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# Unified. Now.

## United States Patent and Trademark Office (USPTO)

Under the USPTO's Patent Hoteling program, more than 1,000 patent examiners work from home four days a week and spend the other workday in a hoteling suite at the agency campus. USPTO issues a standard suite of equipment including a laptop, docking station, and webcam, along with an enterprise remote access package that implements multiple levels of security. Virtual network technology maintains data security while workers communicate via Web conferencing, softphones, instant messaging, and e-mail.

Approximately 64 percent of Patent hotelers surveyed strongly agreed that participation in the hoteling program would impact their willingness to extend their years of service at the agency.

*The fact that we can hire over 1,000 examiners a year without adding real estate or parking facilities reinforces that telework is a substantive business strategy for the agency.*

**Danette Campbell**  
 Senior Advisor Telework  
 Office of the CAO,  
 U.S. Patent and Trademark Office

**Harness the Power of Software—Now and for Your Agency's Future.** With Microsoft unified communications, your agency can harness the power of software to build a people-ready business, and empower your workers to share information, collaborate, and make critical decisions anytime, anywhere. Communication can be streamlined between people, whether down the hall, across continents, or while constantly on the go.

Your agency can take full advantage of existing investments while still adapting to changing business needs with software solutions that easily extend your platform and interoperate with existing systems. Microsoft unified communications provides a future-ready, software-based foundation that integrates your existing messaging and voice infrastructure and adapts to your changing business needs.

Telework is not a siloed initiative, but one that touches many functional areas across an agency. Telework leaders must work with other champions or stakeholders—including, but not limited to, agency executives, managers, facilities managers, human capital managers, and IT organizations—to help telework find its greatest set of applications across the organization.

Download a copy of "Telework and the U.S. Federal Government: At the Tipping Point." Drawn from interviews with government agencies, this white paper explores best practices and reveals how government agencies are benefiting from new telework strategies. Visit [www.microsoft.com/UC](http://www.microsoft.com/UC)

## Meeting the Telework Imperative: Unified Communications for Government Agencies

**Telework is a centerpiece of Continuity of Operations Planning (COOP) for government agencies. Disaster preparedness is one reason why teleworking initiatives are mandated by pending legislation. But as many agencies have discovered, everyday telework has the greatest impact. It saves taxpayer dollars. Boosts productivity. Makes agencies more nimble and responsive. Improves work/life balance. And enhances recruitment and retention.**

"Microsoft® Office Communications Server 2007 is already saving us time and reducing costs through consolidated management, as well as improving the way we collaborate with one another and with our customers—all through a one-week deployment process. This solution gives us the ability to communicate in a way that is more sophisticated, and yet simpler."

**Peter Schönthal**  
 Head of Information Technology  
 BFU, Swiss Council for Accident Prevention

### THE TRENDS FOR TELEWORK

Government agencies are facing challenges on many fronts, making a compelling case for telework initiatives.

**Continuity of Operations Planning (COOP).** COOP is paramount for every agency—not just those involved in security and law enforcement. At least 42 percent of federal agencies had fully integrated telework into their emergency planning as of the end of 2007 [U.S. OPM, 2007].

The height of a disaster is not the time to expect workers to adapt to new technologies. That is one of the reasons that drove the U.S. House to pass H.R. 4106, the Telework Improvements Act of 2008, in June 2008. It requires the head of each executive agency to establish telework policies, make teleworking available to any employee who might be eligible, and appoint a Telework Managing Officer.

**Dealing with Economic Downturns.** During tough economic times that reduce tax revenues, it is incumbent on government agencies to find efficiencies and cost savings whenever possible.

Higher fuel and energy costs directly impact agency budgets. Office space and parking are top concerns for many federal agencies, as costs for office space for the typical

knowledge worker run as high as \$10,000 or more annually [The Telework Coalition, [www.telcoa.org](http://www.telcoa.org)]. Telework not only helps agencies deal with those direct costs, but also the higher costs borne by commuting employees.

**Keeping and Attracting Employees.** With knowledge workers increasingly asked to take work home and be available during more hours of the day, telework options help them maintain a proper work/life balance. One survey found that 50 percent of federal employees indicated that the ability to telework would influence their decision to stay in their job or select a new one [CDW-G Telework Report, 2008]. In addition, nearly 300,000 federal employees are scheduled to retire between 2007 and 2010 [U.S. OPM, March 2008]. Offering greater work/life flexibility through telework makes agencies more able to attract new workers from the private sector. "Generation Y" workers who are comfortable with technology simply expect the option—it is practically an imperative for attracting talented young employees.



## National Aeronautics and Space Administration (NASA)

Of NASA's 18,000 or so employees, about 1,000 are teleworking—roughly 6 percent of its workforce. As long as job performance, job requirements, or security concerns permit it, everyone is deemed eligible to telework. NASA provides the standard government-issue laptop and VPN capabilities, and uses e-mail and audio conferencing regularly for teleworkers. Like other agencies, NASA has been using telework as a recruitment tool, particularly in recruiting younger workers, but the agency finds other benefits in hard dollars and productivity. Many employees who avoid two- or three-hour commutes often put more time into their day because they have saved many wasted hours of commuting.

*From a morale perspective, people are very happy not to have to make the trek into work. Productivity levels are much higher, there's less distraction, and more time to actually work vs. commuting.*

**Scott Howell**  
Retirement and Benefits Program Manager  
Office of Human Capital Management, NASA

**Reducing the Carbon Footprint.** Agency managers and directors are beginning to look at their environmental impact, and even small agencies have sought outside help for becoming more energy efficient. Telework offers an opportunity to reduce the impacts of commuter traffic on congested highways, as well as avoid acquiring real estate and building on it.

### MICROSOFT® UNIFIED COMMUNICATIONS: ENABLING TELEWORK FOR GOVERNMENT AGENCIES

Unified communications is the key to making teleworkers as efficient and effective as if they were in an office with their co-workers. It gives them the flexibility to access the people and information they need, and collaborate whether they are working from home, in a shared "hoteling" space, or in a dedicated office that they might use only a few days per week.

Unified communications integrates enterprise telephony (VoIP) with e-mail infrastructure and unified messaging. Workers can quickly and easily find the right person and click to communicate from within everyday software applications and business processes. Unified communications integrates:

- Secure, mobile e-mail
- Voice mail
- Calendaring
- Instant messaging (IM)
- Voice communications (Voice over IP, which can be integrated with the agency's PBX)
- Web conferencing
- Video conferencing
- Audio conferencing
- Presence availability

**Streamlined Communication That Works for Knowledge Workers.** Microsoft unified communications integrates with familiar Microsoft Office software. With communications capability embedded in their standard applications, workers communicate with co-workers directly from the context of their tasks. This increases productivity, while reducing infrastructure cost and simplifying administration.

**Increased Operational Efficiency.** Because unified communications makes it easy for teleworkers and office workers to collaborate as if they were in the same physical space, it alleviates many of the brick-and-mortar concerns of federal agencies. These are the



same concerns faced by the private sector: how to build buildings and place workers together, how to handle distributed and mobile workers, and how to plan for growth or deflation.

Unified communications also gives the agency the ability to optimize individual schedules outside of the traditional eight-hour workday. It can accommodate distributed workforces for off-hour meetings, meetings that span time zones, or give the agency 24/7 coverage.

**Greater Flexibility for IT.** For the IT department, Microsoft unified communications increases flexibility while maximizing resources and budget. It delivers a simplified communications infrastructure, common management tools across modes of communication, and a choice of on-premise or hosted solutions.

The software-centric approach provides comprehensive end-user client interfaces, back-end servers, services, and devices that span the entire unified communications spectrum. This empowers end users with a familiar set of tools built on an enterprise-

ready, scalable, and easily managed software-powered architecture.

The communication devices are standard commodity hardware (such as multimedia-enabled personal computers, IP-based desk phones, USB plug-in headsets, webcams, and other voice and video devices) and can run across any network. Quality of Service (QoS) or other "smart" network functions give priority to traffic such as voice conversations that require uninterrupted delivery.

In addition, agencies can build communications into their existing applications using software development tools. By identifying the roles and types of communication that are best suited for the situation, agencies can improve and speed workflows for anything from simple requests to complex decisions involving multiple team members and levels of approval.

**Enhanced Visibility and Control.** Government agencies operate under stringent security and record-keeping guidelines, using methods and practices that are frequently much more demanding than those in the private sector. To ensure that

## Treasury Inspector General for Tax Administration (TIGTA)

TIGTA—the Treasury department responsible for oversight of the IRS—has a workforce comprised primarily of knowledge workers. Of its staff of 729, a full 85 percent telework and of those, 37 percent telework three days or more per week. The agency provides webcam-enabled laptops and covers part of the costs of working at home, such as DSL and cable modems. Employees planning their in-office days use hoteling software to reserve desk or office space as needed.

TIGTA shows a \$1 million annual savings in real estate expenses since it began the telework program, and the ratio of audits to investigators has risen as investigators have found themselves more efficient and productive.

*Employees see it as a major benefit of federal government work. The flexibility of being able to telework, in a metro area like DC where people have two-hour commutes, really helps with personal life. It's one of the first things mentioned in interviews, and puts our organization at the top of the recruit's list.*

**Jennifer Donnan**  
Director, Human Capital and Support Services,  
TIGTA

classified data remains classified, Microsoft unified communications implements layered security that restricts access to content and collaboration sharing.

While giving IT the visibility it needs, the risk protections maximize IT control and ensure communications are secure and compliant as well as available. Built-in compliance and encryption protect critical information, while security technologies including real-time anti-virus/spam software and services for e-mail and instant messaging protect against the latest security threats.

### Microsoft Unified Communications: Enforcing Security Through Multiple Levels of Access

	Messaging	Collaboration	Communication	Technologies
<b>Mobile Device</b> Access from PDAs/smartphones	ActiveSync® E-mail/calendaring Set out of office Tasks/contacts Directory access	ActiveSync MOSS document access	Communicator Web Access Instant messaging Presence	Mobile devices SSL
<b>Web Only</b> Familiar applications from any browser	ActiveSync E-mail/calendaring Tasks/contacts Directory access	ActiveSync MOSS document access Full MOSS interaction Remote meetings Rich collaboration	Communicator Web Access Instant messaging Presence Call control	Laptop/desktop SSL Web browser
<b>Partial Access</b> Communications in and out of office	Outlook® E-mail/calendaring Full client messaging experience Set and modify rules Tasks Organizational directory	SharePoint® MOSS document access Full MOSS interaction Remote meetings Rich collaboration	Communicator Instant messaging Presence Call control Full client communication Presence integrated across applications	Laptop/desktop SSL Remote desktop Secure app publishing Application virtualization
<b>Full Access</b> Secure access to all resources from any location	Outlook E-mail/calendaring Full client messaging experience Set and modify rules Tasks Organizational directory	SharePoint MOSS document access Full MOSS interaction Remote meetings Rich collaboration	Communicator Instant messaging Presence Call control Full client communication Presence integrated across applications	Laptop/desktop VPN Network access protection

In a survey of 823 federal employees and IT professionals, 56 percent of those surveyed indicated that their agencies provide IT support for teleworkers, and 68 percent state that their agencies have written policies in place governing teleworking employees [CDW-G Telework Report, 2008].