



UNITED STATES OFFICE OF PERSONNEL MANAGEMENT
Washington, DC 20415

The Director

Wednesday, October 1, 2003

MEMORANDUM FOR: Directors Of Human Resources And Chief Information Officers

FROM: Kay Coles James
Director

Subject: 2003 OPM Telework Survey

Telework is a powerful tool that may assist Federal agencies in the strategic management of their human capital. It is a logical component of a flexible organizational structure. Telework helps an agency attract, motivate, and retain well-qualified workers, address critical space issues, and assure continuity of operations under a variety of emergencies. Telework also provides an additional and significant benefit to environmental quality and energy conservation by reducing traffic congestion and vehicle emissions. And, importantly, it offers the opportunity to improve employees' lives by reducing stressful commuting time. All of these reasons make it imperative that telework is viewed and utilized by Federal agencies as a flexible 21st century alternative to the typical office setting.

Section 359 of Public Law 106-346 requires agencies to establish policies which allow eligible employees to participate in telework to the maximum extent possible without diminishing performance. Each year, the U.S. Office of Personnel Management (OPM) surveys agencies to gauge progress in implementing this requirement. Together with our Federal partner, the General Services Administration (GSA), we are committed to assisting Federal agencies in their efforts to establish these policies and establish effective telework programs for their employees.

In addition to trend data collected each year, the attached 2003 OPM Telework Survey focuses on employees whose jobs permit them to routinely and regularly work outside of their offices one or more days a week. The survey is structured to capture statistical data on these employees as well as data on other employees who may occasionally work outside the office and an electronic link is being sent via email to the agency telework coordinators.

While it is up to each agency to establish its own policies regarding positions and employees that are eligible for telework, I strongly encourage agency heads to think broadly and to consider the advantages of teleworking to recruiting and retaining a high-performing Federal workforce both now and in the future.

[Telework Survey](#)