

OMF SPONSORED TELEWORK PILOT

ENTERPRISE ARCHITECTURE

Q2 2017

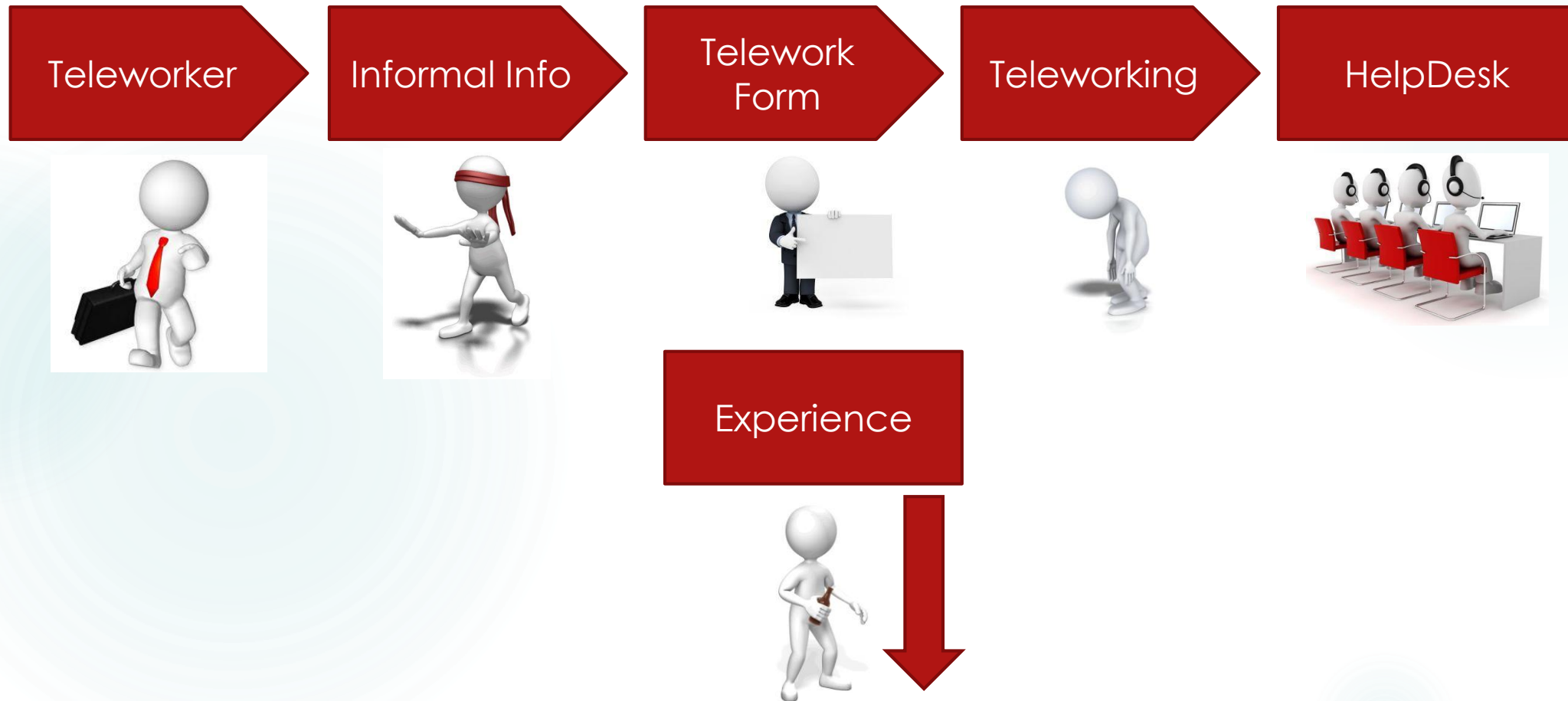
AGENDA

- ▶ Pilot Overview
- ▶ Current Challenges
- ▶ Key Findings
- ▶ Key Recommendations
- ▶ Possibilities
- ▶ Next Steps
- ▶ Questions?

PILOT OVERVIEW

- ▶ 3 Months
- ▶ 10 Bureaus
 - ▶ BES, CBO, Water, PBOT, Parks, CAO, CAO-Bus Ops, BHR, BIBS, BRFS, BTS
- ▶ 102 Participants
- ▶ 72 Managers
- ▶ 3 Surveys
 - ▶ 2 targeted at participants
 - ▶ 1 targeted at managers

CURRENT CHALLENGES



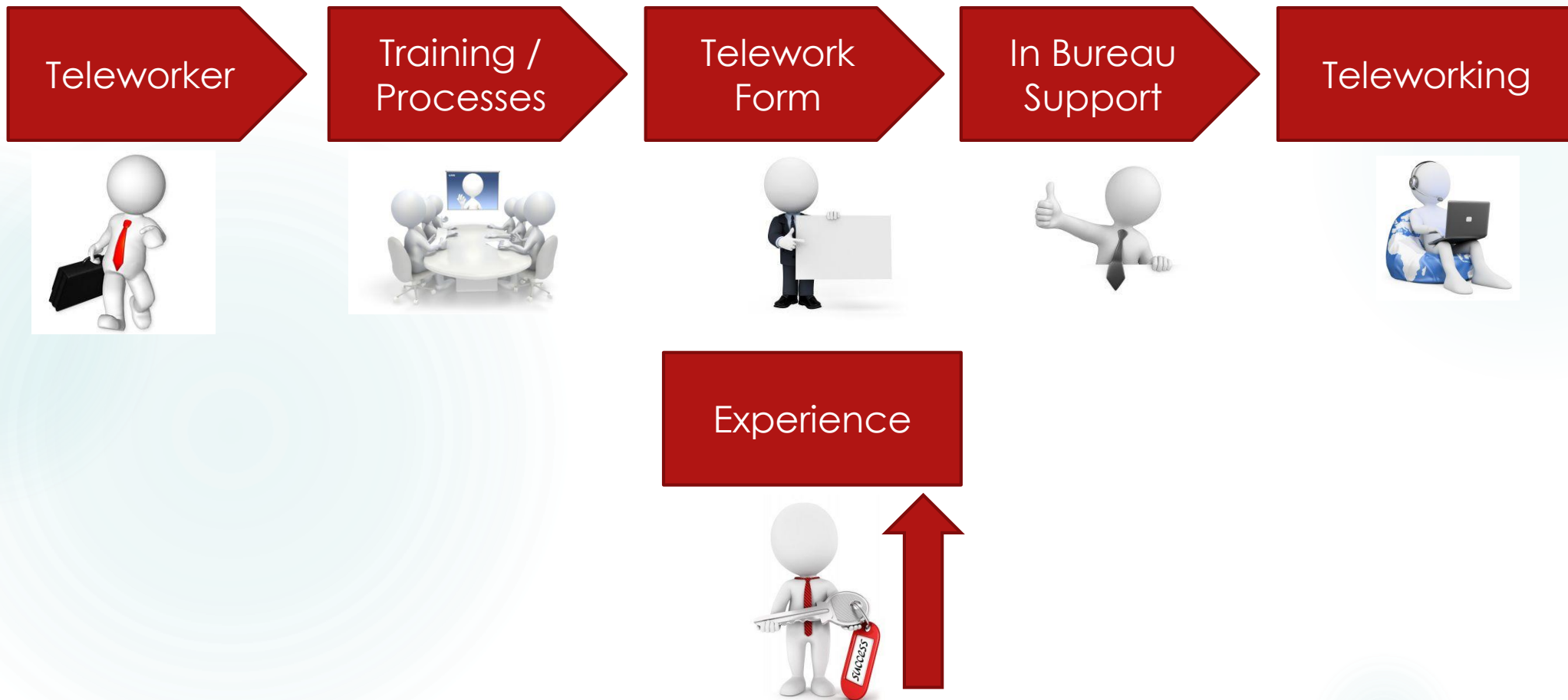
KEY FINDINGS

- ▶ Training needed in IT, non-IT, and management
 - ▶ Nearly 50% of first time teleworkers called the BTS HelpDesk for assistance
- ▶ Inconsistent teleworking onboarding processes
- ▶ Teleworking advocate/SME more successful transition to teleworking
- ▶ Lack of support for teleworking
- ▶ Unfamiliar with available technology tools
- ▶ Skype for Business reliability and training
- ▶ Reduced screen size
- ▶ Industry benefit and risk alignment

KEY RECOMMENDATIONS

- ▶ Recommendation 1: Training
 - ▶ Implement to address teleworker tools and processes
 - ▶ Management training
- ▶ Recommendation 2: Standard Telework Onboarding Processes
 - ▶ Implement a common set of citywide onboarding processes
- ▶ Recommendation 3: In Bureau Support
 - ▶ Bureaus should assign at least one teleworking advocate/SME
- ▶ Recommendation 4: Culture
 - ▶ Apply organizational change management addressing telework support
- ▶ Recommendation 5: Technology
 - ▶ Provide reliable and easy to use technology solutions
- ▶ Recommendation 6: Secure & Reliable Access
 - ▶ Provide secure, reliable, and scalable infrastructure

POSSIBILITIES



NEXT STEPS

- ▶ Pilot updates
 - ▶ OMF Business Hour – July 13th
 - ▶ TESC – July 18th
 - ▶ CSG – July 19th
- ▶ Formalize a telework program (recommended)
 - ▶ Further define and prioritize recommendations
 - ▶ Create a roadmap for each set of recommendations
 - ▶ Define work packages for each roadmap item
- ▶ Teleworking demand will continue to increase throughout the summer

QUESTIONS

