

# Mobility and Teleworking:



Effective **Business** Policies and  
Practices – Sept 2009

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# Why Work Location Flexibility?

- Good for the organization
  - Reduces occupancy space, costs.
  - Improve work productivity, retention and morale.
  - Proves/test business continuity plans.
  - Allows for unplanned, off hours work.
  - Increases incentive to perform!

# Why Work Location Flexibility?

## ■ Good for employees

- A non-cash form of compensation, reduces employee travel expense and travel time.
- Loyalty, can be a significant differentiator.
- Professional treatment of professionals.





## It's a significant culture change

- Top management buy-in is required
- Lead by example
- Provide Tools/New Skills
- Takes time to change behavior / practices. ~~Facetime.~~
- It depends on the job



## Policy considerations

- Accountability - work visibility/measurement
- Focus on results
- Must have happy clients/managers
- Equity Issues
- Mandated versus optional
- Reimbursement/extra costs



## Policy considerations (cont)

- Role of Personnel (review & document)
- Mandatory & periodic review, not a permanent commitment.
- Not a right, manager must be comfortable with performance.
- Employees must remain flexible to the needs of the organization.

# What about other work flexibility?

## ■ Flexible time




- Improves client coverage
- Beats the rush hour

## ■ Condensed week



- Raises significant equity issues
- Raises coverage issues





## Appendix - Guidelines

### Work Remote Guidelines **Technology Services Area** **Effective May 27, 2007**

Technology Services Management strongly encourages working remotely; however, working remotely is a privilege, not a right. We consider working remotely as an added benefit and retention tool for our employees. Your manager and clients must be happy with the service you deliver to them and supportive of this arrangement. Not all positions are conducive to working remotely; therefore, working remotely would not apply to certain positions. Your manager will know and communicate with appropriate staff which positions fall under this guideline. Work Remote privileges can and will be revoked on an individual basis or all together as warranted. The Director and/or Manager of your team are the final arbiter of whom on your team will or will not enjoy this privilege.

Your manager will approve your schedule for working remotely. Otherwise, you will be expected to (1) be at work in your office location during your normal working hours, or (2) your manager will know of and have approved your taking vacation leave, or (3) you will be out of the office on sick leave and you will have communicated this to your manager and team members.

Each staff person is responsible to assure your respective manager and team members have proxy rights to your calendar. This way, should one of them need to get in touch with you at any given time, they will know where you are. If you have a personal appointment, mark it personal on your calendar.

Agreed upon Work Remote Schedules can be changed if needed, but not "on the fly." Staff will keep to their previously agreed upon Work Remote schedule except under extreme circumstances, or by arrangement with their manager prior to the change.

You must communicate your work remote schedule with your clients. They must know how to reach you at any given time they may need you. On the day you will be working remotely, you must: (1) change your office voice mail message to be reflective of your working remotely, (2) provide an alternate phone number where you can be reached, or (3) transfer your office phone to a phone number where you can be reached, and (4) post a note on the entrance to your cube that notes you are working remotely and a phone number where you can be reached. This way if one of your customers or someone else needs your assistance and they come to your cube to see you, they will know immediately where you are and how to get in touch with you.

While working remotely, staff will remain available via email, telephone, and Novell Instant Messenger (you are expected to be available to all staff of the DPI at all times you are connected through IM – you will block no one from communicating with you via IM – this also applies to when you are in the office and connected through IM) -- all three, all the time (agreed upon work hours during the day). For example, you may have a doctor's appointment in the afternoon and want to work from home during the morning. Your IM status should be reflective of this. Example: Your IM status during the morning hours may read: Name – WR (phone number where you can be reached). For the afternoon, your IM may read: Name – Away -- Appointment. Again, your manager needs to be aware of and have approved your working remote status for that day which would include approval of time off for your afternoon appointment, and/or approval for you to make that time up after you return from that afternoon appointment.

When working remotely and working with a customer via any of the three mechanisms listed above, you are responsible for offering to come in to the office to work through the issues whenever it is appropriate. If you are unsure whether the situation warrants an offer to come in, your default position is to make the offer. Our customers are NOT responsible for asking us to come in to the office - they were not given a vote on our work remote schedule and will not be made to suffer for our decisions.



***"Work is  
something you do,  
not someplace  
you go."***