

Telecommuting/Teleworking/Working from Home



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What is Telecommuting

- Telecommuting is defined as working at an alternative work-site usually the employees home
- Telecommuters don't necessarily need special equipment, and schedules can vary. Employees can split their time between the office and the alternative work-site, come in for meetings, work at home on special projects, or make other arrangements that suit both employer and employee



Employer Benefits of Telecommuting

- Provides an effective, low cost recruitment tool
- Decreases employee turnover
- Increases productivity by reducing absenteeism, tardiness
- Increases employee motivation, job satisfaction and morale
- Enhances employee benefits packages



Employer Benefits of Telecommuting

- Can increase staff without increasing office space needs
- Reduces the cost of building additional parking facilities
- Reduces congestion in existing parking areas
- Shifts use of office computer system to off-peak hours (maximizing your system)
- Improves community relations by reducing neighborhood traffic and parking problems



Employee Benefits of Telecommuting

- Increases job satisfaction
- Reduces stress
- Reduces overall commute time
- Reduces office/work interruption
- Reduces commute-related costs such as gas and auto maintenance
- Reduces job-related costs such as clothing and meals



Community Benefits of Telecommuting

- Reduces rush-hour congestion
- Improves air quality
- Reduces the need for costly new highway construction
- Reduces dependence on fossil fuels
- Reduces vehicle-related noise pollution



Disadvantages of Telecommuting

- Initial expenses in setting up home office and ongoing expenses such as phone lines and computer line charges
- Less face-to-face contact
- Equipment problems may take longer to resolve
- Isolation (if communication is not a priority or employee does not spend enough time in the office)



Disadvantages of Telecommuting

- Resentment of other employees (if not handled well by supervisors)
- Working too many hours per day since work is "always there"
- Increased planning required by office staff to accommodate telecommuters



Telecommuters Packet

- City of St. Petersburg Administrative Policy
- Telecommute Guidelines
- Suggested Home Safety Self-Certification Checklist
- Suggested Privacy and Security Self-Certification Checklist
- Privacy and Security Agreement
- Telecommute Agreement



Policy Highlights

● Who can telecommute

- ➔ Limited to management and professional positions only

● Roles of

➔ First Deputy Mayor

- ◆ Has final approval on all telecommuting requests

➔ CIO

- ◆ Executive Sponsor of the program
- ◆ Updates City leadership on status of program

➔ ICS Department

- ◆ Manages the technology
- ◆ Provides training
- ◆ Provides support



Policy Highlights

● Roles of

➤ User Department

- ◆ Selects the employees
- ◆ Manages the employee
- ◆ Provides workload, scheduling and logistical support to the telecommuters
- ◆ Verifying and approving that the employee environment is conducive to the telecommuting initiative.
- ◆ Obtaining feedback from employees regarding the impact of the telecommuting arrangement.



Policy Highlights



● Roles of

➔ Employee

- ◆ Remaining accessible to customers, co-workers and supervisors during all scheduled work hours.
- ◆ Structuring telecommuting to be as transparent as possible to customers, co-workers and supervisors.
- ◆ Planning and organizing tasks for telecommuting for efficiency and productivity.
- ◆ Tracking the work performed and communicating results as requested by the supervisor.
- ◆ Developing proficiency in the use of the technology required for telecommuting.
- ◆ Safeguarding City owned equipment, assets and data.

Policy Highlights

● Policy addresses

➤ Work Hours

- ◆ Agreed upon by employee and management

➤ Overtime

- ◆ Must be pre-approved

➤ Workers' Compensation

- ◆ Employee is eligible for covered accidents

➤ Dependent Care

- ◆ Telecommuting is NOT an alternative for dependent care

➤ Workspace

- ◆ City reserves the right to inspect



Home Safety Certification Checklist

- Is the workstation deep enough to accommodate the monitor and keyboard directly in front of the user?
- Does the workstation provide sufficient leg room (depth and width), so there are no obstructions for knees, legs, shins or thighs?
- Is there adequate room for the monitor to be positioned 16 to 29 inches from the user's eyes?
- Do you have surge protectors for equipment?
- Are your forearms, wrists, etc. free from contact with hard, sharp edges?

Home Safety Certification Checklist

- Is the chair suitable?
- Are phone lines, electrical and other cords tied up and kept out of the way?
- Is there adequate light for reviewing the monitor and reading printed materials?
- Is the monitor screen positioned so there's no glare?
- Are aisles and doorways free of obstructions?
- Are electrical cords in good conditions?
- Is electrical equipment in good working condition?

Privacy and Security Self-Certification Checklist

- Do you have a designated workspace that is private and secure?
- Is your workspace safe and conducive to efficient work?
- Does your workspace provide for private telephone conversations?
- Will your files and documents be protected from access by family members and others?
- Will your City owned equipment be protected from access by family members and others?

Privacy and Security Self-Certification Checklist

- When in use, are your files and documents (both print and electronic) protected from viewing by others?
- Are your documents and files kept in a locked file cabinet when not in use?
- Can you securely transport documents (both print and electronic) to and from the remote location to your office location?
- The City reserves the right to perform background checks on family members and others that have access to the employee workspace

Technologies to make Telecommuting Work

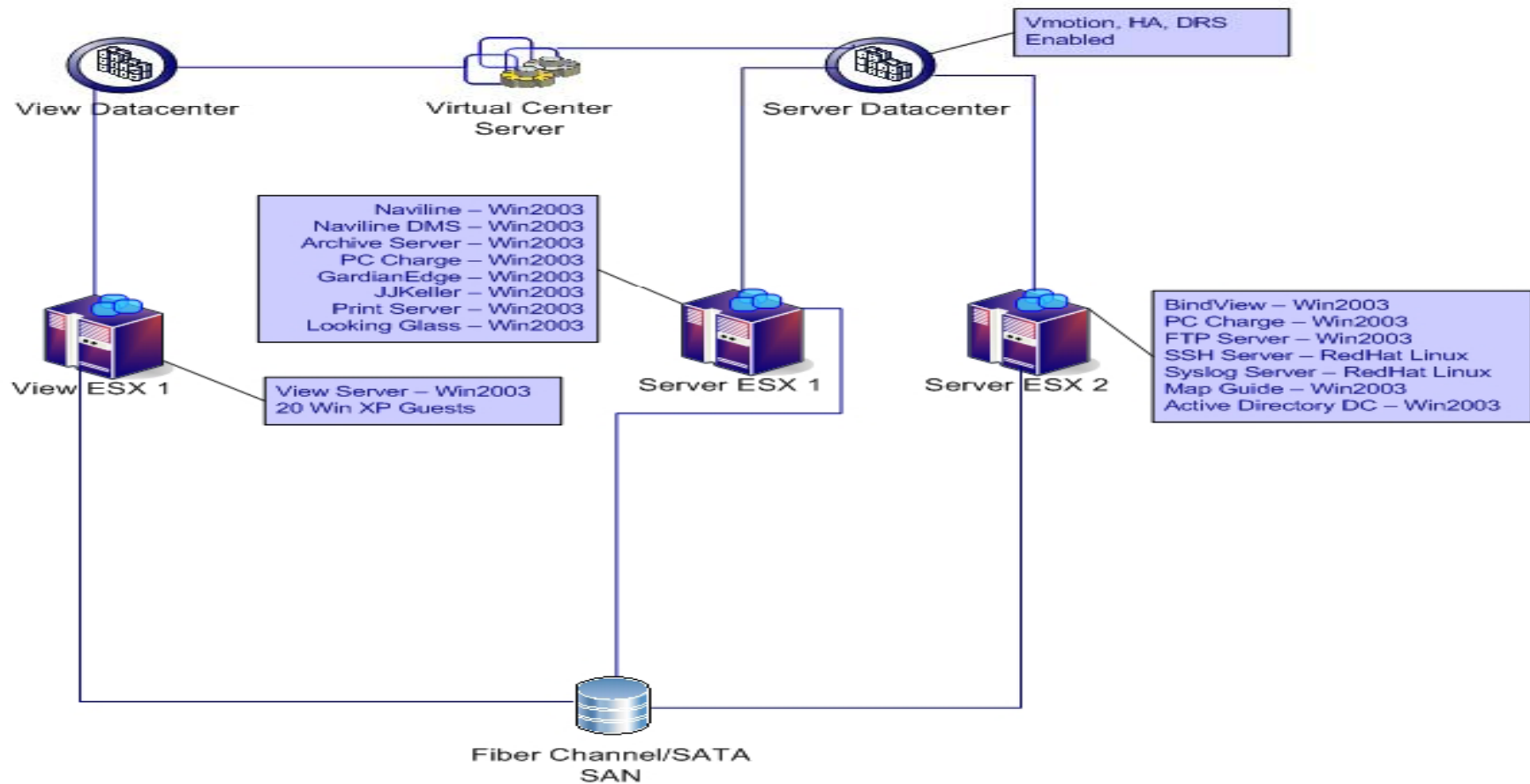
● Avaya Phone Switch

- ➔ Allows PSTN based remote clients
- ➔ Supports VOIP solution but does not require it

● Virtualized Desktops

- ➔ Allows user to have an identical experience at work and at the remote site
- ➔ Mitigates security risks
- ➔ Allows users to use personal computer equipment
- ➔ Minimizes costs

Virtualized Environment



All ESX servers are Dell PowerEdge 2950's
With Dual 2.7 Xeon Quad Core CPUs and
32 Gigs of Memory.

Now for a Demo



Q & A

