



UNITED STATES OFFICE OF PERSONNEL MANAGEMENT
Washington, DC 20415

The Director

Friday, June 15, 2001
MSG 2001-060b

MEMORANDUM FOR: Human Resources Directors

Subject: STUDY HIGHLIGHTS TELEWORK SUCCESSES

For immediate release June 15, 2001

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STUDY HIGHLIGHTS TELEWORK SUCCESSES

Washington, DC -- *Telework Works: A Compendium of Success Stories*, provides examples of successful federal telework experiences. The recently released study by the Office of Personnel Management (OPM) offers an insider's look into what is right with a program that has become an important tool in the array of flexible work/life programs used in the federal government.

Employees in the study had formal agreements to work at least one day a week away from the traditional office. Based on their experience, employees cited:

- Increased productivity due to uninterrupted time to plan their work
- Reduced tension levels by eliminating the commute
- Improved quality of life due to time saved not commuting

Telework, also known as telecommuting and flexiplace, began as a federal pilot project in 1990. Its original goals were to save energy, improve air quality, reduce congestion and stress on our roads and bridges, and enhance the quality of family-friendly and other work/life initiatives for federal workers. The experience with having employees work in locations other than the office, namely, in their homes or a telecenter, has been successful in many agencies, encompassing a variety of jobs and work situations.

Three elements appear to be key to a successful telework experience:

- Managers with a willingness to experiment
- Motivated, self-starting employees
- Clearly defined expectations

When releasing the report, Acting OPM Director Steven R. Cohen said, "Given the benefits of telework, OPM hopes that this compendium of success stories will serve as positive models for others to use in establishing telework opportunities that meet our economic and social needs."

Find the report at opm.gov/studies/index.htm.