile and economically-viable option by providing access to employee desktops and files through their own user-furnished equipment, rather than using equipment furnished by the government. Each ERA Portal user receives mandatory, comprehensive pre-telework training, which focuses on telework best practices, common questions, and essentials for secure remote operations, and a USPTO-supplied secure ID token for access to the Virtual Private Network.

Since the ERA Portal launch in early 2009, more than 369 USPTO staff members have been trained and deployed to telework. The portal adoption has allowed the agency to avoid an estimated \$980,000 that would have been associated with these deployments in the government furnished equipment-only model.



Rod Turk, Maraky Sissay, Michael McGill, Joe Vastola, and Jim Nichols receive the Innovative Application of Technology to Support Telework Award from Tom Simmons, Vice President, U.S. Public Sector, Citrix Systems.

Federal Telework Driver Award

Organization:

United States Patent and Trademark Office

Honoree:

Danette Campbell, Senior Telework Advisor

On June 8, 2010, the Telework Exchange recognized Senior Telework Advisor Danette Campbell with the prestigious Federal Telework Driver Award, which recognizes leaders in the Federal telework community. Ms. Campbell represents the USPTO on telework-related matters and oversees the agency's enterprise-wide telework program. Since Ms. Campbell joined the USPTO in 2006, the number of employees teleworking on a regular basis has grown to more than 5,900 participants (In September 2006 there were 2,271 teleworkers at the USPTO) in 2010. She helped establish a successful office hoteling program, which has allowed the USPTO to avoid expenditure of an estimated \$11 million in additional real estate expense. Equally important, and in direct support of the agency mission—the expanded telework initiatives have allowed the USPTO



Danette Campbell receives the Federal Telework Driver Award from Tom Simmons, Vice President, U.S. Public Sector, Citrix Systems.

to continue meeting aggressive hiring goals for patent examiners, without incurring additional office space. Ms. Campbell is known for her commitment to expanding telework for the Federal workforce and for her ability to collaborate with stakeholders inside and outside of the organization to continue momentum for government-wide telework initiatives.

Future of Telework at the USPTO

The USPTO has demonstrated its commitment to expanding telework programs agency- and nationwide. In FY11, that commitment will continue with growing opportunities for eligible employees to telework. All programs have had the benefit of survey and focus group research allowing for the identification of experiences, strengths, lessons learned, and related guidance.

While the majority of USPTO employees work through the Alexandria, Va. campus and reside in the Washington, DC metropolitan region, there is a presence of hoteling employees (employees who relinquish their office space to work from home 4 days per week and travel to the office twice per biweekly pay period) throughout the United States. In FY11, there will be a continued focus on creating a

nationwide workforce. This will positively impact the agency's capacity to attract and retain a highly skilled workforce—across the country—and further solidify the agency's status as an employer of choice. Key components of this effort include the implementation of the Nationwide Workforce and the implementation of the "Telework Travel Expenses Test Program" authorized by the 2010 Telework Enhancement Act.

The USPTO will sustain its role as a telework thought and practice leader throughout the next decade. As telework continues to expand within the USPTO and beyond, the USPTO experience and voice will be a role model for federal agencies seeking to further develop telework opportunities for their personnel.

Acknowledgements

Patent Hoteling Coordinators Group





The Patent Hoteling Coordinators Group meets on a biweekly basis to review PHP deployments, training, technology updates, and marketing strategies.



Pictured from laptop (top left) to server (bottom right): Pam Wadsworth, Jay Patel, Amy Perkins, Retta Williams, Esther Williams, Gary Benzion, Hezron Williams, Saleh Najjar, Tung Nguyen, Errica Miller, Ian Simmons, Scott Martin, Joseph Hail, Vincent Millin, William Trost, Joseph McKane, and Rich Dorvil.

The Telework Coordinators Working Group





The Core Telework Team



The Core Telework Team meets on a weekly basis to address training and technology issues that may impact the telework initiative.

Pictured from left to right: Danette Campbell, Khalil Naamane, Tomeka Oubichon, Maraky Sissay, Jackie Bowen, Tung Nguyen, Pam Wadsworth, Holly Chung-Williams, Michael McGill, and Greg Beyerlein.



Trademark Work at Home Working Group



Trademark Work at Home Working Group (management and union representatives).

Pictured from top left to bottom right: Meryl Hershkowitz, Kristin Dahling, Mary Sparrow, Andrew Lawrence, and Jay Besch. (Not pictured: Jeff Look.)



Special thanks
is extended to
all USPTO staff
who assisted
with this report.

TELEWORK RESOURCES

Federal Government Telework
www.telework.gov

Telework Exchange
www.teleworkexchange.com

Telework Virginia
www.teleworkva.org

Commuter Connections
www.commuterconnections.org

