

Telework in a Box

Learning from Telework Adopters



Treasury Inspector General for Tax Administration

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Background

The Treasury Inspector General for Tax Administration (TIGTA):

- **Mission:** *Provide audit and investigative services that promote economy, efficiency and integrity in the administration of the internal revenue laws.*
- Bureau within the Department of the Treasury
 - \$152 Million Budget
 - 835 employees
 - Based in Washington, DC.
- Geographically dispersed: 70 different offices coast-to-coast.



PLAN

- Create multi-functional committee to develop a Concept of Operations. This must have executive representation and an eye to evolving work practices
- Design a Pilot with a representative sample of the organization participating and Document everything
- Derive requirements from Pilot:
 - ***Train, Train, Train!*** Training is essential for the telecommuters and especially for managers to get over “separation anxiety.”
 - Break the mold of managing conduct and move to a model of managing results.
 - Phase in organization-wide.



Telework Approach

- **Three Major Areas**
 - **Security** – VPN, no split tunneling or peer to peer, no WI-FI, encryption of hard drive and removable media, awareness [greatest risk is staff not following security policy]
 - **Devices** – Only corporately managed and controlled devices
 - **Policy** – No PII, Annual Certifications and Agreements



Benefits

- **Productivity Gains** You must already have performance measures in place to determine any gains.
- **Employee Morale Big win** for TIGTA. While there are other contributing factors, job satisfaction is high (**77.5%**).
- **Rent savings** by implementing Hoteling, *but* it can be an emotional mine field.
- **Voilà! COOP is Enhanced** You must have a robust disaster recovery plan in place.



Conclusion

- ***Executive Support!***
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