

telework!va

Organization Assessment

1. Background Information

1	Organization name	
2	Telework Coordinator (name, title, phone number, email)	
3	Address	
4	Nature of Business	
5	Total number of office locations Total number of office locations in Virginia	
6	Distribution of offices (local, national, international)	
7	Total number of employees Total number of employees in Virginia	
8	Number of employees at participating Virginia site	
9	What is the current status of teleworking at this site? (Is teleworking allowed? How often do employees telework? Etc.)	
10	What are the organization's expectations of the Telework!VA program?	
11	What are the purpose and goals for expanding the telework program?	
12	What is the level of interest in teleworking by employees (how many would like to telework)?	
13	What are the staffing expectations over the next 12 months?	
14	What is management's attitude toward teleworking? What are the organizational issues or concerns that may impact the teleworking program?	



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2. Policies and Procedures

	Assessment Question	Comments
1	Does the organization currently have a telework policy?	
2	Does the organization currently have employee telework agreements?	
3	Does the telework policy apply to the entire organization, or are separate policies/procedures required or permitted at the departmental level?	
4	What does the telework policy include? <input type="checkbox"/> eligibility requirements <input type="checkbox"/> scheduling (frequency, fixed/flexible schedules) <input type="checkbox"/> location guidelines (home, centers, etc.) <input type="checkbox"/> home office safety guidelines <input type="checkbox"/> performance measurement <input type="checkbox"/> equipment/service provisions <input type="checkbox"/> supplies <input type="checkbox"/> application/approval process <input type="checkbox"/> training <input type="checkbox"/> worker compensation <input type="checkbox"/> dependent care arrangements <input type="checkbox"/> security of confidential/proprietary information <input type="checkbox"/> taxes and insurance	
5	What are the rules and restrictions of the telework policy?	
6	Are there factors that might inhibit teleworking (i.e. equipment or files cannot be removed from the building)?	

3. Selection Criteria

	Assessment Question	Comments
1	Are there any telework selection/approval criteria based on job function?	
2	Are there any telework selection/approval criteria based on employee characteristics?	
3	Has the organization identified specific tasks that are suitable for teleworking? Conversely, are there tasks that are not suitable for or prohibited for teleworking?	
4	Where are "clients/customers" located in relation to the existing office location (local or distant) and how does interaction and communication take place?	

4. Performance Evaluation

	Assessment Question	Comments
1	Describe the current employee evaluation process.	

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5. Communication and Training

	Assessment Question	Comments
1	What information has been communicated to staff about the organization's telework program?	
2	Does the organization currently provide training to support teleworking and remote management?	
3	Does the organization provide technical training and security training related to IT/remote access?	
4	Does the organization have or plan to develop a process to provide telework training for new managers/employees?	
5	Who within the organization does or will provide on-going telework training?	

6. Workspace Evaluation

	Assessment Question	Comments
1	What is the overall mobility of the organization's workforce (i.e., do employees routinely spent time out of the office at client sites, travel, etc.)?	
2	Is the organization considering space savings through teleworking? If so, what is the potential for shared offices or similar configurations?	
3	How many days a week will employees be teleworking? Will employees be on a fixed or flexible telework schedule?	
4	What remote locations will be used: <input type="checkbox"/> employee home <input type="checkbox"/> telework centers <input type="checkbox"/> other (specify)	
5	Is there sufficient space at this location to accommodate current/new staff?	
6	Does the organization own or lease the current workspace?	
7	What are the approximate square footage costs?	
8	Does the organization provide parking for employees? If so, what is the cost to the organization?	
9	Does the organization have plans to add or reduce existing office space?	
10	Any plans to relocate? If so, when and where?	



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7. Existing IT and Telecommunications Capabilities

	Assessment Question	Comments
1	What technology do employees use in the office: <input type="checkbox"/> desktop computers <input type="checkbox"/> laptops computers <input type="checkbox"/> standardized software <input type="checkbox"/> printer <input type="checkbox"/> fax <input type="checkbox"/> e-fax (fax via e-mail) <input type="checkbox"/> copier <input type="checkbox"/> voice mail <input type="checkbox"/> email <input type="checkbox"/> Internet access <input type="checkbox"/> access to special applications <input type="checkbox"/> teleconferencing <input type="checkbox"/> videoconferencing <input type="checkbox"/> call forwarding <input type="checkbox"/> calling cards (long-distance) <input type="checkbox"/> Cell phone (phone only) <input type="checkbox"/> Smartphone with work email access <input type="checkbox"/> other (describe)	
2	How is IT support currently provided for office staff?	
3	Do employees currently have remote access capabilities? If so, please describe.	
4	What IT security measures are in place? <input type="checkbox"/> Antivirus software <input type="checkbox"/> Intrusion prevention/detection <input type="checkbox"/> backup provisions <input type="checkbox"/> off-site storage <input type="checkbox"/> other (describe)	

8. Teleworker IT and Telecommunications Requirements

	Assessment Question	Comments
1	What equipment that can be used by the employee at home is provided by the organization?	
2	What equipment must the employee provide?	
3	Who is responsible for servicing equipment (employees or organization)?	
4	Will IT staff support teleworkers?	
5	Is remote access to email and electronic work files/server required? How will this access be provided?	
6	Who will pay for telecommunications costs (2 nd phone line, internet access, WiFi, etc)?	