

VIRTUAL OFFICE – WORKING FROM HOME

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OBJECTIVES:

- ◆ Reduced Costs
- ◆ Increased Employee Satisfaction
- ◆ No Degradation in Customer Service

COST SAVINGS:

- ◆ Less Brick and Mortar
- ◆ Increased Productivity

INCREASED EMPLOYEE SATISFACTION:

- ◆ Commuting Reduced or Eliminated
- ◆ Reduced work-related Expenditures (wardrobe, lunches, etc.)
- ◆ Greater Autonomy / Independence
- ◆ Environmental Benefits

WHERE TO BEGIN?

- ◆ Prepare Business Plan
- ◆ Infrastructure Analysis:
 - Telephone Systems
 - High Speed Internet Access/Bandwidth
 - Technical Support

UTAH'S PREFERRED OPTION TO CONNECT TELECOMMUTERS:

- ◆ Qwest Bundle: (Mega Central)

- ◆ State Essentially Functions as ISP

- ◆ Supports Over 90% of DWS' Telecommuters

DATA/HOME OFFICE SECURITY

- ◆ Subject to Same Policy/Agreements as In-house worker
- ◆ “Paperless” Environment
- ◆ Restricted Printer Availability
- ◆ Policy Requirement to Secure Home Office

TECHNOLOGY SUPPORT

- ◆ “Live CD”
 - Uses “Open Source” Code
 - Connects Telecommuter to Servers in HQ
 - All disk Storage Resides in a SAN Connected to Servers
 - Supports All Applications Including Training
 - Work Environment Familiar to User
 - Memory “Lost” at Shutdown


ADDITIONAL ADVANTAGES WITH “LIVE CD”

- ◆ Auto Directs Worker to appropriate Log-in site
- ◆ No Data Stored on Remote PC
- ◆ Sensitive Customer Data Cannot be Accessed Except through Dedicated Servers at HQ
- ◆ Supports Training, Web Apps, Custom and Multi-Media Apps
- ◆ Facilitates Windows Desktop Maintenance at Server
- ◆ Able to Use “Surplus” PCs as No Hard Drive is Required to Run “Live CD”
- ◆ No Microsoft License Required for Telecommuter’s Desktop

SOME POLICY CONSIDERATIONS:

- ◆ Department's Share of Costs to Support v. Worker's
- ◆ Travel Expenses
- ◆ Subsequent Set-up Costs

EMPLOYEE ACCOUNTABILITY

- ◆ Well Defined Workload
 - ◆ “Seasoned Worker”
 - ◆ Measurable Workload Both in Quantity and Quality
 - ◆ No Performance/Behavior Issues
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CONTACTS

◆ POLICY

Christopher Love

clove@utah.gov

801-526-9291

◆ TECHNICAL

Bonnie Snider

bsnider@utah.gov

801-526-9253

Dee Snowball

dsnowball@utah.gov

801-526-9877