

# 2007 CDW-G Telework Report:

*Slow and Steady Wins the Race*

*March 19, 2007*



CDW Government, Inc. (CDW-G) has tracked the adoption of telework within the Federal government since 2005. Its annual Telework Report is the only concurrent report on both employees and IT professionals concerning the subject of telework.

For 2007, the CDW-G Telework Report also compares the adoption of telework between the Federal government and the private sector. This approach provides the first side-by-side comparison of telework adoption and IT support in both markets.

|                                     |    |
|-------------------------------------|----|
| • Executive Summary                 | 4  |
| • Federal Government Leads Telework | 5  |
| • Drivers of Federal Leadership     | 10 |
| • The Telework Imperative           | 13 |
| • IT Professionals' Concerns        | 16 |
| • Securing Telework                 | 18 |
| • Ensuring Collaboration            | 19 |
| • Telework Behaviors                | 20 |
| • Conclusions                       | 23 |
| • Recommendations                   | 24 |
| • Methodology/Demographics          | 25 |

# Executive Summary



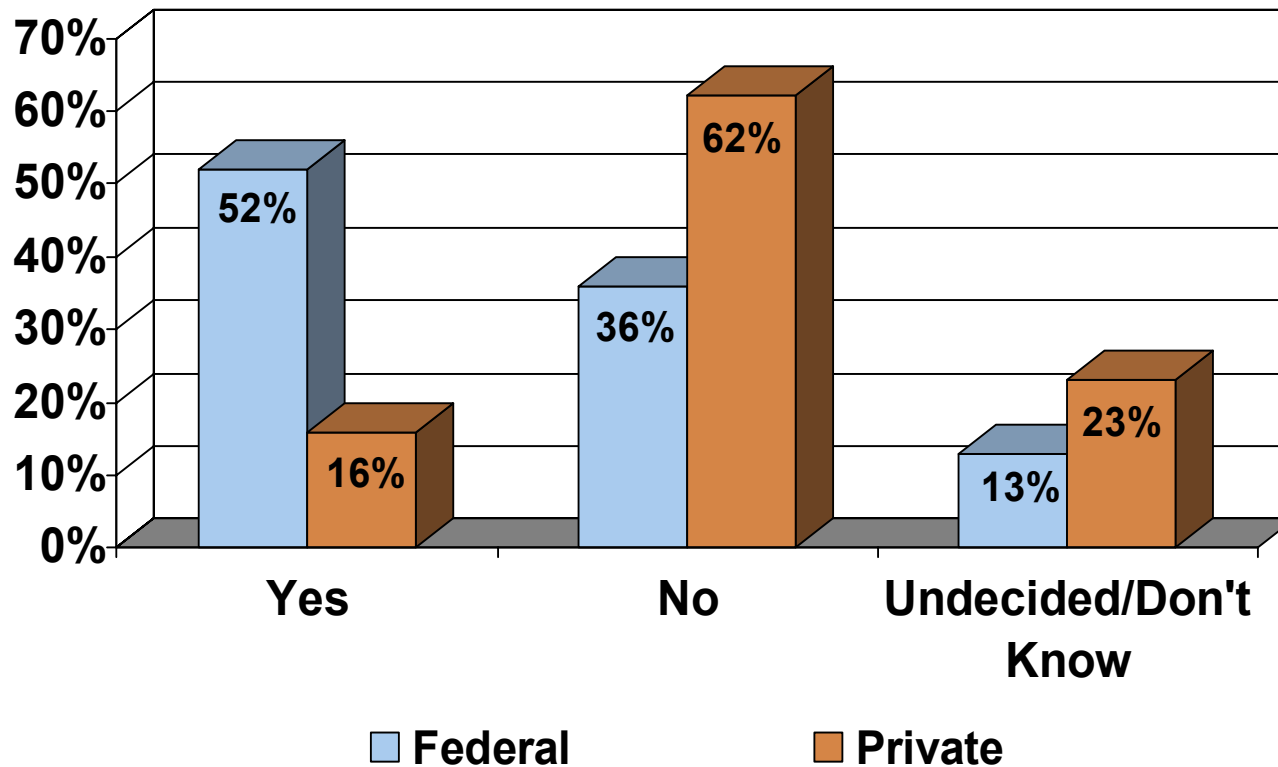
- **The Federal Government leads the private sector in telework initiatives**
  - More than half of Federal employees are eligible to telework, but fewer than 16 percent of private-sector employees are
  - Forty-four percent of Federal employees have the option to telework; just 15 percent of private-sector employees do
  - Federal telework programs are growing faster than telework programs in the private sector
- **Federal employees and IT professionals are more supportive of telework than their private-sector counterparts**
  - If given the option to telework, 79 percent of Federal employees would, while 63 percent of private-sector employees would telework if given the same option
  - Forty percent of private-sector companies have written IT policies in place for telework compared to 62 percent of Federal agencies
- **Slow private-sector telework adoption has significant negative consequences**
  - COOP: Just 33 percent of private-sector employees state that they could continue to work via telework if their office was closed due to a man-made or natural disaster. Seventy-five percent of Federal employees could continue to work under the same circumstances
  - Job Satisfaction: Employees with the option to telework are more likely to be “Very Satisfied” with their jobs in both the Federal government and private sector

# Federal Government Leads Telework



*More than half of Federal employees are eligible to telework, compared to 16 percent of private-sector employees*

**Are you eligible\* to telework?**



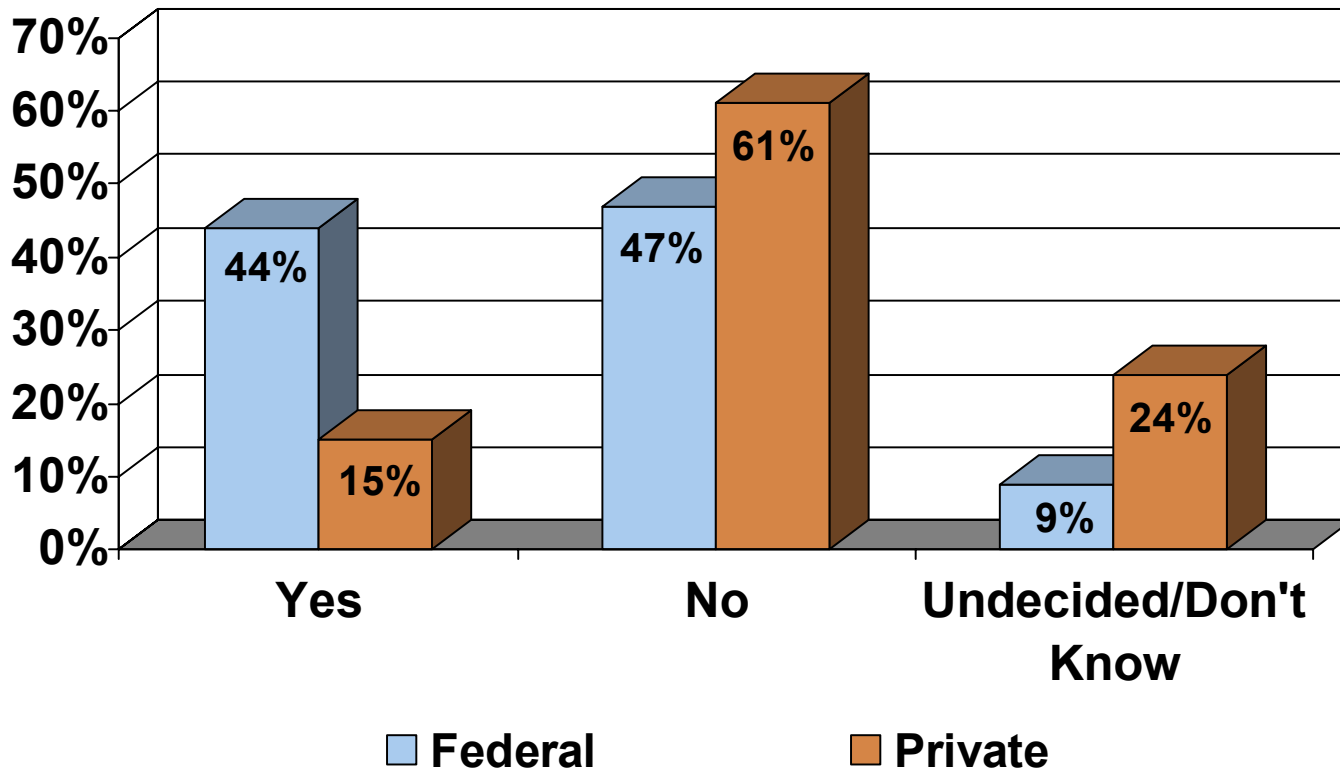
\* Based upon your job description, company/agency policy, or Federal statute, your position is defined as having the ability to telework

# Federal Government Leads Telework



*Forty-four percent of Federal employees have the option to telework; just 15 percent of private-sector employees do*

**Do you currently have the option\* to telework?**



\* Based upon your company/agency policy, your chain of supervisors, and your IT policy, you could opt to telework if you so desired

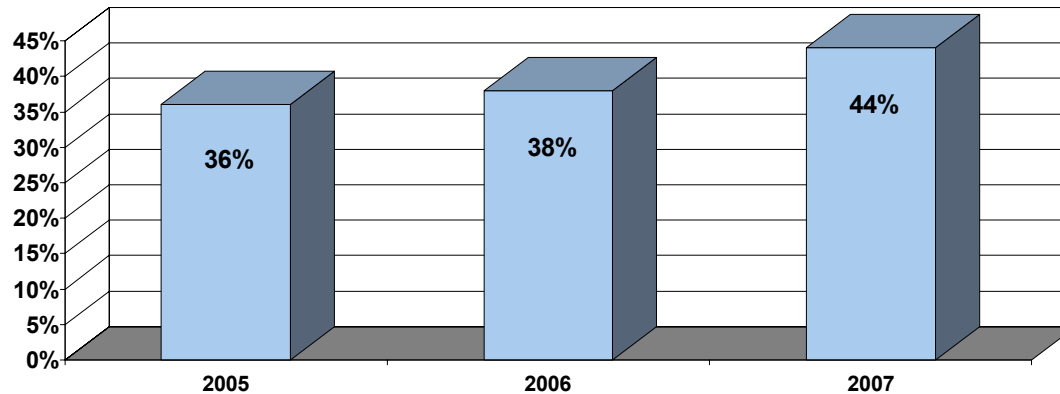
# Federal Government Leads Telework



*The Federal government is increasingly adopting telework*

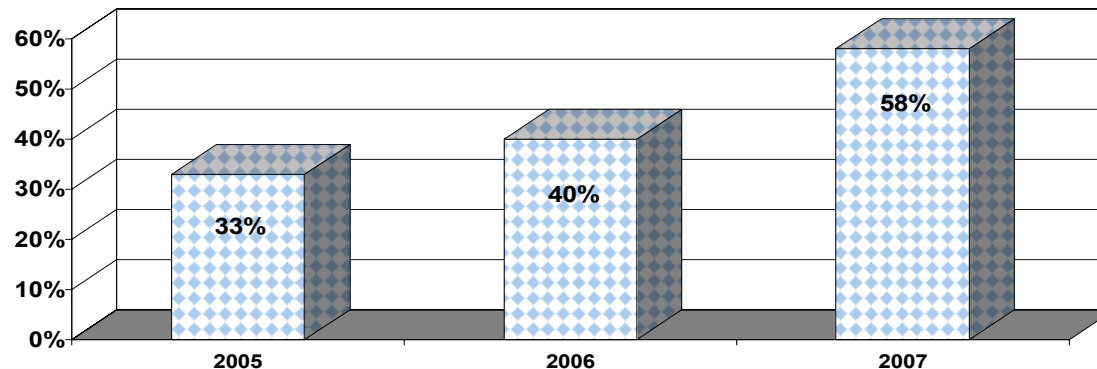
**Do you currently have the option to telework?**

**Federal Employees**



**Does your agency have a plan in place to provide technical IT support to teleworkers?**

**Federal IT Professionals**

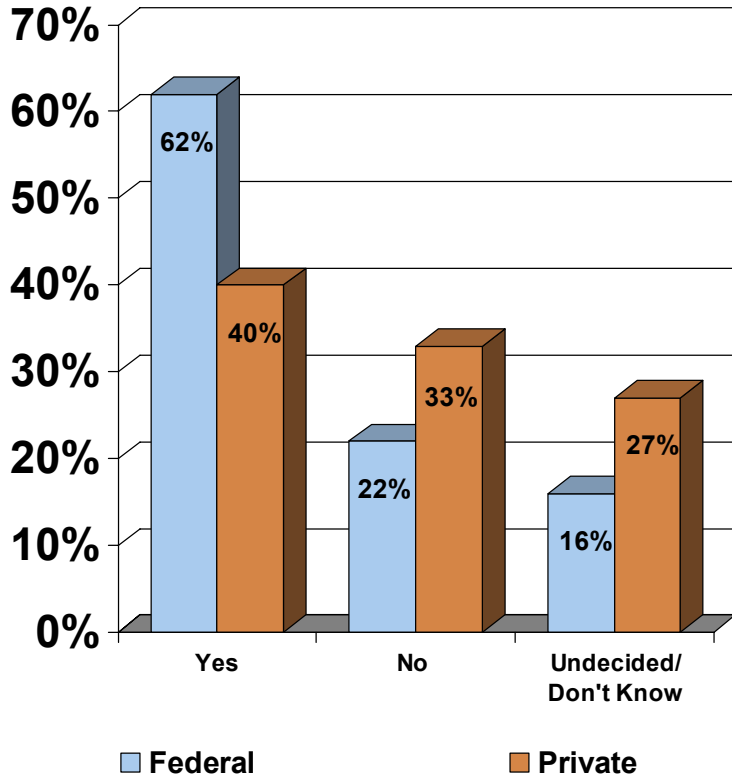


# Federal Government Leads Telework

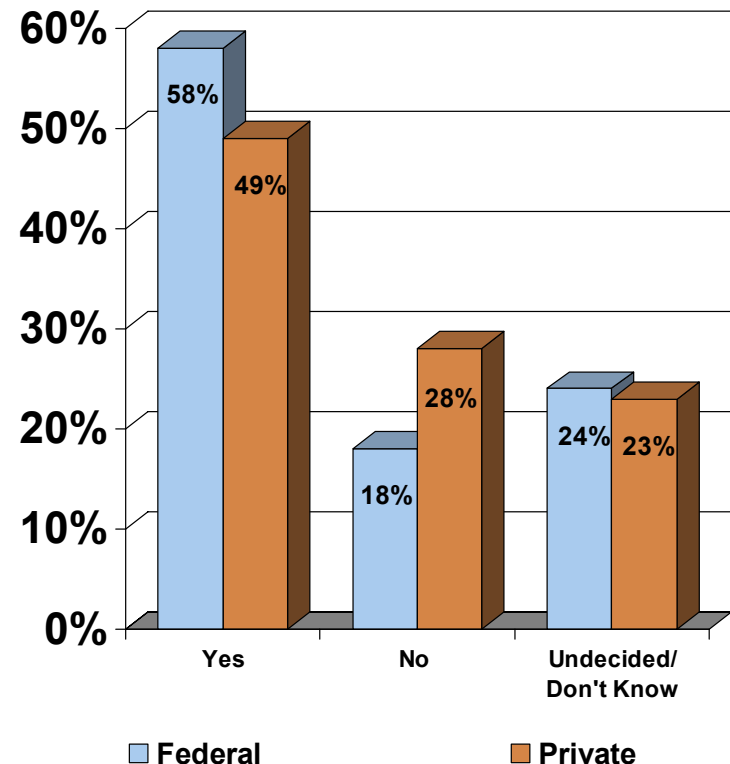


*Federal IT professionals have written telework policies and more comprehensive support programs*

Do you have written IT policies for telework in place?



Do you have a plan in place to provide technical support to teleworkers?



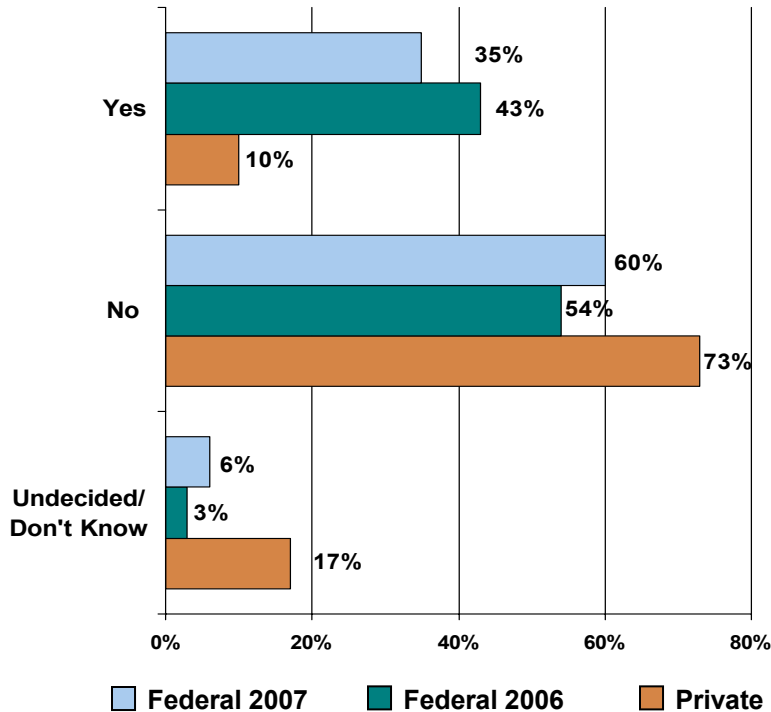
# Federal Government Leads Telework



*Federal telework programs are growing faster than telework programs in the private sector*

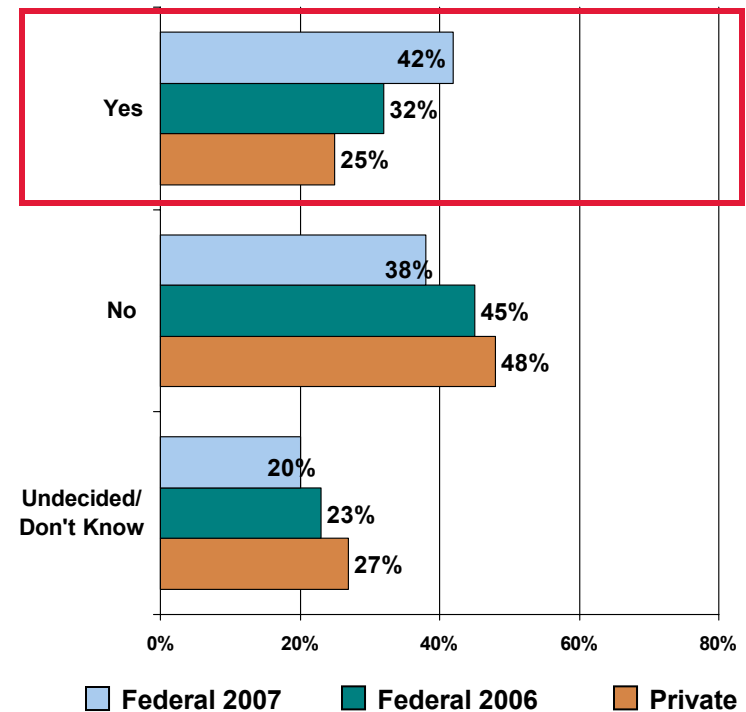
**If you do telework, have you started in the last year?**

**Employees Say:**



**Has your organization started/expanded its telework program in the last year?**

**IT Professionals Say:**



# Drivers of Federal Leadership



## *The mandate of law – The reality of BRAC*

### **1 Federal Telework is Required by Law**

Public Law (PL) 106-346 section (§) 359 of October 23, 2000, provides the statutory foundation for Federal telework requirements. This law provides that:

*“Each executive agency shall establish a policy under which eligible employees of the agency may participate in telecommuting to the maximum extent possible without diminished employee performance. Not later than 6 months after the date of the enactment of this Act, the Director of the Office of Personnel Management shall provide that the requirements of this section are applied to 25 percent of the Federal workforce, and to an additional 25 percent of such workforce each year thereafter.”*

### **2 BRAC Realigned the Location of the Federal Workforce**

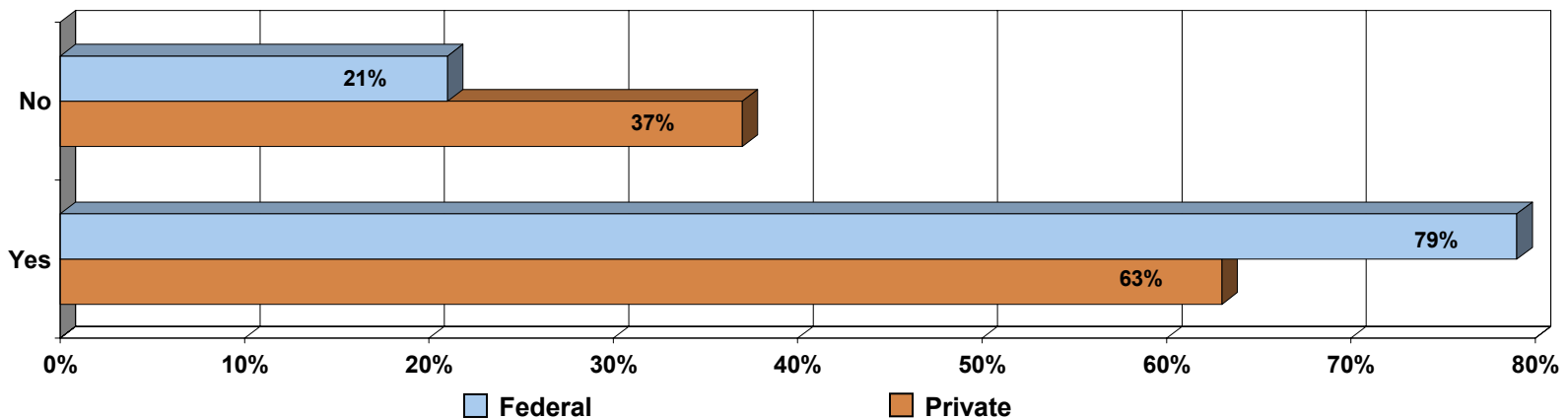
- The 2005 Defense Base Closure and Realignment Commission (BRAC) changed the location of the Federal workforce in several locations in and around the metropolitan Washington, D.C., region
- Many Department of Defense agencies are moving to telework to retain workers unwilling or unable to move or commute long distances to their new work sites

# Drivers of Federal Leadership



*Federal employees demonstrate a stronger preference for telework than private-sector employees*

**If you had the option to telework, would you?**



## If Yes, Why?

|                             | Federal | Private |
|-----------------------------|---------|---------|
| No Commute                  | 63%     | 71%     |
| Greater Flexibility         | 49%     | 66%     |
| Greater Productivity        | 40%     | 29%     |
| Fewer Work-related Expenses | 28%     | 31%     |

## If No, Why?

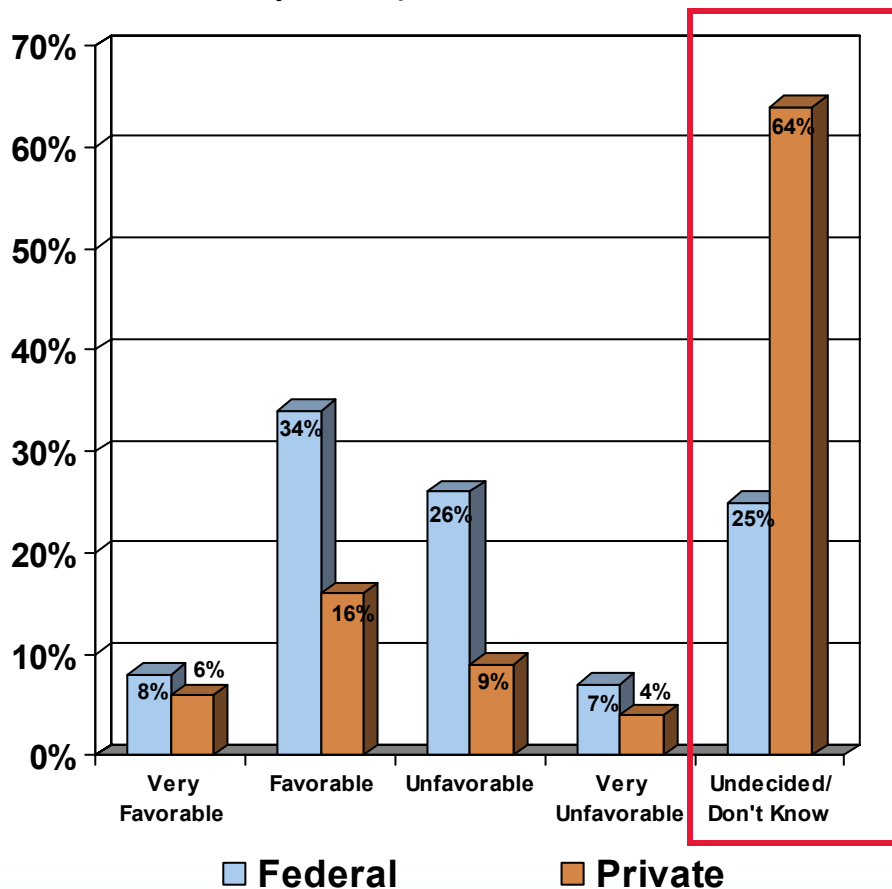
|                                   | Federal | Private |
|-----------------------------------|---------|---------|
| Isolation, Would Miss Interaction | 50%     | 79%     |
| Do Not Want To Be At Home         | 33%     | 32%     |
| Concern About Career Impact       | 29%     | 38%     |
| Reduced Productivity              | 21%     | 29%     |

# Drivers of Federal Leadership

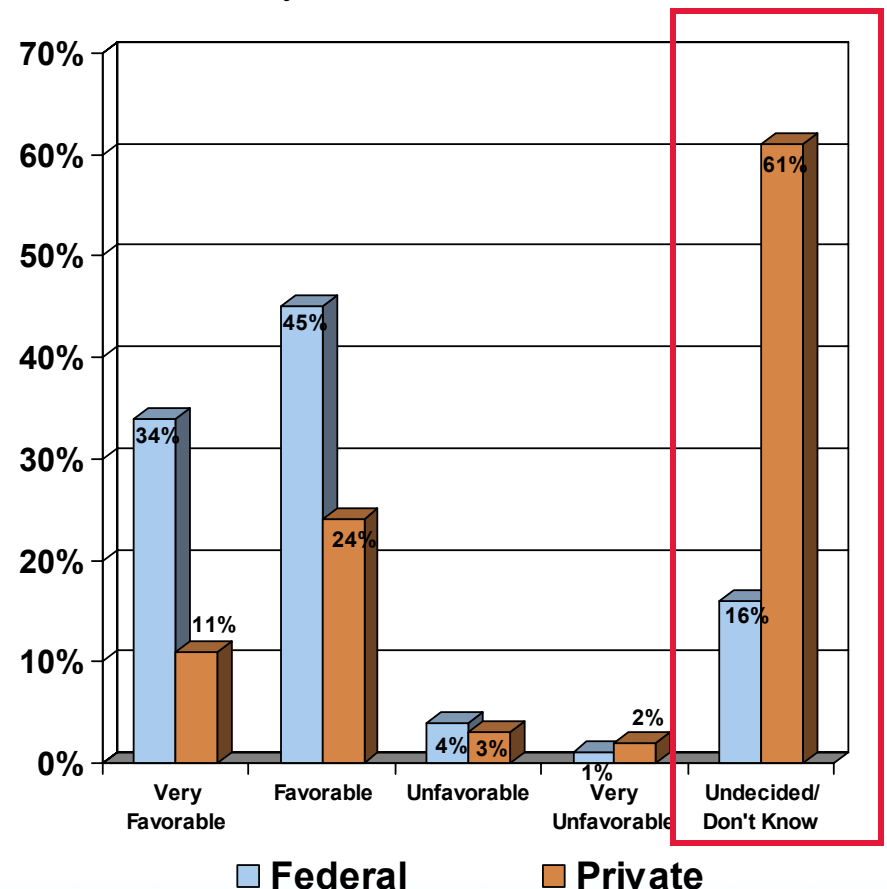


*Federal employees are engaged with their coworkers and supervisors on the subject of telework*

How do your supervisors view telework?



How do your co-workers view telework?

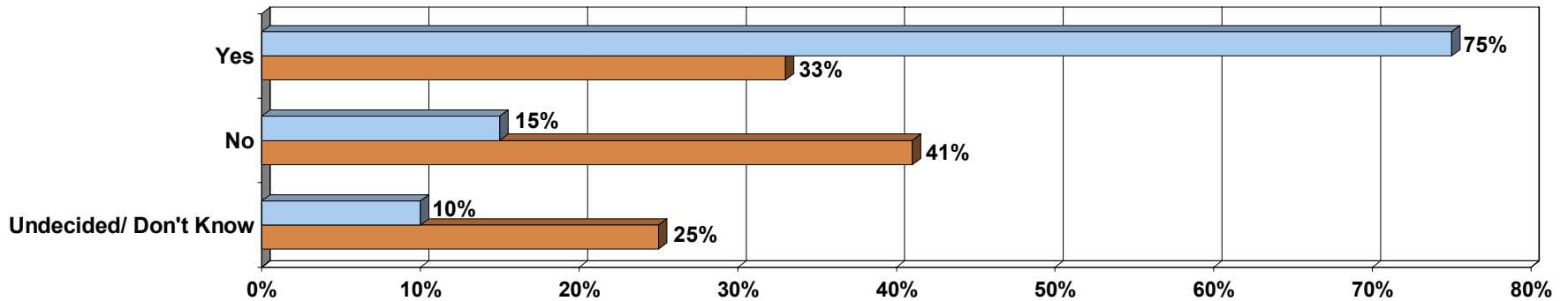


# The Telework Imperative



## Telework and continuity of operations/business continuity

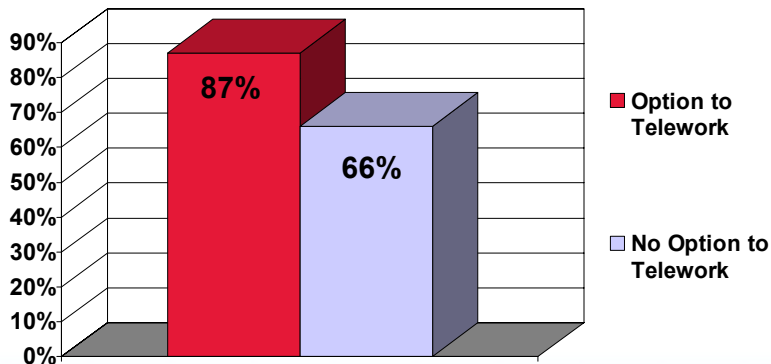
Would you be able to continue your work via telework if your office was closed due to a storm or some type of disaster?



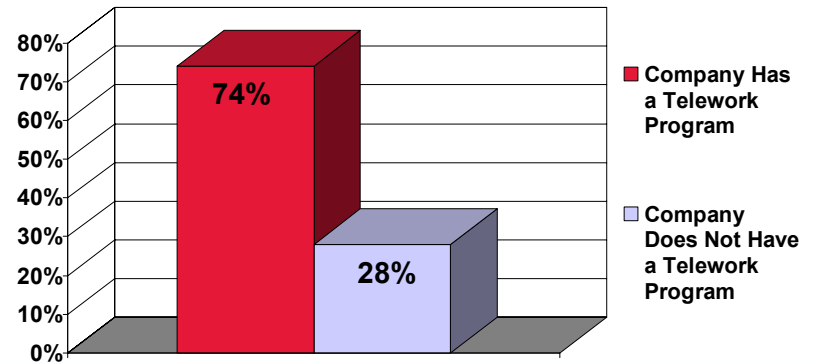
**Federal**

**Private**

Yes, I could continue to work via telework if my office building was closed due to a storm or some other type of disaster



Yes, I could continue to work via telework if my office building was closed due to a storm or some other type of disaster



# The Telework Imperative



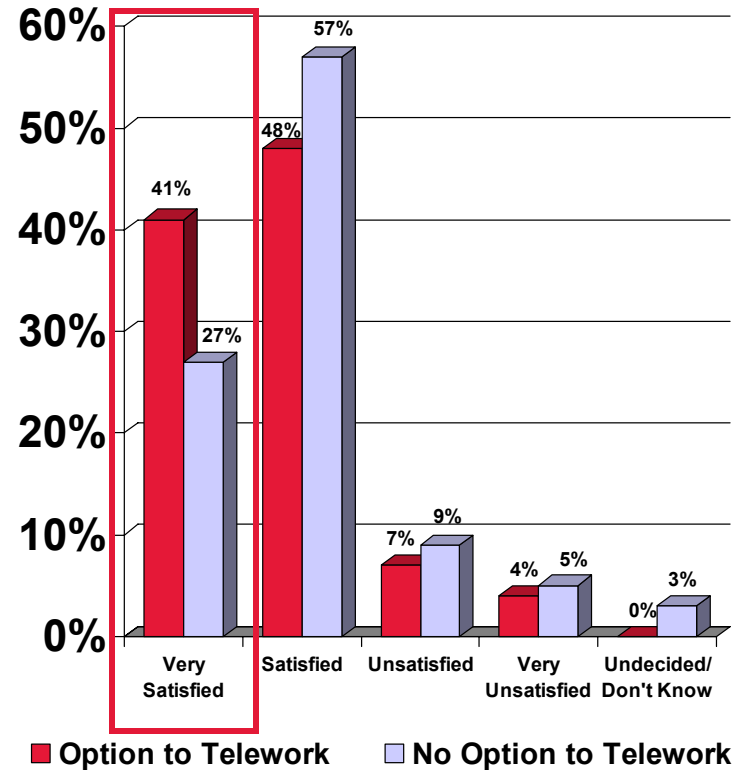
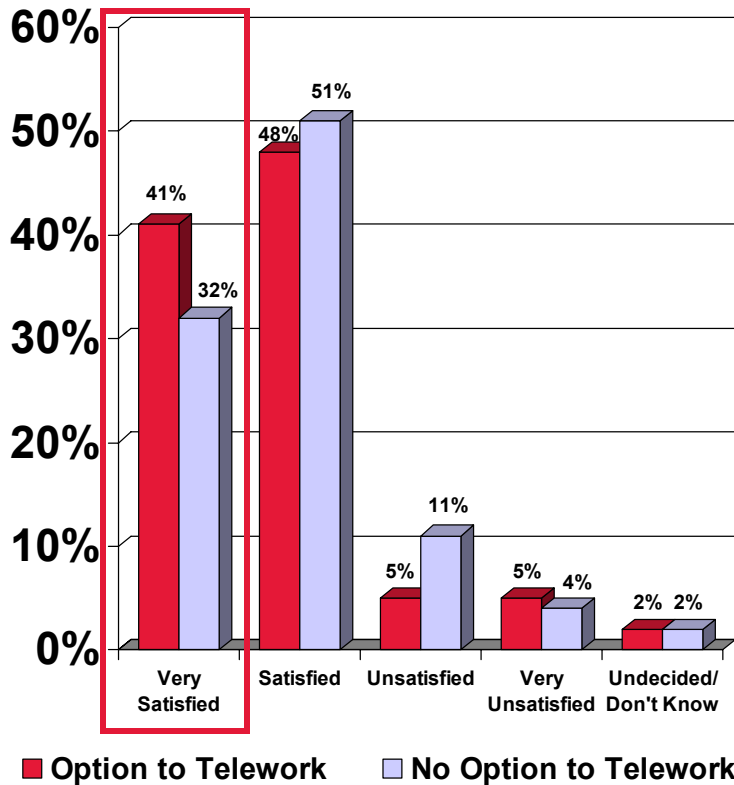
*Teleworkers are happier workers*

## Federal Employees:

## Private-sector Employees:

How satisfied are you with your current job?

How satisfied are you with your current job?



# The Telework Imperative – Benefits



*Telework benefits employees, as well as their organizations and communities*

## **Employee**

- Reduced commute
- Improved work/life balance
- Ability to focus on more complex projects without interruption

## **Organization**

- Continuity of Operations
- Reduced office space requirements
- Recruiting and retention of talent
- Reduced workforce impact of an office relocation

## **Community**

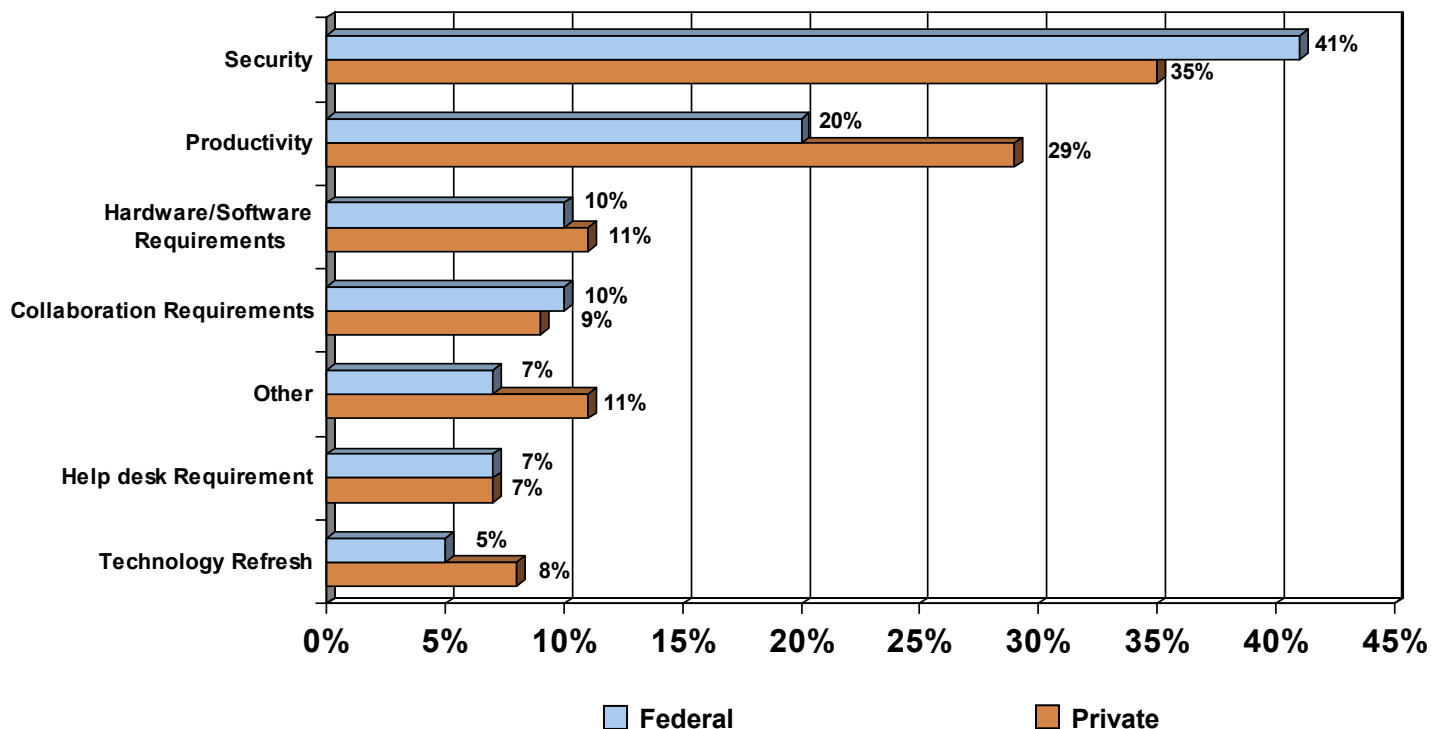
- Reduced traffic on congested roads
- Reduced wear and tear on all transportation modes
- Reduced pollution
- Improved resilience to economic disruptions

# Keeping IT Professionals Up At Night



*Federal and commercial IT professionals have near-identical concerns about implementing telework*

**What is your most pressing concern about telework initiatives?**



## Other

- Lack of formal guidelines
- Limited oversight
- Coordination
- Cost to teleworkers
- Lost face-to-face contact
- Job requires a physical presence

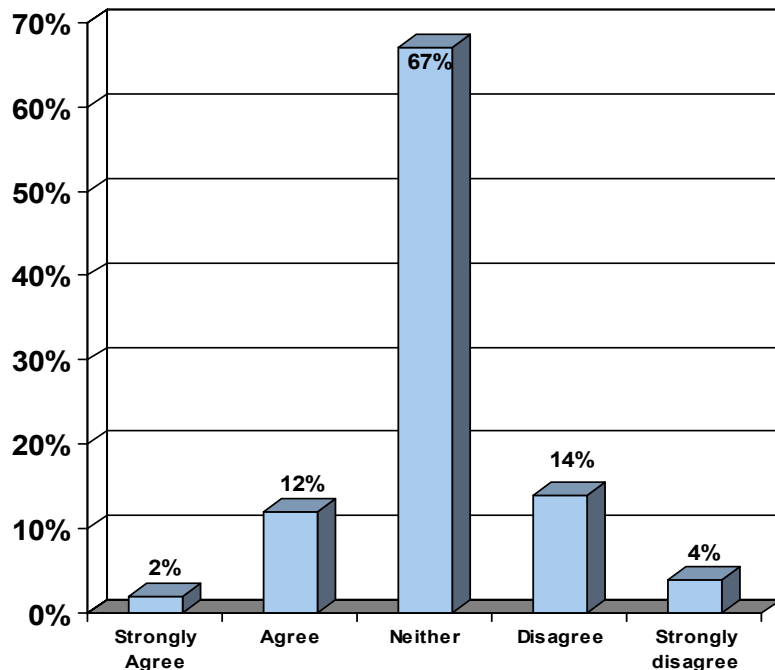
# The Constant Question of Security



*Are private-sector IT professionals more confident in their IT security – or does FISMA\* overly impact Federal?*

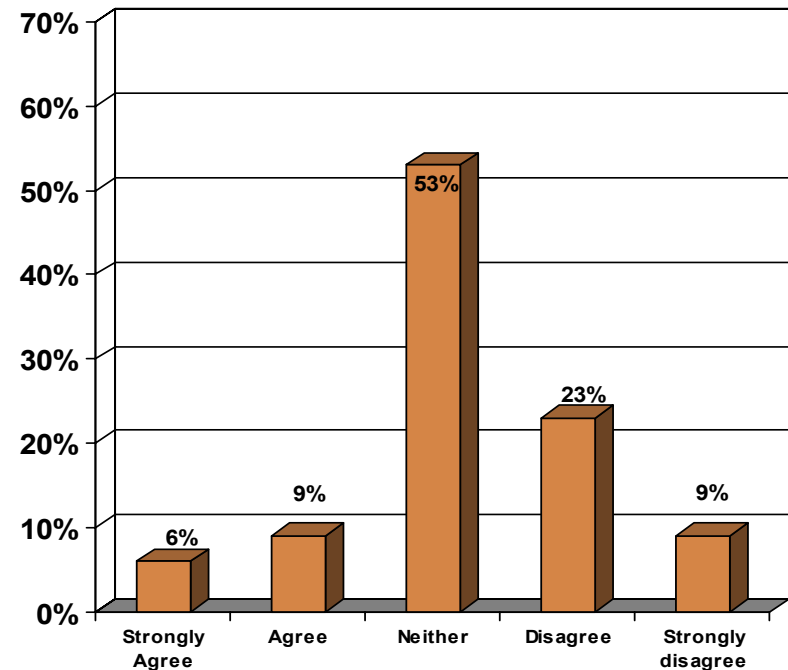
## Federal IT Professionals:

Federal telework requirements hamper my agency's ability to meet FISMA requirements.



## Private-sector IT Professionals:

Telework program requirements hamper my company's ability to maintain a robust security profile.



\* Federal Information Security Management Act of 2002 – The law governing IT security management in the Federal government

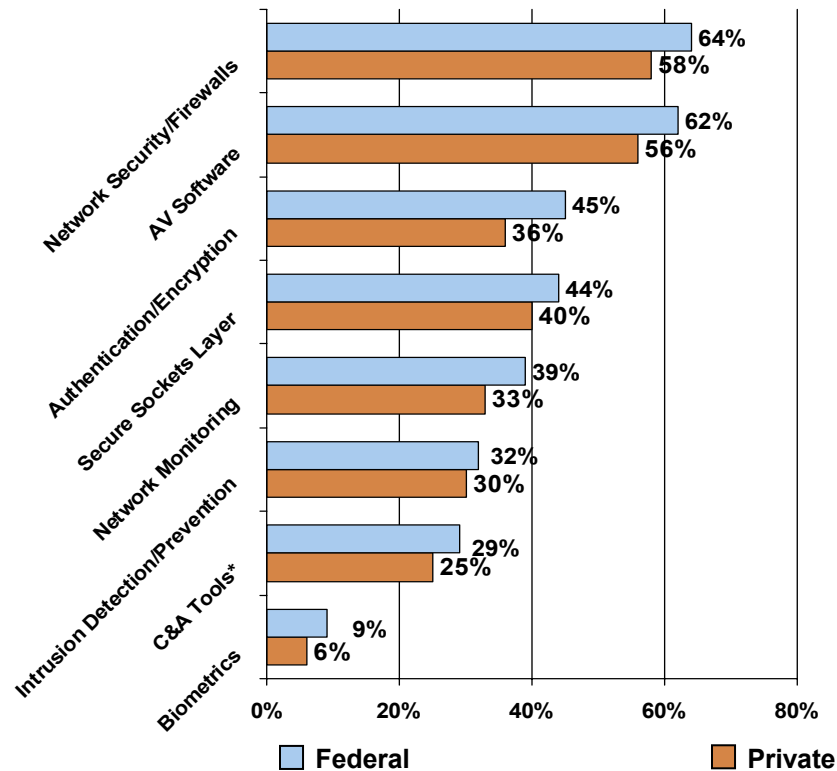
# Securing Telework Programs



## Current and planned security technology for telework

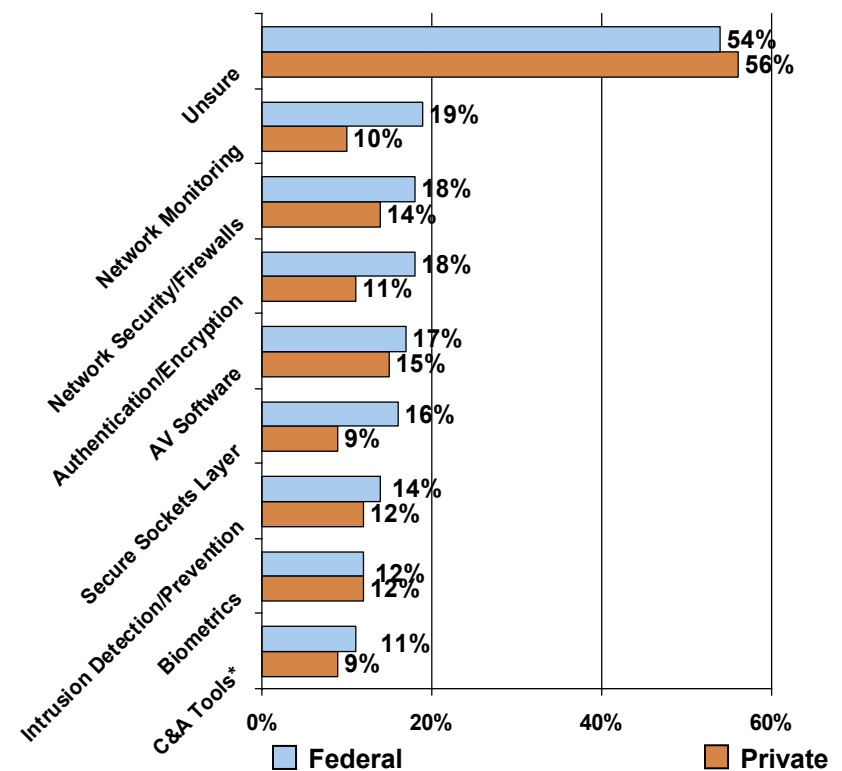
### Current Technologies in Use:

What technologies is your organization currently using to ensure security for teleworkers?



### Planned for Implementation:

What technologies is your organization planning to employ in the next 18 months to ensure security?



\* Certification & Accreditation Tools

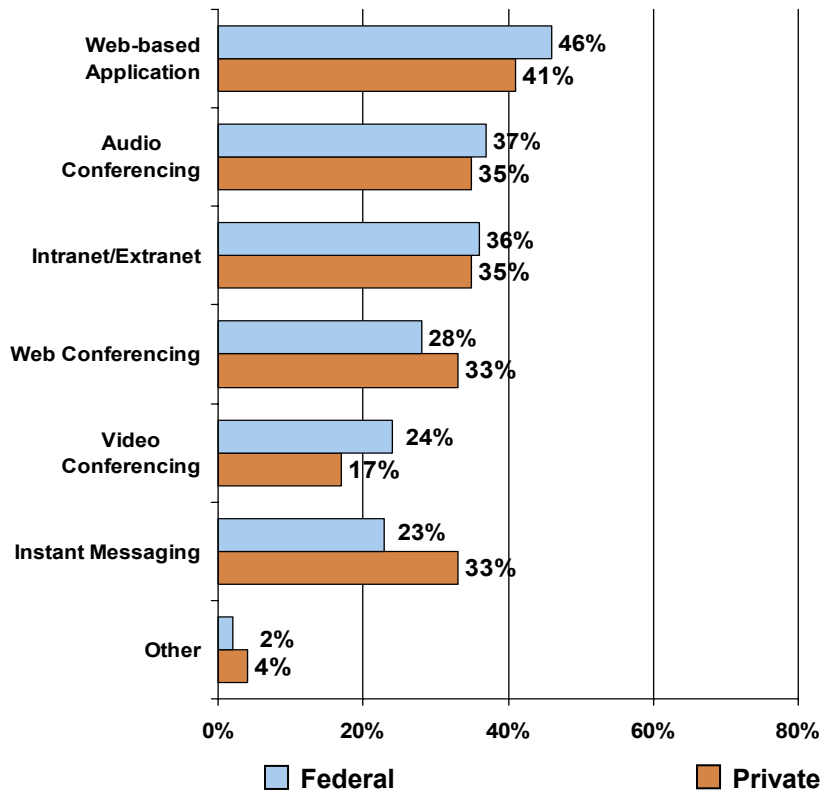
# Ensuring Collaboration



## Current and planned collaboration technology for telework

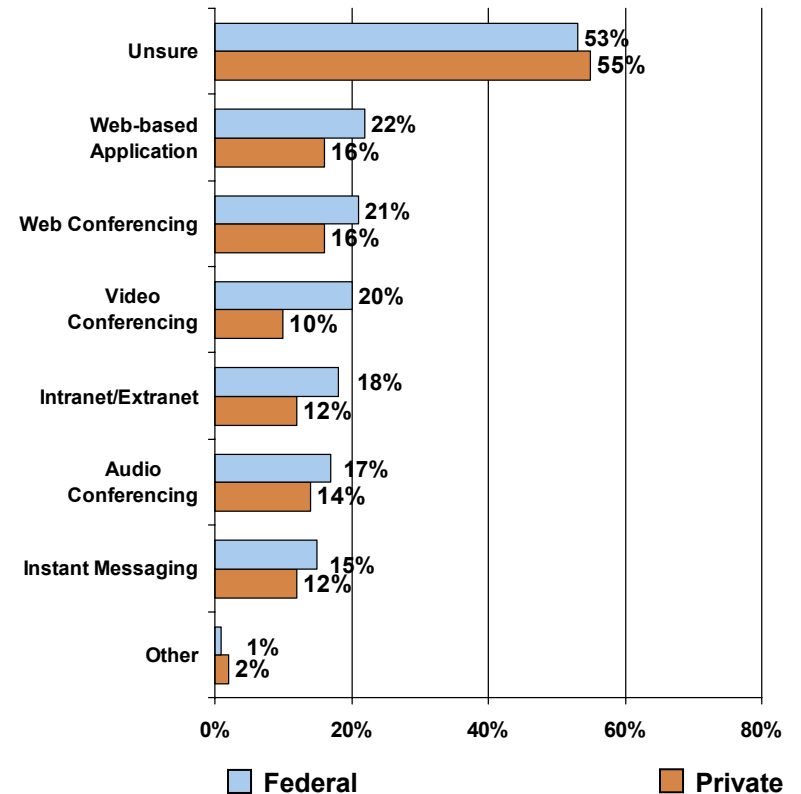
### Current Technologies in Use:

What collaborative technologies is your organization currently using to support teleworkers?



### Planned for Implementation:

What collaborative technologies is your organization planning to employ in the next 18 months?

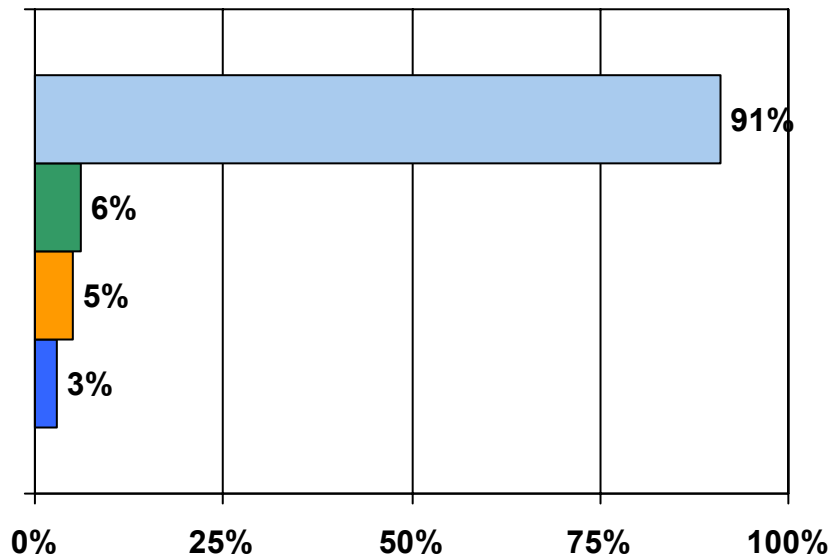


# Telework Behaviors – Federal



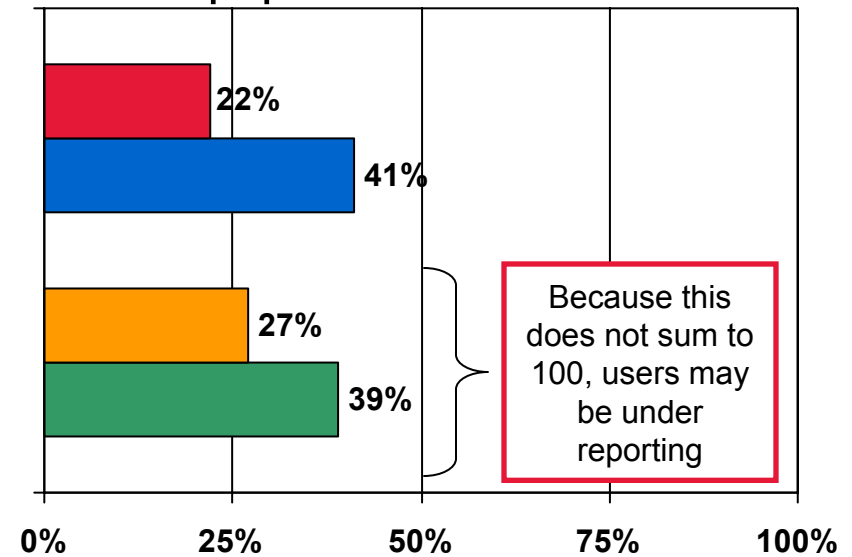
## How Federal employees approach teleworking

### Teleworking Location



- Work from Home
- Work from Another Agency Location
- Work From a Coffee Shop
- Work From a Federal Telework Center

### Teleworking Equipment/Connection



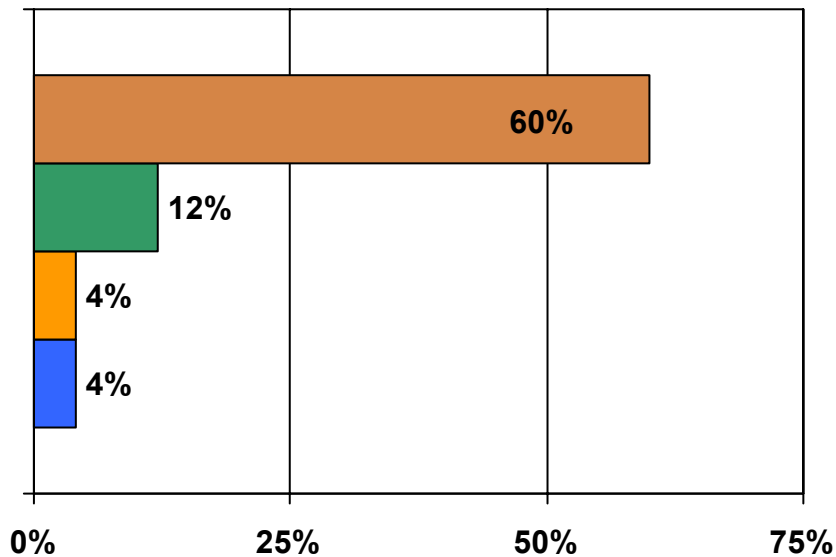
- Use a Wireless Connection
- Use a Broadband Connection
- Use an Office-issued PC
- Use a Home PC

# Telework Behaviors – Private Sector



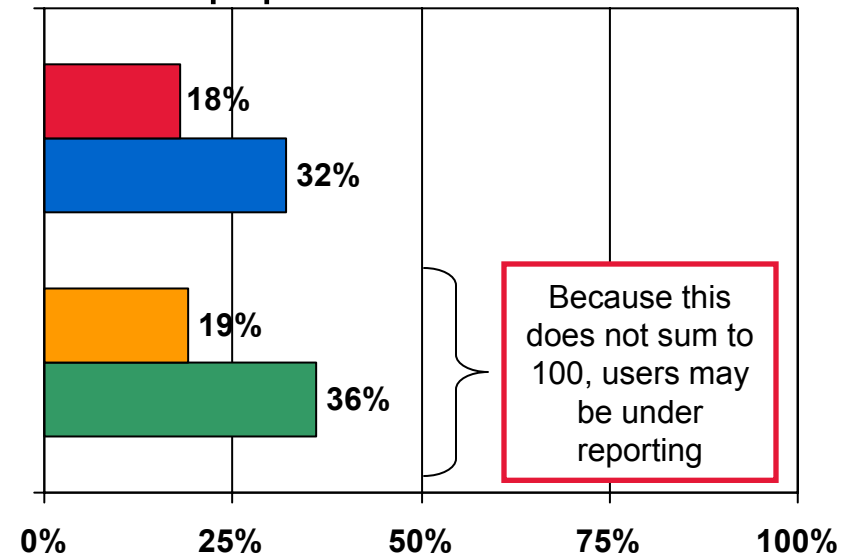
*How private-sector employees approach teleworking*

## Teleworking Location



- Work From Home
- Work from Another Office Location
- Work From a Coffee Shop
- Work From a Telework Center

## Teleworking Equipment/Connection



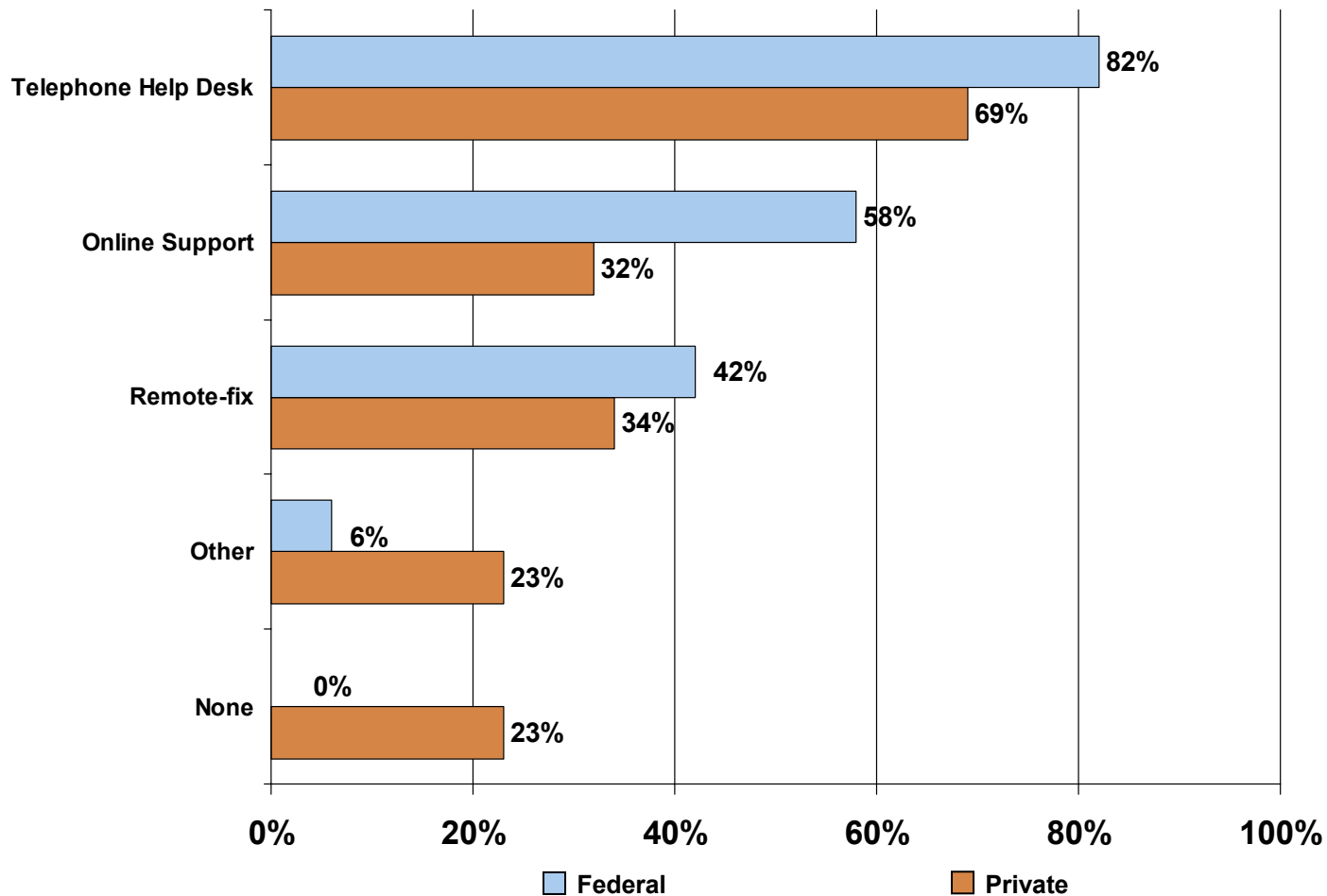
- Use a Wireless Connection
- Use a Broadband Connection
- Use an Office-issued PC
- Use a Home PC

# Telework Behaviors



## *How IT delivers technical support to teleworkers*

### How Does Your Organization Support Teleworkers?



**Other**

- Teleworkers bring equipment in
- House calls
- Contract with vendor for on-site support
- Support provided only to some teleworkers
- Unknown
- At work simulation

1. The Federal government needs to continue to drive its leadership position
  - A. Legislative requirements remain in force
  - B. Fewer cars on the road reduce gas consumption and pollution
  - C. BRAC will continue to separate highly skilled workers from their new offices
  - D. Aging Federal workforce requires agencies to implement strategic employee-retention initiatives
2. Private-sector employees need to engage in a real dialogue about teleworking with co-workers and supervisors. Most employees have little to no understanding of how superiors or colleagues view telework. That discussion must start for telework to take hold
3. The private sector needs to catch up on business continuity planning. If a pandemic hit tomorrow, only one-third of the private-sector workforce would have the ability to continue to work from a remote location
4. Private-sector IT professionals need to understand the impact of telework on their company's IT infrastructure. "None" is not a successful support strategy for teleworkers

# Recommendations



1. Introduce a telework pilot with a small percentage of your workforce. This will enable you to test the concept with minimal risk to your organization
2. Generate an initial cost/benefit analysis of teleworking at your organization. Components to include:
  - A. Costs: Computing, connectivity, collaboration, security, training
  - B. Benefits: Real estate savings, employee retention, business continuity
3. Create a productivity scorecard to compare employees who are teleworking to those who are not
4. Stress test your existing remote access system to determine if it can handle the load should employees need to work remotely due to a storm or some other event

CDW-G, working together with O’Keeffe & Company, surveyed two Federal audiences on telework issues in March 2007:

## **Federal IT Professionals**

- **Data collection:** Online survey of Federal IT professionals from the population of *Government Computer News* subscribers
- **Sample size:** 355
- **Margin of error:**  $\pm 5.19\%$

## **Federal Employees**

- **Data collection:** Online and telephone surveys in addition to in-person interviews throughout the Washington, D.C., area
- **Sample size:** 557
- **Margin of error:**  $\pm 4.15\%$

CDW-G, working together with O’Keeffe & Company, surveyed two private-sector audiences on telework issues in March 2007:

## Private-sector IT Pros

- **Data collection:** Panel survey of IT professionals from MarketTools®
- **Sample size:** 405
- **Margin of error:**  $\pm 4.87\%$

## National Employees

- **Data collection:** Panel survey of national employees from MarketTools®
- **Sample size:** 880
- **Margin of error:**  $\pm 3.3\%$

# Demographics: Federal



## Demographics: Federal IT Professionals Survey

| Job Function            |      |      |
|-------------------------|------|------|
|                         | 2006 | 2007 |
| CIO                     | 3%   | 3%   |
| Executive IT Management | 17%  | 10%  |
| Network Administration  | 13%  | 12%  |
| Program Management      | 26%  | 30%  |
| Software Development    | 10%  | 23%  |
| Other                   | 31%  | 32%  |

## Demographics: Federal Employee Survey

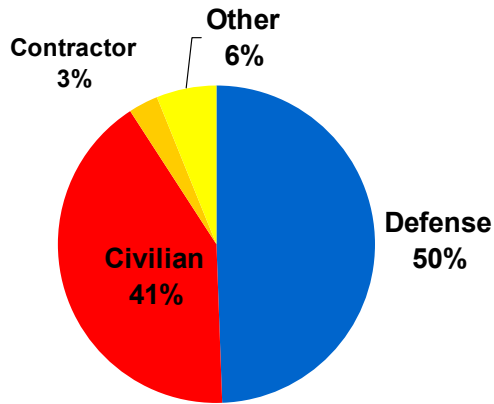
| Job Function        |      |      |
|---------------------|------|------|
|                     | 2006 | 2007 |
| Regulatory          | 18%  | 16%  |
| Administration      | 17%  | 15%  |
| Science/Engineering | 14%  | 11%  |
| Other               | 14%  | 14%  |
| Program Management  | 13%  | 17%  |
| Management          | 12%  | 15%  |
| Finance             | 5%   | 6%   |
| Procurement         | 3%   | 2%   |
| Contractor          | 2%   | 0%   |
| HR                  | 2%   | 4%   |
| Intelligence        | 0%   | 0%   |

# Demographics: Federal



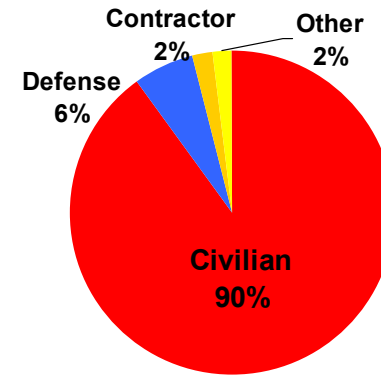
## Federal IT Professionals

2006 Agency Affiliation

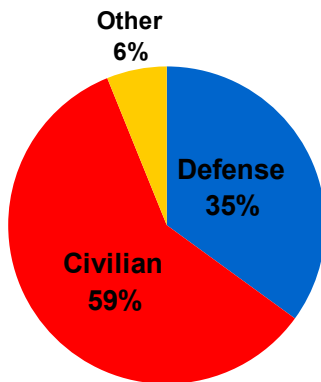


## Federal Employees

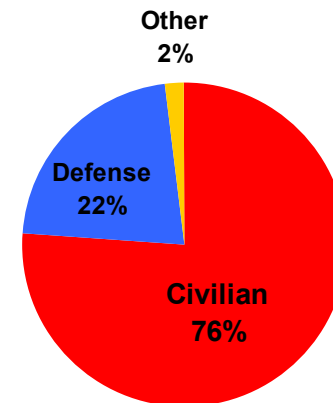
2006 Agency Affiliation



2007 Agency Affiliation



2007 Agency Affiliation



# Demographics: Private Sector



## Demographics: IT Professionals Survey

| Job Function            |      |
|-------------------------|------|
|                         | 2007 |
| CIO                     | 3%   |
| Executive IT Management | 10%  |
| Network Administration  | 12%  |
| Program Management      | 10%  |
| Software Development    | 23%  |
| Other                   | 42%  |

## Demographics: National Employee Survey

| Job Function         |      |
|----------------------|------|
|                      | 2007 |
| Administrative       | 9%   |
| Management           | 17%  |
| Executive Management | 6%   |
| Sales                | 15%  |
| Marketing            | 11%  |
| Operations           | 6%   |
| Finance              | 4%   |
| Human Resources      | 3%   |
| Legal                | 2%   |
| Other                | 27%  |

# Thank You

*For all questions and inquires, please contact:*

*Barbara Crystal*

*CDW Public Relations*

*847-809-7085*

*[bcystal@cdw.com](mailto:bcystal@cdw.com)*

