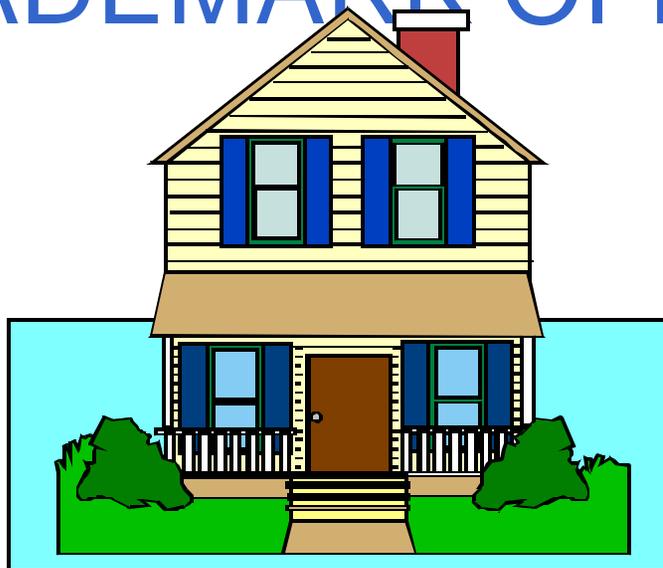
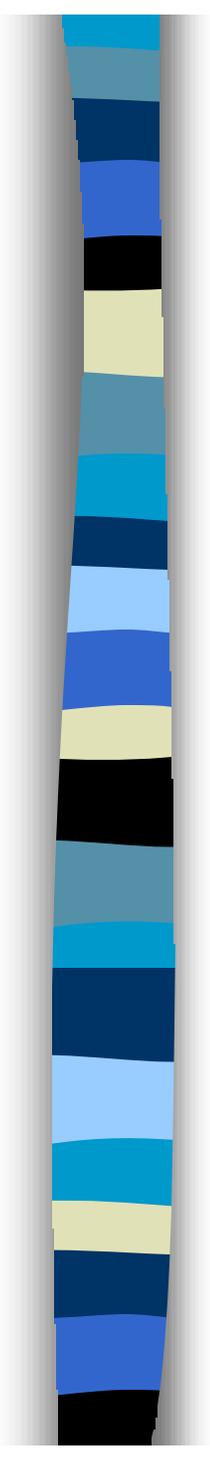


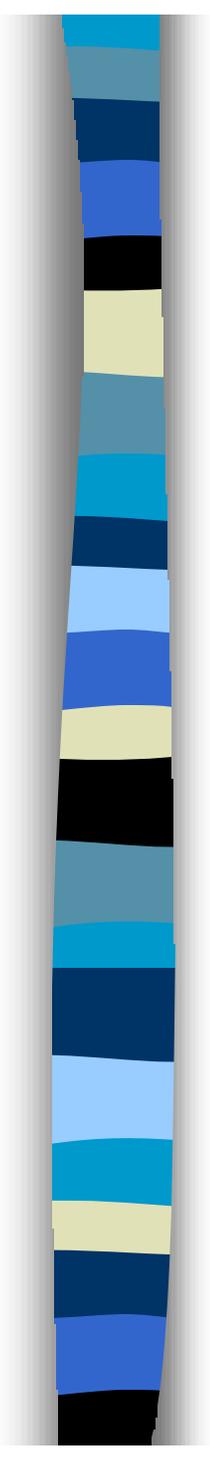
TELECOMMUTING AT
THE UNITED STATES
PATENT AND
TRADEMARK OFFICE



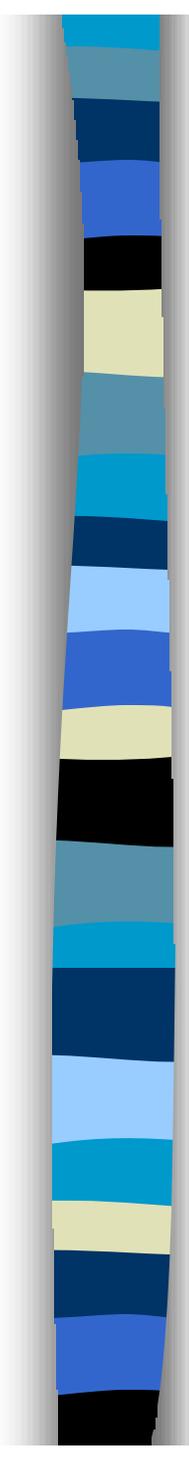


Advantages of Telecommuting

- Lifestyle benefits for employees
- Environmental benefits in urban areas, e.g., less traffic, less pollution
- Maximize use of space for expansion of work force
- Complete office environment, including complex live databases, customer contact capability

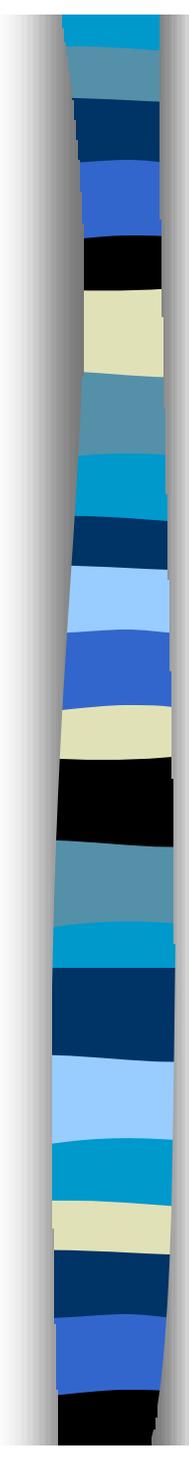


ELEMENTS OF A SUCCESSFUL TELECOMMUTING PROGRAM



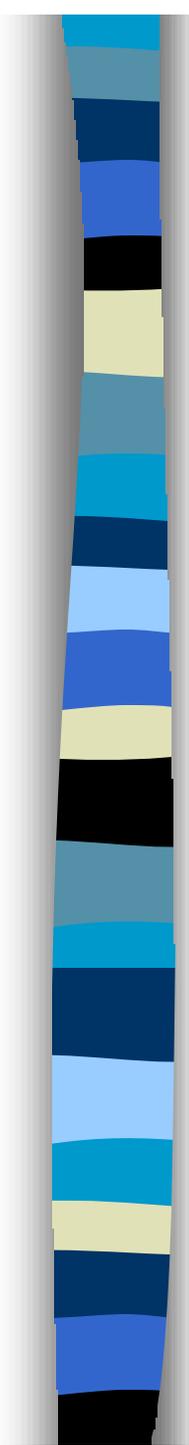
Measurable Performance Standards

- Standards are put in place before work begins
- Ability to assess performance without the need for direct observation
- Managers must be comfortable with not having direct oversight



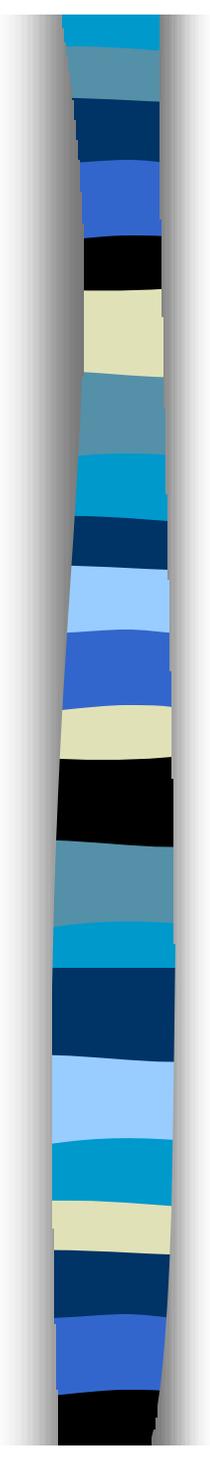
Space-saving Plan

- Cost benefit to office
- Office sharing and hoteling by participants
- Plan to use additional space to benefit organization



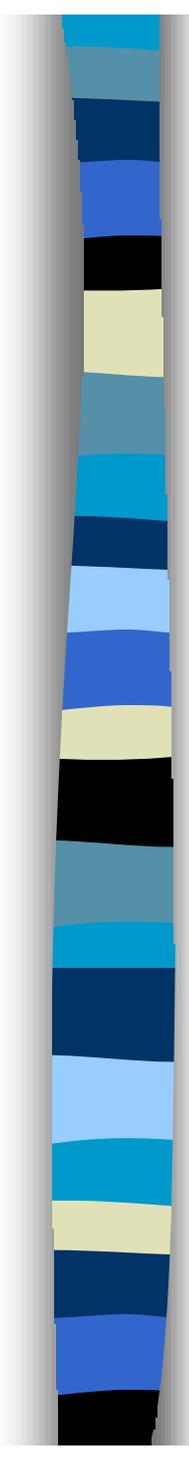
Labor-Management Partnership Team

- Significant factor in Union environment
- Responsible for administrative guidelines
- Employee input and involvement in developing program



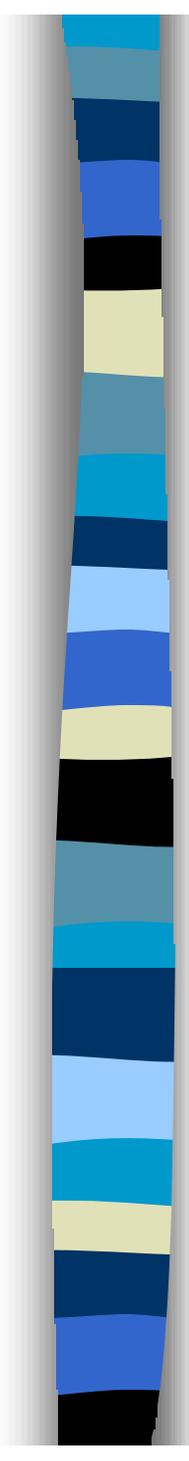
Selection Criteria

- Must meet operational needs
- Maintain sense of fairness among employees
- No burden on management or others in central office



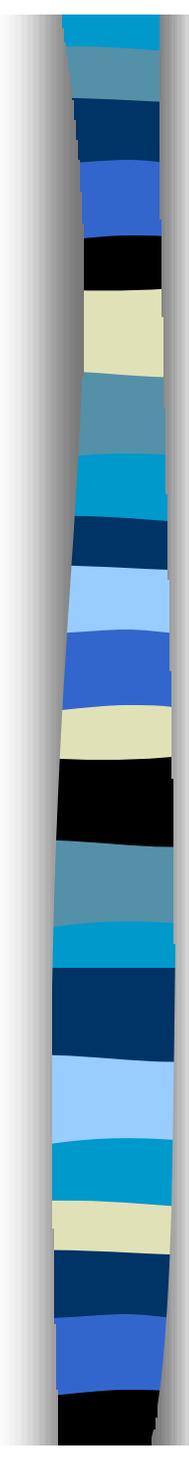
Service Level Agreement

- Predictability of service and support
- Do support personnel have to go to home site? If so, establish time frames for home visits.



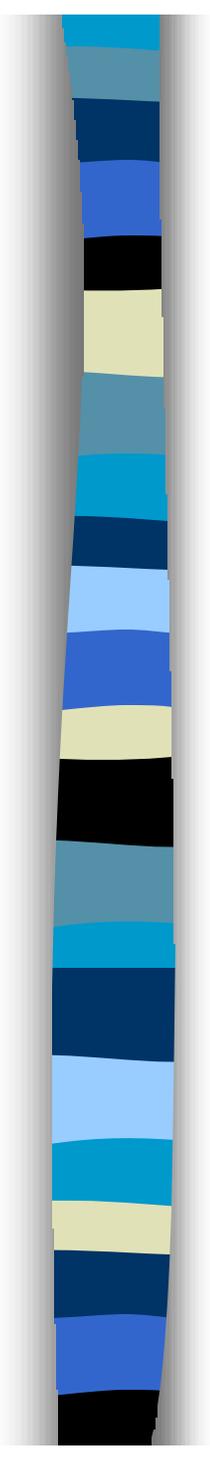
Customer Service Guidelines

- Tailored to providing highest level of service to external customers
- May require more specificity than for on-site employees
- Must pay attention to internal customer service also



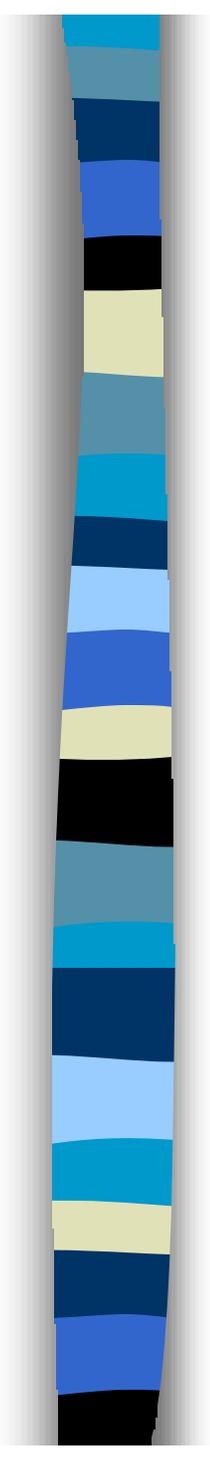
Communication and Participants

- Involvement in office meetings and activities through e-mail
- Work in office on regular basis
- Career development opportunities
- Advance planning to allow participation in meetings



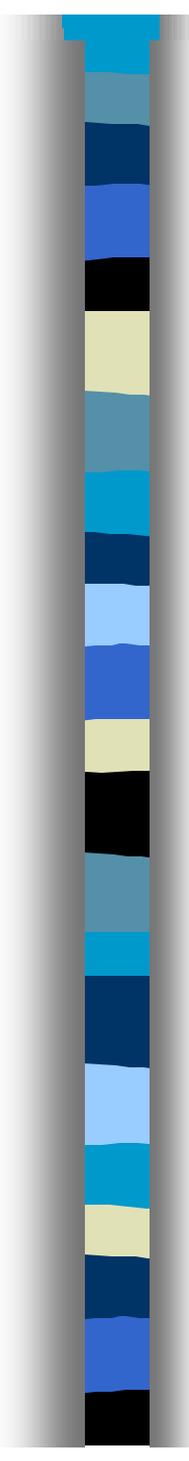
Orientation for Employees

- Recognize that working at home is different than working in the office, and may not be right for everyone
- Emphasize need for organizational skills
- Less personal contact than working in an office environment
- Increased technical competence may be required for some software



Pilot Program

- Consider doing a pilot before putting definitive policies in place
- Easier to make changes in pilot program



Trademark Work @ Home Program Design:

Work Agreement and Written Guidelines provide program structure and give detailed guidance to participants and managers

- **110 attorneys will participate in 2001**
- **Work at home 3 days per week**
- **Office provides hardware and software**
- **Desktop the same at home as at work**
- **Work at home attorneys share office space and equipment**
- **Alternate days in the office**
- **Performance Standards the same as in office**
- **Evaluations have shown increased productivity, morale**
- **Customer surveys indicate no change in quality or service**
- **Developed in cooperation with union**
- **Hoteling Pilot to begin Fall, 2001—22 attorneys, 5 offices**