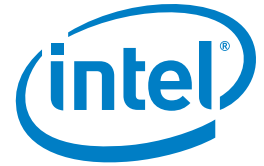


PRODUCT BRIEF

Intel® Centrino® 2 with vPro™ Technology

Telework



# Embracing Change with Telework

It's time for federal agencies to embrace change, rethink the traditional office, and take advantage of technologies that allow employees to work remotely. The Obama administration's bold plans to expand telework and pending congressional legislation demonstrate its importance in improving government responsiveness.



**"In the 21st century,  
fewer employees will be  
content driving 60 minutes  
from one computer screen  
to another."**

*—Nigel Ballard  
Federal Marketing at Intel*

With the latest advances in mobile technology, telework provides the flexibility for employees to work more effectively and achieve a better work/life balance while reducing their impact on the environment.

Mobility is key as workers can stay connected, spending less time commuting and more time being productive. "In the 21st century, fewer employees will be content driving 60 minutes from one computer screen to another," said Nigel Ballard, federal marketing at Intel. Working from a home computer can be just as effective as working at the office, and it's readily accessible.

Mobile technology is increasingly affordable with fast, powerful laptops that can be securely managed, no matter where they are. And with ubiquitous wireless broadband, it's easy to connect from almost anywhere.

Federal agencies already embracing telework benefit from lower costs, more loyal employees, and improved Continuity of Operations Planning (COOP). Employees who are trained with up-to-date skills and equipped with resources to work remotely increase agencies' emergency preparedness.



“An enterprise is really only as good as its employees, and you’re basically competing with private enterprise to attract and retain a world-class workforce.”

—Nigel Ballard  
Federal Marketing at Intel

### Telework Defined

While telework has been an option for government employees for a couple of decades, the new mandates to increase telework will meet at least three defined parameters: getting employees out of the office, working at least part time from alternate locations, and reducing commute time. Teleworkers can perform officially assigned duties from wherever they can set up a virtual office—at home, a coffee shop, hotel, airport, or satellite office. With the latest mobile computing technology, a secure, effective workplace can be created nearly anywhere.

### Delivering the Mobile Experience

Intel® Centrino® 2 with vPro™ technology improves the mobile experience by delivering performance, manageability, and high-bandwidth Wi-Fi\* for high-speed wireless connectivity. Designed specifically for mobile computing, Intel Centrino 2 processor technology gives laptops unprecedented performance capabilities with faster, more powerful multitasking, exceptional high-definition visuals, and the longest possible batter life—all delivered in lightweight laptop designs.

Intel vPro technology combines hardware with existing management consoles to enhance security and manageability by giving IT staff the capability to remotely perform many functions that previously required on-site support. IT staff can manage thousands of laptops at a fraction of the cost of desk-side visits, including proactively protecting PCs by deploying automated patch updates. When an issue does arise, IT can identify and securely fix the problem remotely, and employees benefit from increased uptime and productivity.

As laptops have achieved increased processing power, desktop machines—especially systems based on older technology—have taken a back seat because they use too much energy and perform too slowly. The latest mobile technologies help employees run the same applications faster.

### Improving Effectiveness

Extensive research has already proven the effectiveness of telework. A March 2008 study by the independent National Science Foundation and Telework Exchange, a public-private partnership, describes telework as a “win-win-win for managers, employees and the environment.”<sup>1</sup> Managers in the study noted that teleworking requires minimal to no change in how work is done and that teleworkers are able to achieve more.

The 2006 U.S. General Services Administration’s Telework Technology Cost Study found that the benefits of investing in telework far outweigh the costs.<sup>2</sup> The return on investment (ROI) in the first year alone can reach 1,500 percent, and the cost of mobile technology is a small fraction of a typical IT budget. Agencies can also reduce expenses through decreased needs for real estate and reduce facilities costs such as maintenance, heating, and cooling.

With only 5 percent of 1.9 million federal employees currently teleworking, new initiatives from the Office of Personnel Management (OPM), described in the sidebar on the next page, will increase telework and help realize cost-saving and other benefits, including:

- Recruitment and retention of employees
- Improved COOP
- Reduced impact on the environment

## Retaining the Best

The benefits of teleworking for employees are extensive, and one of the most important is that it makes the government a more competitive employer. Employees often feel an increased sense of loyalty and trust when they are empowered to work independently. Time saved from reduced commuting can be used to accomplish more, and employees gain an improved quality of life and more energy. Teleworking's flexibility allows employees to better manage their own schedules, working earlier in the morning or later at night to improve work/life balance. They can be more involved in their childrens' education and their communities

"An enterprise is really only as good as its employees, and you're basically competing with private enterprise to attract and retain a world-class workforce," says Nigel Ballard, federal marketing at Intel. Considering all of the benefits to employees, ultimately, teleworking helps agencies retain valuable employees.

## Being Prepared

When natural or manmade disasters occur, an agency's ability to respond can be inhibited due to logistics and employee mobility considerations. Telework helps prepare agencies for faster response, offering an excellent way to implement and improve COOP. In fact, over 44 federal agencies—56 percent—have fully integrated telework into their COOP, according to the OPM. Those embracing telework are better prepared for emergencies, with their staff set up to work remotely.

To be effective, telework programs must be in place before any crisis occurs, and employees and managers need experience with teleworking procedures.

"For continuity of operations, effective telework is going to be essential and critical... We need to be ready [for the next crisis]."

—John Berry  
Director  
Office of Personnel Management

## GOVERNMENT MANDATES TELEWORK

In October 2008, before his election, then-candidate Barack Obama outlined his vision for telework to the U.S. Department of Labor, stating "I believe that it's time we stopped talking about family values and start pursuing policies that truly value families, such as paid family leave, flexible work schedules, and telework, with the federal government leading by example."<sup>4</sup>

In support of that directive, Office of Personnel Management (OPM) Director John Berry, in his nomination statement before his confirmation, noted "we need to provide competitive pay and benefits, healthy model workplace environments, and sensitivity to employees' responsibilities to family and loved ones."<sup>5</sup>

Immediately after taking office, Berry began to develop a government-wide telework policy. "With a sensible approach to creating model telework programs, thousands more employees will work from home one or two days each week on a regular basis—and thousands fewer will be on the road," he said. "Taxpayers will benefit; and with less commuting time, employees will have additional quality hours to spend with their families and friends, or to pursue outside interests."<sup>5</sup>

For telework to be successful, training employees to use technology is key. Rep. Gerry Connolly, D-Va., a co-sponsor of the current House bill, stressed the importance of technology and training, stating: "At the end of the day, I want public servants to have up-to-date skills and resources so they can better serve the public."<sup>7</sup>

<sup>4</sup> Federal News Radio. April 30, 2009. [www.federalnewsradio.com/?nid=35&sid=1663751](http://www.federalnewsradio.com/?nid=35&sid=1663751)

<sup>5</sup> Letter to the American Federation of Government Employees. October 2008.

<sup>6</sup> Statement of M. John Berry before the Committee on Homeland Security and Governmental Affairs, United States Senate, on Nomination to be Director of the Office of Personnel Management. March 26, 2009.

<sup>7</sup> Office of Personnel Management news release. April 29, 2009.

<sup>8</sup> Rothenberg, Alyssa. "Officials recognize telework demands more than lip service to thrive." May 12, 2009. [www.nextgov.com/nextgov/ng\\_20090512\\_8768.php?oref=rss?zone=ngtoday](http://www.nextgov.com/nextgov/ng_20090512_8768.php?oref=rss?zone=ngtoday)



## FURTHER INFORMATION

For more information on the benefits of telework, visit:

- [www.teleworkexchange.com](http://www.teleworkexchange.com)
- [www.telework.gov](http://www.telework.gov)
- [www.gsa.gov/telework](http://www.gsa.gov/telework)
- [www.cleanaircampaign.com](http://www.cleanaircampaign.com)

## Reducing Environmental Impact

Agencies and employees geared up for telework with Intel Centrino 2 with vPro technology-powered laptops also reduce their environmental impact. Working remotely using the latest technology:

- Reduces traffic congestion and transportation infrastructure burden.
- Decreases energy consumption.
- Reduces emissions and pollution.

The Telework Exchange study noted that if federal employees teleworked two days per

week, they would each reclaim 62 hours of their lives and save USD 1,201 per year.<sup>3</sup> An employee could save more than USD 9,000 per year in commuting costs alone by teleworking full-time.

## It's Time to Telework

Government agencies committed to telework already realize the clear benefits for employees, managers, taxpayers, and the environment. Equipping employees with the right resources—including laptops with powerful Intel Centrino 2 processor

technology—makes telework even more attractive, so employees can accomplish more in less time from any convenient location.

Laptops with Intel vPro technology are the right choice. Intel vPro technology teams hardware innovation with existing software consoles to provide enhanced security and remote manageability, saving IT staff time and resources with the ability to fix and maintain those PCs remotely.

There's a commitment from the top to increase telework. Now is the time to get started.

Check out more solutions for government and business at:  
<http://ipip.intel.com/go/fedgov>

<sup>1</sup>"Telework Under the Microscope - A Report on the National Science Foundation's Telework Program." National Science Foundation and Telework Exchange. March 11, 2008.

<sup>2</sup>"Telework Technology Cost Study" U.S. General Services Administration. May 2, 2006.

<sup>3</sup>"Telework Under the Microscope - A Report on the National Science Foundation's Telework Program."

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