

# TELEWORK: The Future is Here!



The Bureau of Quality Assurance  
Telework Training  
We're ready to move forward!



## WELCOME TO TELEWORK

"It's time . . . for new ways  
of thinking and new  
ways of doing  
business."



## Did You Know...

- ◆ As of August 2001, there were approximately 28 million Americans over the age of 18 who teleworked.
  - Approximately what % of the population over 18 do you think this is?
    - A. 85%
    - B. 5%
    - C. 25%



## Agenda Review

- ◆ Training Goals
- ◆ Overview of Telework Policy and Procedures
- ◆ Making Telework Success
- ◆ Telework Technology
- ◆ ASPEN Survey Explorer
- ◆ Question and Answer Session



## Training Goals/Expectations

- ◆ Discuss the requirements of the telework program;
- ◆ Describe tips and practices that will help make telework successful;
- ◆ Discuss how to use technology for telework; and
- ◆ Describe how to use ASPEN Survey Explorer



## BQA Telework Policies

- ◆ Telework Definition
- ◆ Goals
  - Improve Recruitment and Retention
  - Improve Quality of Work and Life
  - Provide Effective, Efficient, Accountable Services
  - Achieve Cost Effectiveness



## **BQA Telework Policies**

- ◆ **Eligibility**
- ◆ **Approval Process**
- ◆ **Termination of Agreement**
- ◆ **Telework Schedule**



## **BQA Telework Policies**

- ◆ **Job Considerations**
- ◆ **Characteristics of Successful Teleworkers**
- ◆ **Characteristics of Successful Supervisors**
- ◆ **Teleworker's Responsibilities**
- ◆ **Supervisor/Employer Responsibilities**



## **BQA Telemwork Policies**

- ◆ **Equipment and Material**
- ◆ **Information Security**
- ◆ **Health and Safety**
- ◆ **Setting Up a Telemwork Office**
- ◆ **Worker's Comp, Liability, Property Damage, Tax or Other Legal or Financial Issues**



## **Shipping & Mailing Documents**

- ◆ **Business-size envelopes**
- ◆ **Larger packages**
- ◆ **Electronic documents**



## Shipping & Mailing Documents

- ◆ **Business-size envelopes**
  - **USPS**
  - **Supplies**
  - **Postage**
  - **Drop & Delivery points**
  - **[www.usps.com](http://www.usps.com)**



## Shipping & Mailing Documents

- ◆ **Larger Packages**
  - **USPS or UPS**
  - **Supplies**
  - **Postage**
  - **Drop & Delivery points**
  - **[www.usps.com](http://www.usps.com)**
  - **[www.ups.com](http://www.ups.com)**



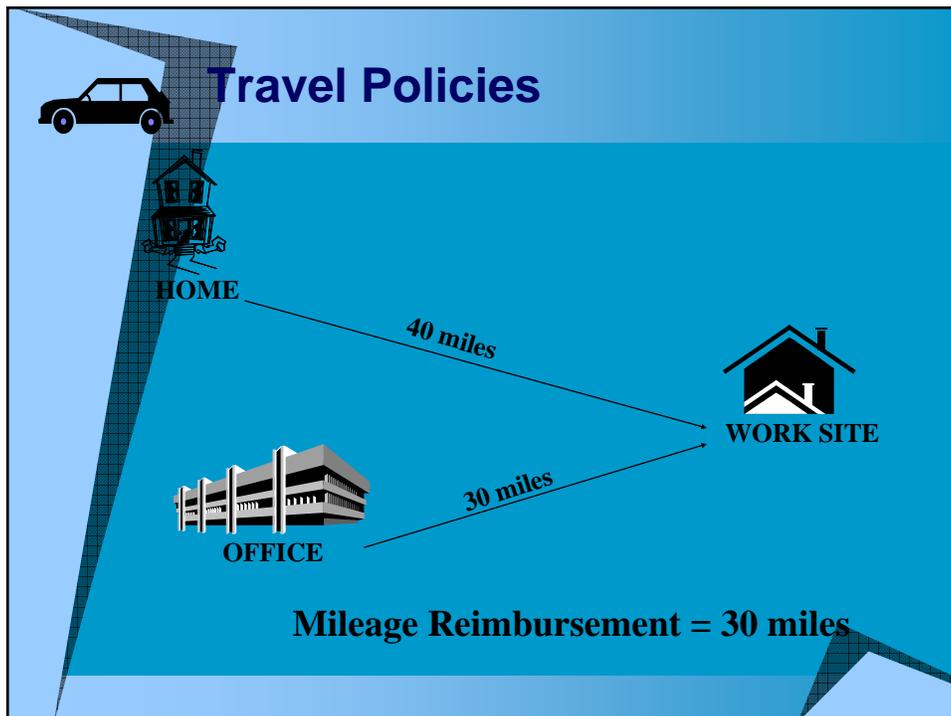
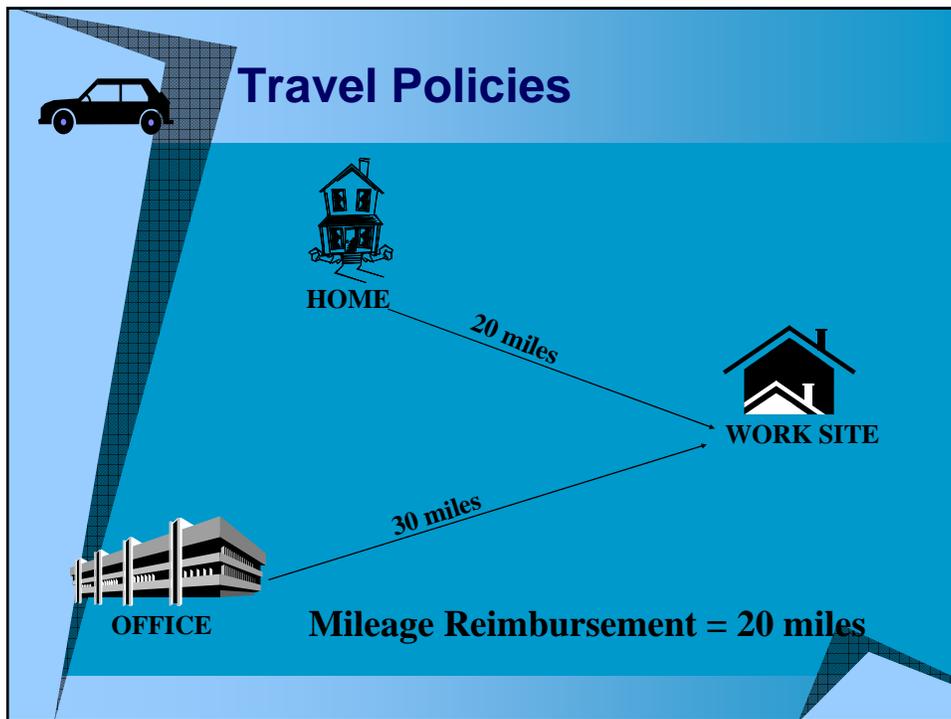
## Shipping & Mailing Documents

- ◆ **Electronic documents**
  - **Digital Senders**



## Travel Policies

- ◆ **Mileage reimbursement**
  - **The Regional Office to which you are assigned will remain the headquarter location.**
- ◆ **Travel Time**
  - **Applicable Contractual Agreements**
  - **BQA Policy & Procedure**





# Travel Policies

OFFICE  
or \_\_\_\_\_  
HOME



WORK SITE

**TRAVEL TIME:**

- ◆ Applicable Contractual Agreement
- ◆ BQA Policy & Procedure
- ◆ Details on the DHFS WorkWeb



# Travel Policies



HOME



OFFICE

**Mileage Reimbursement = 0 miles**

**Travel Time = 0 hours**



## BQA Telephone Policies

- ◆ Calling Cards
- ◆ Cell Phone Use
- ◆ Land line telephones



## BQA Telephone Policies

- ◆ Calling Cards
  - All telework staff have calling cards assigned
  - First choice in making calls is the calling card when away from the Regional Offices
  - Cost = Calling Card .03¢ per minutes vs. Cell Phone .09¢ to \$1.00 per minute
  - New easier Calling Card instructions



## BQA Telephone Policies

### ◆ Cell Phones

- **Cell Phone Use Policy**  
[http://www.doa.state.wi.us/section\\_detail.asp?linkcatid=500](http://www.doa.state.wi.us/section_detail.asp?linkcatid=500)
- **Signed Acknowledgement of Receipt of the above policy needs to be on file at the central office.**
- **Do not give out your Cell phone number.**
- **If you do not have a state issued cell phone and wish to have one please notify your supervisor.**



## BQA Telephone Policies

### ◆ Cell Phones, cont.

- **Monthly review of Cell Phone billings will continue.**
- **The United Professionals Union Contract allows a reimbursement of \$10 per month for the use of a personal cell phone and that provision will continue to be honored.**



## BQA Telephone Policies

### ◆ Land Line Telephones

- Many land lines will be disconnected at the regional offices.
- Regional Office will have shared land lines available for use.
- Land line telephones will not be installed in a teleworkers home, unless the only internet option is a dial up service.



## Making Telework Successful: The Teleworker Perspective

### Be a Teleworker .... And Be Successful

- **It takes a whole team to telecommute!**
  - Teleworker
  - Supervisor
  - Peers
  - Office support staff



## **Making Telework Successful: The Teleworker Perspective**

**A Teleworker is someone who...**

- **Characteristics**
- **Responsibilities**



## **Making Telework Successful: The Teleworker Perspective**

**You've Decided to Telework...**

- **Get Organized**
- **Manage Your Relationships**



## Making Telework Successful: The Supervisor Perspective

- ◆ Supervisor's Role
- ◆ Management Skills Needed
- ◆ Assigning Work
- ◆ Feedback is "KEY"
- ◆ Manage by Objectives and Results
- ◆ Team Effort
- ◆ Communication is "Essential"
- ◆ Guidelines for Connecting with Teleworkers
- ◆ Do's and Don't



## Telework Technology

### Connecting to the DHFS Network

- ◆ **Dial-up using Citrix:**
  - Citrix to access ACO, ACTS, APIS
  - Phone line will be installed in home
- ◆ **Broadband = DSL/Cable**
  - Broadband required if available in home office
  - VPN = Virtual Private Network (Secured Connection to DHFS)



## Telework Technology

### ◆ Broadband Users:

- Monthly Broadband charge reimbursable at established rate
- Broadband uses VPN for a secure connection to DHFS network
- VPN client installed on laptop



## Telework Technology

### Keeping Files Current on the Network

- ◆ Copy your files from your H: drive to C:\data to work on for when you are on the road ... and save a copy back to your H: drive
  - *Your files are backed up when you save them to your H drive*
- ◆ USB Flash Drives can be used to backup files when on the road until you can save them back to your network Drive
  - *Learn more about these on the Telework Technology Website*

## Telework Technology

### ◆ Telework Technology Website:

- Remote connection information and software installation documentation
- DHFS IT Policies and Procedures
- Technology Training Links
- Coming Soon ... Wireless Access!
- Coming Soon ... Digital Senders!



## Telework Technology

- ◆ Only authorized software can be downloaded/installed on state equipment
- ◆ Laptops Updates: you are required to bring your laptop into the office and connect to the network for updates at least once a month.
- ◆ WI Help Desk:
  - 261-4400
  - 1-866-335-2180 (toll free)
  - [helpdesk@wi.gov](mailto:helpdesk@wi.gov)



## ASPEN Survey Explorer

- ◆ **Use of ASPEN Surveyor Explorer**
- ◆ **Importing Survey Shells from ASPEN Central Office**
- ◆ **Exporting Surveys to ASPEN Central Office**
- ◆ **Team Coordination**
- ◆ **Contact Carey Fleishmann for additional help—Phone 608 267-7230**



## Question and Answer Session





## Wrap Up

- ◆ THANKS FOR VIEWING “Telework: The Future is Here!”
- ◆ Please print and sign the “BQA Telework Training Acknowledgement” from the BQA Telework Website at:

<http://dhfsweb/ddes/bqa/TelWork/telwork.htm>



## Evaluation

- ◆ Please complete the online evaluation for this session at:

<http://www.surveymonkey.com/s.asp?u=145851030376>

