



UNITED STATES OFFICE OF PERSONNEL MANAGEMENT
Washington, DC 20415

The Director

Thursday, October 4, 2001

MSG 2001-081a

MEMORANDUM FOR: Human Resources Directors

FROM: Kay Coles James
Director

Subject: Telework: A Management Priority

Congressman Frank Wolf and the U.S. Office of Personnel Management are sponsoring a telework seminar from 9:00-10:30 A.M on October 19, 2001, at OPM's Alan K. Campbell Auditorium, 1900 E Street NW. The objective of the seminar is to highlight the many ways that telework can help increase productivity, boost employee morale, and aid Federal agencies in their efforts to recruit and retain high-quality workers.

During these difficult times, flexible work arrangements are more important than ever for Federal agencies and their employees. In New York, for example, telework is being used to accommodate employees who were displaced by the attacks on the World Trade Center. Here in Washington, telework has helped ease the traffic congestion caused by new security demands around Federal buildings. We have made important strides in establishing telework programs in many agencies, but there is much more we can do. Of all the keys to successful telework programs, none is more important than the backing of top-level agency leaders and managers. That kind of support is essential to changing a management culture still skeptical of what telework can mean for their organizations and customers.

This is where I need your help. I am asking that you appoint an individual at the Assistant Secretary or Deputy Assistant Secretary level, as well as your agency's Human Resource Director, to attend this very important and informative seminar. Telework's value as a strategic human capital management tool has never been more important than it is today, and it will take sustained and visible commitment from top agency leaders to ensure that it is used effectively throughout Government.

The seminar will provide a close look at tactics and tools that can help your agency realize the benefits of a successful telework program. We will offer the latest information on a wide range of important telework issues such as technology, security, and connectivity. We will also showcase best practices from both the Federal sector and private industry. Representatives from the Internal Revenue Service will discuss their recently completed telework pilot program and describe how it helped the IRS retain top performers and reduce human capital costs. You will also hear representatives from AT&T and Siemens Enterprise Networks speak about the remarkable results they achieved with their telework programs.

Telework is more important than ever as a strategy to meet the Government's human capital challenges. I urge you to send representatives to this important event. For more information on the seminar, your staff may contact Jacqueline Mayi of our Office of Work/Life Programs at 202-606-1099 (email: jmayi@opm.gov). Staff should submit their RSVP for this leadership meeting directly to Ms. Mayi no later than October 15, 2001