

TELEWORK -
ELEMENTS OF A
SUCCESSFUL POLICY
COVERING ALL THE BASES

TELEWORK POLICY -
WHY BOTHER?

Telework By.....



Design
Default

GOOD POLICY IS.

-Well Written

- KISS.S.S.S.S
- Identifies the Players
- Addresses Real and Current Circumstance



-In Alignment With Organization

- Mission
- Values
- Vision

-In Alignment With Other Policies

- Personnel
- IT/Electronic Communication
- Travel, Purchasing etc.



Rules of the Game

POLICY ELEMENTS (Rules)

- Conveys
- Defines
- Establishes
- Assigns
- Legal Compliance & Protection
- Other Policy References

KEEP YOUR EYE ON THE BALL!



POLICY –

WHAT is Decided by the Executive Decision Maker

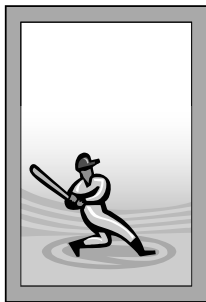
PROCEDURE –

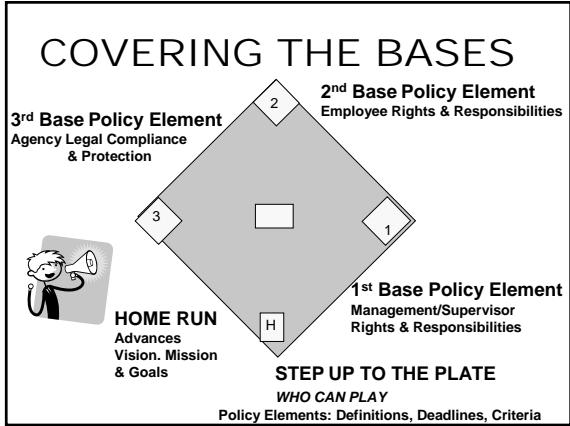
*WHO Takes Each Step to Complete a Process
Lists and Describes Each Step*


TASK –


HOW a Step is Completed by an Individual

HERE COMES THE PITCH





- ## BEFORE YOU SWING...
- **Define Telework for Your Agency**
 - **Establish Suitable Job Criteria**
 - **Establish Suitable Employee Criteria**
 - **Determine Nature of Agreement**
– *Terms, Renewals, Who Can Cancel, Etc.*
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- ## COVERING THE BASES
- **First Base**
You Reach 1st Base When.....
 - **Second Base**
You Reach 2nd Base When.....
 - **Third Base**
You Reach 3rd Base When.....
 - **Home Run**
Advances Vision, Mission & Goals
- 

1st Base Policy Element

Manager & Supervisor Rights

- *Define Time needed in Office*
- *Monitor Work & Assess Performance*
- *Inspect Worksite*
- *Determine How Supplies Are Provided*
- *Set Work Standards*
- *Enforce Personnel and Other Rules*

1st Base Policy Element

Manager & Supervisor Responsibility

- *Communicate Deadlines & Goals*
- *Ensure Fair Treatment of All*
- *Evaluate Fairly (No Change)*
- *Ensure Confidentiality of Employee Home Phone, Address etc.*
- *Support the Employee*
- *Enforce Personnel and Other Rules*
- *Establish Individual Agreements*
- *Assign Work to Ensure Success*

2nd Base Policy Element

Teleworker Employee Rights

- *Consideration of Alternate Work Requests*
- *Reasonable Notice of Worksite Inspection*
- *Voluntary Participation (unless a condition of employment)*
- *Support from Management*
- *Access to Needed Records & Equipment*
- *Fair Treatment and Evaluation*
- *Know Policies & Procedures*

2nd Base Policy Element

TeleWorker's Responsibility

- *Maintain Communication & Availability*
- *Meet Deadlines & Goals*
- *Work During Scheduled Hours*
- *Arrange for Full Attention to Work*
- *Ensure Confidentiality of Records*
- *Support the Mission and Goals*
- *Comply With All Policies*
- *Commit to Individual Agreement*
- *Maintain Workspace & Equipment*

3rd Base - Agency Element

AGENCY STATEMENTS OF LEGAL RIGHTS, COMPLIANCE AND PROTECTIONS

- *LEGAL COMPLIANCE STATEMENT*
- *WORK PRODUCT OWNERSHIP*
- *REFERENCE POINTERS*
- *LIABILITY INSURANCE*
- *INFORMATION SECURITY*



A HOME RUN POLICY

Meets Broad Agency Goals

- *Long Term Direction*
- *Relieves Managers of Making Similar Case by Case Decisions*
- *Ensures Consistent Application*
- *Conveys the Vision*

SCORE

POLICY EVALUATION

Does Policy Meet Specific Needs By....?

- *Reducing Office Cost, Mileage Cost etc.*
- *Addressing Space Needs*
- *Enhancing Employee Satisfaction and Productivity*
- *Maintaining Equitable Treatment of Employees*
- *Maintaining or Improving Standard Business Practice*
- *Ensuring Good Communications*
- *Maintaining Information Security*
- *Providing Excellent Customer Service*
- *Maintaining a Transparent & Legal Operation*