



United States Patent and Trademark Office

2011 Telework Annual Report



USPTO Telework Awards

2010 Tele-Vision Award for Innovative Application of Technology to Support Telework

Awarded by the Telework Exchange (Enterprise Remote Access (ERA) Portal)

2010 Federal Telework Driver Award

Awarded by the Telework Exchange (Danette Campbell, Senior Telework Advisor)

2009 Tele-Vision Award for Best Use of Innovative Applications of Technology to Support Telework Award

Awarded by the Telework Exchange (Office of General Law Telework Program)

2008 Tele-Vision Award for Best New Telework Initiative

Awarded by the Telework Exchange (Trademark Assistance Center)

2007 Excellence in Telework Leadership Award

Awarded by the Telework Exchange

2007 Telework Driver Award

Awarded by the Telework Exchange

2007 Work-Life Innovative Excellence Award

Awarded by the Alliance for Work-Life Progress (Trademark Work at Home Program)

2006 Tele-Vision Award: Telework Program with Maximum Impact on Government

Awarded by the Telework Exchange (Trademark Work at Home Program)

2004 Telework in the Federal Government Leadership Award

Awarded by the Potomac Forum

2003 Best Organization for Telework Award

Awarded by the Mid-Atlantic Telecommuting Advisory Council

2003 Government Telework Award

Awarded by The Telework Coalition

2001 Commuter Connections Telework Award

Awarded by the Metropolitan Washington Council of Governments Commuter Connections

The United States Patent and Trademark Office (USPTO), an agency of the United States Department of Commerce, is the Federal agency responsible for granting U.S. patents and registering trademarks. In doing this, the USPTO fulfills the mandate of Article I, Section 8, Clause 8, of the U.S. Constitution to "promote the progress of science and useful arts, by securing for limited times to authors and inventors the exclusive right to their respective writings and discoveries."

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Introduction to USPTO Telework

To address the challenges associated with heavy workloads and an increase in the filing of patent applications in complex technologies, USPTO must hire, train, and retain highly skilled employees.

In Fiscal Year (FY) 2011 more than 800 patent examiners were hired and there are plans to hire more examiners in the next three years in order to address the increased application filing rates and backlogs.

Telework at the USPTO is a corporate business strategy, which supports mission achievement and goal fulfillment via a distributed workforce. Today, more than 6,500 employees agency-wide are working from home at least 1 day per week. In the 4th quarter of FY 2011, 3464 employees worked from home between four and five days per week, while 3114 employees worked from home between 1 and 3 days per week. This is an increase of 922 teleworking employees from the previous fiscal year.

In FY 2011, the agency continued to be a model for telework in the federal government and secured legislative approval to implement the Telework Enhancement Act Pilot Program (TEAPP) as a result of the 2010 Telework Enhancement Act. Further, the USPTO expanded the 50-mile hoteling program and the Trademark Work at Home Geographic Pilot

Program, established a working group for the Nationwide Workforce Initiative, convened the TEAPP Oversight Committee, comprised of equal representation of labor and management, and designed Standard Operating Procedures (SOP) and Cost/Benefit analysis for the TEAPP. In July 2011, a Memorandum of Agreement regarding the TEAPP was signed by the USPTO Chief Administrative Officer, the President of the Patent Office Professional Association, the President of the National Treasury Employees Union 245, and the President of the National Treasury Employees Union 243.

Further demonstrating a USPTO distributed workforce in FY 2011, 16 percent of Trademark examining attorneys (62) who telework reside more than 50 miles from Alexandria in 27 different states and 11 percent of Patent examiners (751) live more than 50 miles from the Alexandria campus, residing in 42 states .

In FY 2011, the Universal Laptop initiative was introduced to USPTO employees providing a cost-effective means of supporting teleworkers and non-teleworkers alike. This UL model enables the agency to support its extensive telework program without duplicating equipment for teleworkers.

Because the USPTO is at the vanguard of Federal telework, the agency is frequently called upon to provide assistance to federal agencies interested in starting or expanding their telework programs. In FY 2011, the USPTO met with over 30 Federal agencies to provide such assistance.



United States Patent and Trademark Office

As most of you know, I remain committed to optimizing patent and trademark quality and timeliness, providing domestic and global leadership to improve intellectual property (IP) policy, protection and enforcement worldwide and achieving organizational excellence. During the past year, I have continued to support these initiatives at the United States Patent and Trademark Office (USPTO) with the USPTO Telework Programs; one of many programs designed to support USPTO efforts in realizing our strategic goals.

The USPTO Telework Programs directly impact our ability to recruit and retain a highly-skilled workforce, align examination capacity with incoming workloads, maintain pendency metrics within acceptable limits, and have provided the unintended benefit of helping us to reach our goals in domestic and education outreach, knowledge enhancement and capacity building as well as a becoming a forum for engaging other US Government Agencies and Congress on Legislation that aids us in improving the IP system.

This report summarizes the results of our 2011 Telework Program efforts and shares its successes since inception in 1997. Also, the report provides updates on the Telework Enhancement Act Pilot Program (TEAPP) initiative for which I am especially proud to celebrate with you this year. We are also reporting the highlights of our telework expansion and accomplishments in each of our major business areas, including both the Patents and Trademarks very successful hoteling programs, and presenting an interview with our Commissioner for Patents and our Commissioner for Trademarks on how USPTO Telework Programs have directly benefited their organizations.

As always, we welcome your comments, suggestions and inquiries.

Sincerely,

David Kappos

*Under Secretary of Commerce for Intellectual Property and
Director of the United States Patent and Trademark Office*





Interview with the Commissioner for Patents

In the following interview Commissioner for Patents of the USPTO Margaret Focarino shares her philosophy on telework and its role as a corporate business strategy at USPTO.

Q: The Patents Hoteling Program has experienced great success since 2006. In your estimation, why has this telework program been so successful?

A: The success of the Patents Hoteling Program is partially due to the fact that it is an excellent fit for the type of work performed by patent examiners and our technical support staff. Our performance system, which allows for us to easily measure individual performance, enables self-directed, independent work regardless of where these employees are located. In addition to supporting the agency's strategic goals, this program helps our employees avoid the rigors of a daily commute and maintain a better work-life balance.

The Patents Hoteling Program helps the agency attract highly qualified candidates from across the country and retain experienced

employees that may want to live outside the local commuting area. This program is a great example of a win-win situation for employees and the USPTO.

Q: At the end of FY 2011, the Patents organization had 2989 employees, who had relinquished their office space on the Alexandria campus, working from home 4-5 days per week. What impact does a telework program of this nature/magnitude have on the way Patents has historically conducted business?

A: It has changed our style of communication with both internal and external stakeholders. Our patents workforce is now more distributed so we've had to develop collaboration tools that enable employees to interact and share information in real time when an "in-person" meeting is not possible. The latest of these tools is WebEx which is a web based conferencing tool that allows examiners to connect and collaborate with our external stakeholders anywhere in the world.

Q: Will the Telework Enhancement Act Pilot Program help the Patent organization address challenges such as hiring and retaining highly skilled employees?

A: Yes, I believe the Telework Enhancement Act Pilot Program (TEAPP) will be a great asset in attracting qualified people needed to meet our hiring goals. The program will also help us to retain our experienced and highly skilled examiners by enabling them, once they have met eligibility requirements, to live anywhere in the contiguous United States, and still maintain their status as a USPTO employee. Our ability to retain highly skilled patent examiners is critical to helping our organization achieve its strategic goals.



Interview with the Commissioner for Trademarks

In the following interview Commissioner for Trademarks of the USPTO Deborah Cohn shares her philosophy on telework and its role as a corporate business strategy at USPTO.

Q: When Trademarks started a telework program in 1997, did you ever imagine the program would expand to its current level of participation at the USPTO?

A: When we started the program in 1997, I knew it would be popular and would meet the needs of our examining attorneys who were spending way too much time commuting and having a hard time with work/life balance issues. But I do not think I realized that the program would expand so rapidly and that it would evolve into the way we do business at the USPTO. Today 90% of all examining attorneys telework full time and 87% of all of Trademark employees telework at least one day per week. I also did not realize in 1997 what an impact hoteling would have on avoiding USPTO real estate costs, or how we would have teleworkers throughout the country.

Q: What significant changes has the Trademark organization seen as a result of the Trademark Work at Home program?

A: The most significant positive change has been our employees' increased job satisfaction. We certainly have a low attrition rate! The most important difference has been how we communicate with those in a remote environment, but the good news is we have become better communicators as a result. From improving our intranet site, to having regular all hands meetings, as well as e-publishing TMPeople and Madison Messages, we have learned to use new tools and become more creative and energetic in engaging our employees. We are still learning how to use our remote tools in the most effective manner, but I can say, that we hold most staff meetings with virtual meeting software, and we try to use computer based training as a standard method for distributing legal training to examining attorneys.

Q: What impact will the Telework Enhancement Act Pilot Program have on the TWAH program?

A: The Telework Enhancement Act Pilot Program (TEAPP) will improve the TWAH program because it allows examining attorneys who live very far away to forego regular and recurring trips to headquarters. It gives our employees more flexibility to live further from Alexandria and improve their family lives. We have found that employees, who need to meet the needs of their elderly parents, or who must move with a spouse who gets a new job, or who simply prefer living in another part of the country, are able to keep their position with the USPTO and continue to provide excellent service to Trademark owners. And just as the TWAH program was the model for many other agencies to begin telework programs, TEAPP will be the model for the rest of the government in establishing a remote workforce. It certainly is an exciting time for the TWAH program!

FY 2011 Business Unit Highlights

In FY 2011, the USPTO maintained its commitment to telework as an enterprise-wide business strategy.

The agency has demonstrated that with the appropriate telework eligibility selection, collaboration tools, non-IT/IT training, and clearly defined performance measures, remote work is successful for all business units. This has been validated through the agency's new and continued telework programs, which now include more than 6,500 teleworkers from across all business areas, including the corporate business units. Following the philosophy that the USPTO telework initiative is not "one-size-fits-all," each telework program is developed to meet the needs of a specific business unit or audience within a business unit. Below are business unit telework highlights for FY 2011.

Trademark Work at Home

In FY 2011, the Trademark Work at Home (TW@H) program continued to expand and improve telework opportunities for all Trademark employees with the inclusion of telework programs in all Trademark organization work units. In FY 2011, 97 percent of all trademark employees were eligible to participate and 88 percent of those eligible did so. Of these, 86 percent of all employees teleworked one to

five days per week with an overall 5 percent increase in eligibility as compared to FY 2010 and a 3 percent increase in teleworkers as compared to FY 2010.

All GS 13/14 Examining Attorneys with full signatory authority are now eligible to telework and 90 percent do so with 87 percent of these teleworking 4-5 days per week; 3 percent return to the campus twice per bi-week; and 15 percent telework and reside more than 50 miles from Alexandria in 25 different states.

The Telework Enhancement Act of 2010, enacted in December 2010, required notice of eligibility to be sent to all Trademark employees which was accomplished in June of 2010. A Labor Agreement on Pilot Program Operating Procedures was signed July, 2011 and the Geographic Expansion Pilot was terminated and the expanded program made permanent in June, 2011.

An Examining Attorney 2-Day per Bi-week Pilot Program was developed and then fully implemented in February, 2011 and an expanded IT Helpdesk Advanced Problems Resolution support now includes Saturdays beginning June of 2011. Beta testing of the new Universal Laptop Program (ULP) including the adjunct collaboration tools continued throughout the year.

Management training on leading virtual teams was an integral part of the Trademarks' management conference held in June, 2011 where 65 Trademark managers attended the off-site conference and worked through a series of activities, exercises and informational sessions on new techniques for holding remote meetings and keeping employees engaged.

"The U.S. Patent and Trademark Office, as it was referenced, can demonstrate huge increases in productivity among the workforce. So that is a benefit. It increases competitiveness. When the Federal Government goes into the marketplace, goes into the workplace to try to recruit good people, its ability to show that the telework opportunity is there is something that makes it more competitive in getting the best quality people to become part of our Federal Government."

John P. Sarbanes (MA-03)
On November 18th, 2010, on the House floor while discussing the Telework Enhancement Act of 2010. (H.R. 1722)

Patents Telework Programs

In FY 2011, the Patents Hoteling Program (PHP) continued to include patent examiners at the GS-12 level and higher. This telework program provides participants with the option to perform officially assigned duties at home during paid working hours. Major elements of this telework program include providing the examiners a full complement of USPTO-supplied ERA equipment, which includes remote online access to all relevant USPTO patent business systems, job performance tools, patent information, and patent application documentation, as well as incorporating the use of collaborative communication technologies.

The PHP also includes a component whereby participants can remotely reserve workspace in temporary offices, located throughout the USPTO's Alexandria, Va., campus. During FY 2011, the utilization requirement was modified. The new option provides that local PHP participants may elect to request a change to their official duty station to their home address if they live within 50 miles of the USPTO headquarters' Alexandria campus. A participant in the 50-mile hoteling program option eliminates the requirement to report to headquarters at least twice a bi-week. Only those participants residing outside of the 50-mile hoteling program are required to return to headquarters twice per bi-week. The 50-mile hoteling program option was chosen by over 65 percent of the current patent examiners. To date, more than 2,600 patent examiners have relinquished their office space to participate in PHP, and plans for continued expansion of this program are under consideration.

In addition to a hoteling program for patent examiners, the PHP for NTEU 243 hoteling program (PHP-N) was expanded in FY 2011 to include additional technical support. Participants in this program give up their office and use a defined set of temporary generic offices/cubicles when on the Alexandria Campus and in the USPTO offices at Randolph Square in Arlington, Va.

The agreement for PHP-N was also expanded in FY 2011 to include the 50-mile hoteling option. This

"Telework also leads to greater worker productivity. Greater productivity in the Federal workforce provides an important benefit to the taxpayer. For example, the Patent and Trademark Office also reports that increased utilization of telework has reduced the amount of sick leave taken by its employees and increased worker retention."

Stephen F. Lynch (MA-09)
On November 18th, 2010, on the House floor while discussing the Telework Enhancement Act of 2010. (H.R. 1722)

option was chosen by 83 percent of the current technical support staff. To date, 323 NTEU 243 employees participate in PHP-N.

Using USPTO-supplied equipment, participating patent employees can remotely connect to PTONet, an internal operating network, and view patent applications, perform prior art searches, as well as create and electronically sign necessary documents. They can also access timesheet reporting, e-mail, and other support systems available at the USPTO. Detailed training is provided to all participants once the participant starts the program.

The PHP positions allow the agency to retain experienced senior examiners, eliminate unnecessary commuting time, and attract potential candidates who currently reside outside of the Washington, DC metropolitan region. This telework program will enable the USPTO to continue to recruit from a highly qualified hiring pool and retain existing valuable employees.

Patents also offers telework options through a 2-day-per-biweek telework program named the Patent Telework Program (PTP). The PTP is for patent examiners who work up to 20 hours biweekly from their alternate work space. Examiners on this program are not provided with ERA equipment. To date, 1,532 patent examiners participate.

The Patents Management Telework Program (PMTMP) is for non-bargaining unit employees who are in management positions. Managers on this program are provided ERA equipment and work up to 32 hours biweekly. In FY 2011, 680 non-bargaining unit employees in management positions participated in this telework option.

“Telework provides numerous benefits to strengthen our economy and enhance employee work-life balance. The U.S. Patent and Trademark Office features a robust telework program and has seen substantial increases in employee productivity and morale since its inception. By implementing an agency-wide telework program, the Patent and Trademark Office has avoided securing \$11 million in additional office space and has developed a more competitive recruitment process. Telework now enables the agency to draw from a talent pool of qualified candidates living anywhere in the country.”

John P. Sarbanes (MA-03)

On February 14th, 2011, Extension of Remarks in support of National Telework Week

Office of the Chief Financial Officer (OCFO)

The Office of the Chief Financial Officer which includes the Office of Finance, the Office of Procurement, the Office of Financial Management Systems and the Office of Planning and Budget has determined that in FY 2011, 93 percent of CFO positions were telework eligible and 82 percent of these eligible positions participated in the OCFO Telework Program.

Every aspect of the OCFO Telework Program was designed to achieve organizational goals, ensure that customer needs were addressed, and make collaboration a priority. In addition, the program has shown employees a new way of effectively and efficiently conducting business at remote locations. This has been a significant benefit, especially when inclement weather might impair commuting to the Alexandria campus. The OCFO is able to continue to carry out the work of the Agency in the standard of excellence without ever missing a day.

Since the incorporation of the Universal Laptop the OCFO has updated its Handbook to reflect the new processes and procedures. Also, the OCFO continues to revisit its position eligibility to see if position work activities may have changed therefore allowing an increase in the number of days of telework eligibility.

Office of the Chief Administrative Officer Office of Administrative Services (OAS)

The Office of Administrative Services received laptops as part of the first wave of the USPTO Universal Laptop Program (ULP) deployment initiative. This deployment enabled OAS Teleworkers to bring home their laptops in FY 2011, rather than using home equipment and connecting remotely as done in previous years.

As part of the USPTO ULP initiative and deployment, the office supplied docking stations and headsets tremendously improving connections to the office and the capability to operate in “business-as-usual” style, regardless of being on campus or at the alternate worksite. Following a reevaluation of eligibility in FY 2011, OAS increased telework eligibility numbers by 54 percent and the number of employees teleworking increased by 30 percent. Close to half of OAS teleworkers successfully increased their telework schedule from one to two days per week.

The Facilities Help Desk was one of the groups that expanded teleworking to two days per week. Telework has helped them provide continuity of coverage despite differing schedules. Those participating appreciate the flexibility in the work-life balance and the ability to avail themselves of the full software complement from their laptop. In addition, this program allows currently participating teleworkers as well as intermittent teleworkers to continue working during adverse weather conditions or other emergencies that might close the office.

Office of Human Resources (OHR)

Telework in the Office of Human Resources was expanded to include an eligibility of 99 percent for OHR positions in FY 2011. Taking telework to the next level, eligible OHR positions in FY 2011 that teleworked on a situational, one or two days per week basis, was 75 percent.

Both telework participants and their supervisors have noted increased productivity and enhanced work-life balance as a result of teleworking. The OHR encourages telework for most employees within the

business unit, and at the end of FY 2011, fourteen OHR staff now telework two days per week, forty-three at least one day per week and twenty-four telework on a situational basis. This benefit allows OHR to retain staff who normally may be seeking other employment, as the flexibility is highly valued by the staff. OHR teleworkers are able to select, in tandem with their supervisor, a telework routine that will provide the flexibility they need without negatively impacting their coworkers or the OHR business process.

Within 90 days of their hire to OHR, staff positions eligible for telework are being offered to employees.

Office of the Chief Information Officer (OCIO)

Successfully launched in FY 2009, the Office of the Chief Information Officer (OCIO) Telework Program continued to operate in FY 2011 with nearly 300 employees approved and trained for telework. This includes approximately 15 OCIO employees who were trained and added to the OCIO telework rolls.

At the close of FY 2011, the number of employees in eligible positions in the OCIO successfully teleworking, was maintained at 88.8 percent. Although a number of employees were added to the telework program, the overall percentage of teleworkers remained constant due to attrition.

As part of the USPTO’s Universal Laptop Program (ULP) initiative and deployment, over 390 OCIO employees have received their new laptops. Prior to this deployment employees used their personal equipment to access their desktops remotely when teleworking. Laptops for telework allow OCIO employees to utilize collaboration and telephone capabilities in the same manner as employees in other business units.

In order to comply with direction for the Telework Enhancement Act of 2010, telework eligibility by position was revalidated and all OCIO employees were notified of their current status in June 2011.

In response to the newly revised USPTO Telework Policy, the OCIO prepared its own guidelines for

telework schedules. The new guidelines are intended to formalize the use of situational telework and medical exceptions, and will provide a consistent framework for both employees and supervisors to fully realize the benefits of telework.

Office of the General Counsel (OGC)

In FY 2011, the Office of the General Counsel had 84 percent of eligible positions in a telework status. The OGC continued to offer telework schedules to the majority of its employees and enhanced its already existing programs by instituting a regular telework schedule for Solicitor paralegals and establishing a pilot program for Office of Enrollment and Discipline (OED) paralegals allowing for one day a bi-week for both offices.

Office of the Administrator for Policy and External Affairs (OAPEA)

The Office of the Administrator for Policy and External Affairs telework continues to be an integral element in the work schedule options the office offers. At the conclusion of FY 2011, the OAPEA had 85 positions which included 41 teleworkers. The number of teleworkers rose in OAPEA from 32 in FY 2010 to 41 in FY 2011.

OAPEA was included in the Universal Laptop Program (ULP) at USPTO. This program has provided OAPEA teleworkers an easier transition to work from home. The initiative has received enthusiastic reviews by OAPEA employees.

Using telework as an option allows for OAPEA attorneys to telework during federal work closures and to maintain the productivity needed in this fast

“And I think the U.S. Patent Office has proven without a doubt that you can, in fact, be effective, you can be efficient, you can do a good job, and you can get the job done.”

Danny K. Davis (IL-07)
On November 18th, 2010, on the House floor while discussing the Telework Enhancement Act of 2010. (H.R. 1722)

paced work environment. OAPEA looks forward to expanding its telework program, which affords many of its employees an opportunity to juggle the demands of a full policy portfolio with interagency meetings in downtown Washington, DC.

Office of the Under Secretary and Director Board of Patent Appeals and Interferences (BPAI)

The Board of Patent Appeals and Interferences is an active participant in providing teleworking options and alternatives for its employees. In FY 2011, BPAI ended with 89 percent of eligible positions teleworking under its current Telework Program for Non-Bargaining Employees and the BPAI Hoteling Program for National Treasury Employees Union Chapter 243 with the 50 mile radius option for Change of Duty Station. With the America Invents Act (AIA) signed, BPAI anticipates that more staff members coming to the Board will be offered the option to telework.

BPAI teleworkers are able to design their individual telework routines, thus providing them needed flexibility without negatively impacting their coworkers or the Board's business processes. BPAI will continue to ensure all BPAI employees receive adequate training on the suite of telework tools prior to being deployed to work remotely.

Trademark Trial and Appeal Board (TTAB)

The Trademark Trial and Appeal Board ended FY 2011 with 98.25 percent of eligible positions teleworking, an increase of 7 percent from FY 2010.

The TTAB continues to be an active participant in providing teleworking options and alternatives for its employees. In addition to allowing most employees

to telework, TTAB also has one employee participating in a remote duty station pilot enabling them to work from their home in California.

In FY 2011, TTAB increased the number of positions eligible for telework by classifying all of its positions as eligible. Classifying all positions as telework eligible supports flexible work/life balance options for employees, as well as TTAB's continuity of operations plan. When unforeseen circumstances might otherwise preclude employees from accessing USPTO campus, teleworking under the continuity of operations plan helps avoid negative impacts on TTAB's business processes and attainment of its goals.

In FY 2011, TTAB continued discussions focused on replacing pilot telework programs with permanent programs. These will include new programs for TTAB's 243 and 245 bargaining unit members. These permanent programs are expected to be deployed in FY12; and adaptations for the permanent telework program for non-bargaining unit employees will also be deployed in FY12. All of these future permanent programs will include the 50-Mile Radius option for Change of Duty Station. In addition, TTAB employees will be eligible to participate in the TEAPP program.

Office of Equal Employment Opportunity and Diversity (OEEOD)

The Office of Equal Employment Opportunity and Diversity (OEEOD) began its telework program in FY 2006 with a pilot of six employees. Since that time, the telework program has been formalized and participating employees have been permitted to telework one or two days a week. The Office has expanded the program to ensure that most staff members are trained to be prepared to telework in the event of inclement weather or another contingency.

A Distributed Workforce

Telework Enhancement Act Pilot Program

The Telework Enhancement Act of 2010 authorized the United States Patent and Trademark Office (USPTO) to conduct a test program allowing employees to waive their right to travel expenses for a reasonable number of mandatory trips to the USPTO.

In the test program, an employee will be able to voluntarily relocate from the pre-existing official duty station, for the employee's convenience, to an alternate work site and waive agency payment of travel expenses for a reasonable number of required occasional trips back to the pre-existing official duty station at the USPTO.

The test program is designed to enhance cost savings and other efficiencies that accrue to the Government. The USPTO test program will be referred to as the Telework Enhancement Act Pilot Program (TEAPP).

The Telework Enhancement Act required the USPTO to conduct a thorough cost and benefit analysis report. The purpose of this document was to present an analysis of the expected costs and benefits of the USPTO TEAPP as required by the Telework Enhancement Act of 2010. To perform the required cost and benefit analysis, USPTO outlined the costs and benefits of the program in seven areas directly impacted by the TEAPP including: (1) impact on agency efficiency; (2) impact on real estate; (3) continuity of operations; (4) transit subsidy; (5) environmental impact; (6) staffing impact; and (7) administrative cost. This document was

completed by the USPTO in 2011 and sent to the General Services Administration in 2011 for review and subsequent approval.

The Telework Enhancement Act Pilot Program will be administered by a USPTO Telework Oversight Committee, comprised of equal representation from labor and management. This committee will meet on a quarterly basis to discuss issues and review program progress. During these meetings, at least one member of each bargaining unit must be present as well as at least 3 management officials (one management official from both Patents and Trademarks). In July, 2011, a Memorandum of Understanding was signed by the President of the Patent Office Professional Organization (POPA), the President of the National Treasury Employees Union 245 (NTEU 245), the President of the National Treasury Employees Union 243 (NTEU 243), and the USPTO Chief Administrative Officer.

The Telework Enhancement Act will have a significantly positive impact on the effectiveness and work-life balance for USPTO employees.

Nationwide Workforce Program

In FY 2010, USPTO established a working group to discuss the feasibility of conducting a pilot program to test satellite offices outside of the mid-Atlantic region.

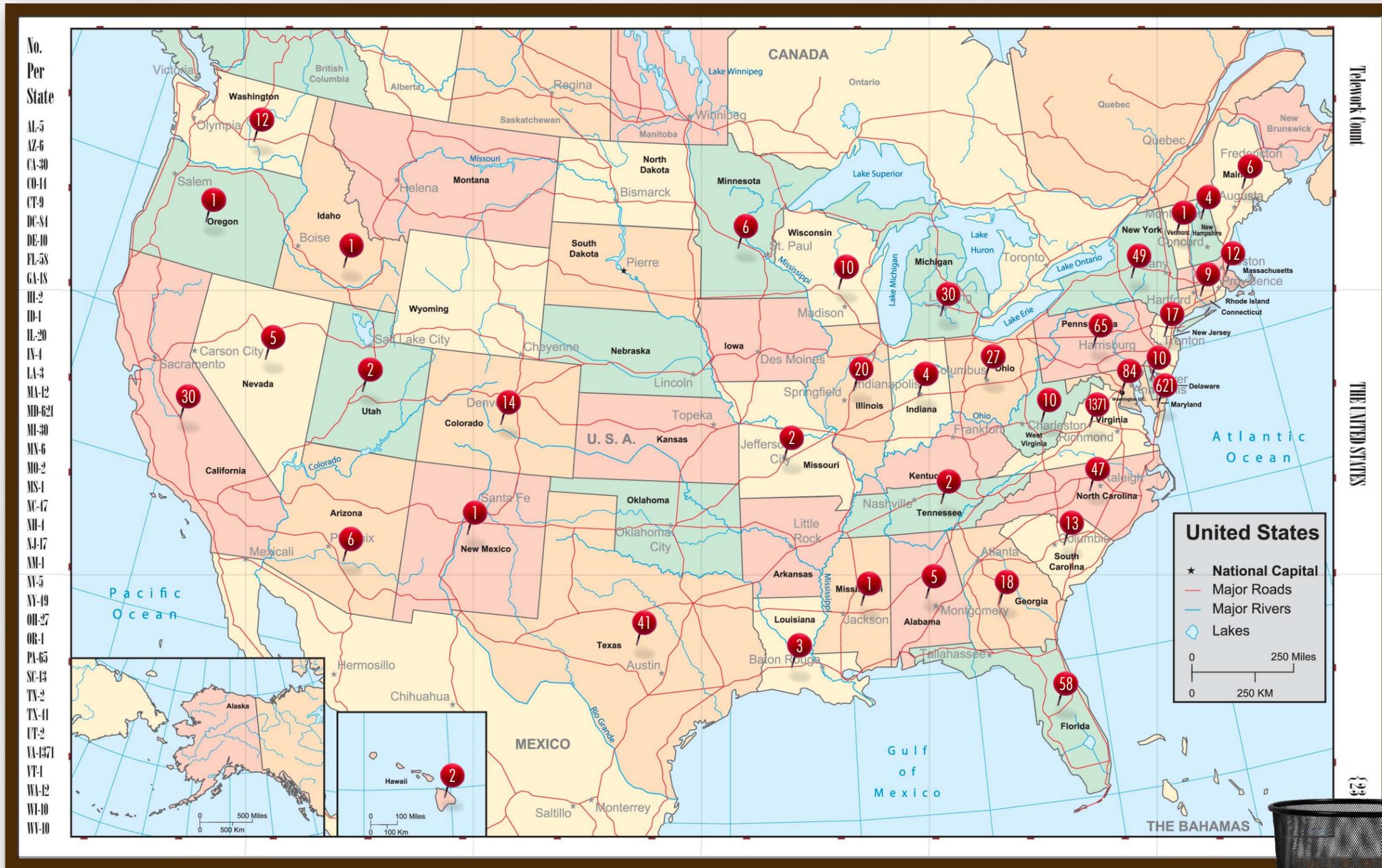
In FY 2011, the first of these satellite offices was selected with an office in Detroit, Michigan scheduled to open in FY 2012. This workforce model will enable the USPTO to expand its traditional hiring methods and seek out areas of the country where the resources, workforce, and technical expertise exist to fulfill the USPTO's mission and achieve the Agency's goals. The Nationwide Workforce Program's working group is comprised of members from all areas of USPTO, including Patents, OAS, OHR, OCIO, OCFO and OCCO, to ensure a comprehensive approach in establishing the satellite facility.

"The Patent and Trademark Office, which has been an agency leader in telework efforts, reports that it was able to consolidate nearly 50,000 square feet of space, thereby avoiding \$1.5 million in rent per year through greater use of telework."

Stephen F. Lynch (MA-09)

On November 18th, 2010, on the House floor while discussing the Telework Enhancement Act of 2010. (H.R. 1722)

Trademark and Patent Hotelers by State



FY 2011 Accomplishments

The following provides highlights of FY 2011 activities and accomplishments:

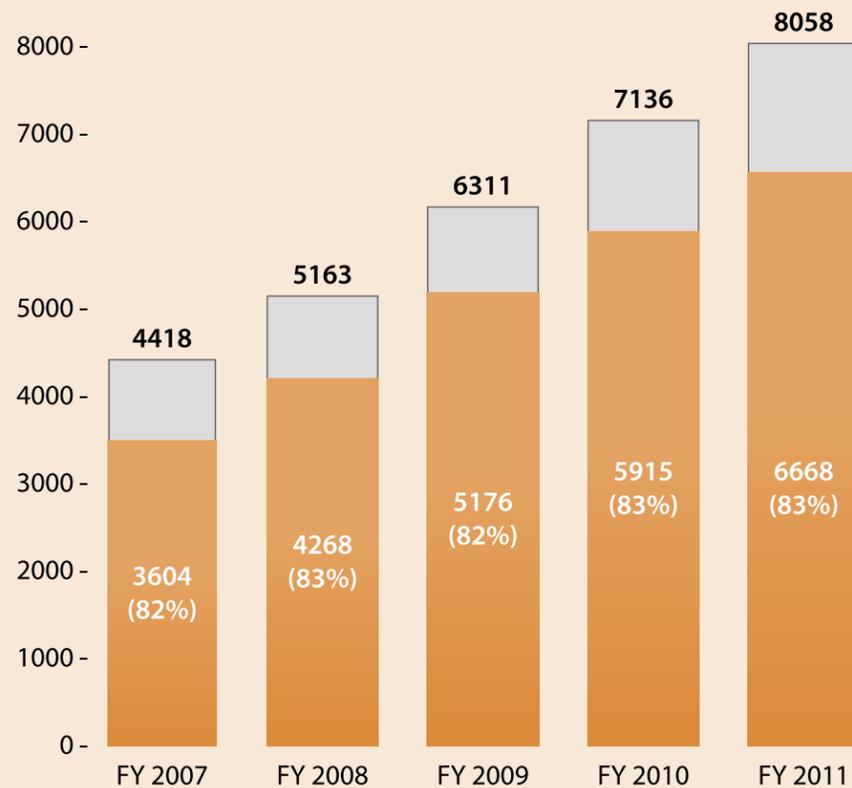
- The number of positions eligible to telework increased by 922 positions agency-wide (from 75 percent to 79 percent), and the number of eligible employees teleworking increased by 753 employees agency-wide

Telework Growth

Since its start more than 14 years ago with 18 trademark examining attorneys, telework has grown dramatically at the USPTO. The graph below shows the growth of positions eligible to telework and eligible positions teleworking agency-wide in recent fiscal years.



Positions Eligible to Telework
Eligible Positions Teleworking



- Providing expert consultation to 30 government agencies and institutions and conducting at least 18 external telework presentations, the USPTO continued to serve as a leader in telework implementation
- Developing a Cost and Benefit Analysis and Standard Operating Procedures as part of the USPTO Telework Enhancement Act Pilot Program (TEAPP)
- Launching the USPTO Universal Laptop Program (ULP)
- Participating in the Office of Personnel Management's (OPM) Telework Measurement Group and Telework Advisory Group
- Presenting USPTO Telework to the Republic of Korea's Central Office Training Institute via teleconference
- Partnering with the Patent Office Professional Association, National Treasury Employees Union 245, and National Treasury Employees Union 243, to advise and promote telework in Department of Commerce agencies

USPTO Telework Presentations

The agency is frequently asked to make external telework presentations. The following is a listing of those presentations that took place in FY 2011:

- Speaker: "Managing Smart: Moving Ahead with a Virtual Workforce" at the Spring Town Hall Meeting of the Telework Exchange
- Keynote Speaker: "Telework, Work, Life and Wellness" at the Office of Personnel Management's Learning Forum
- Speaker: "Meeting the Telework Enhancement Act Requirements" presentation at the Telework Exchange Making the Telework Grade Webcast
- Presentation to the White House Council on Environmental Quality at the GreenGov Symposium
- Speaker: "Telework: Work Smart, Save Big" at the CHCO Council
- Presentation to the Central Official Training Institute Republic of Korea
- Speaker: "Staying Connected: Coordinating Telework and Business Continuity" Webcast for the Telework Exchange
- Speaker: "Telework Guidelines, Policy and Legislation" presentation to the Pension Benefit Guaranty Corporation
- Presentation at the General Services Administration's Acquisition Working Group Meeting
- Presentation at the Immex Telework Strategies Event
- Speaker: "USPTO Telework" at the Human Resources Technology in the Federal Workplace Conference, Washington, DC
- Speaker: SFLERP
- Speaker: "Cost Savings and Innovation" at the FRPA
- Speaker: "USPTO Telework" at the Human Capital Management Conference, Tucson, AZ
- Speaker: OAR Management Conference, Miami, FL (November 10, 2010)
- Speaker: US Department of Commerce Labor Management Forum (December 15, 2010)

- Speaker: "USPTO Telework" presentation to Gartner
- Forum: US Department of Labor Office of Disability Employment Policy and the Women's Bureau "Advancing Workplace Flexibility Policy and Practices"



Danette Campbell, Senior Advisor USPTO Telework Programs, presents with Justin Johnson, Acting Deputy Director of the Office of Personnel Management during the Telework Discussion at the August 24th, 2011 Annual Lowering the Cost of Government with IT Summit at the Newseum in Washington, DC. Intel America's Director of Federal Marketing, Nigel Ballard (pictured at far right) moderates

USPTO Telework Media Coverage and Interviews

In FY 2011, the USPTO received the following media coverage and participated in the interviews listed below:

- The Teleworker (9/29/2011), USPTO Demonstrates Excellence in Telework IT
- The Teleworker (9/20/2011), How Teleworkers Fared During Recent Spate of Natural Disasters Along the East Coast
- Government Executive (9/19/2011), Telework in Unusual Places
- Federal Times (8/26/2011), Telework Smooths Washington Commute After Earthquake
- Federal Human Resources Week (8/8/2011), Making the Grade on Telework Requires Shift in Agency Culture, Training
- Federal News Radio (7/11/2011), Telework Gaining Steam

- FedScoop (7/6/2011), Lowering the Cost of Government
- Federal Computer Week (4/7/2011), Managing Teleworkers can be Business as Usual
- Executive Government (12/23/2010), Patent and Trademark CIO Shares Teleworking Best Practices
- WFED-AM Federal News Radio (12/20/2010), OPM Pushes Telework During Emergency Events
- IP Frontline (11/26/2010), Examiners in Honolulu
- Washington Post (11/19/2010), Teleworking Legislation is Good News for Budgets and Workers
- NextGov (11/19/2010), House Sends Telework Bill to Obama
- Government Computer News (10/28/2010), Big Telework Savings Trumps Butts in the Seats
- Washington Post (10/8/2010), Obama Administration Pushing Telework as Bill is Set for House
- Bank Investment Consultant (10/4/2010), Don't Adjust your 'Tele-Vision': Organization Honors Government Telework Programs Worthy of Attention, Emulation
- Washington Post, Federal Diary (10/1/2010), Senate Approves Teleworking Bill
- Federal Computer Week (2/24/2011), Systems Agencies Use to Manage Telework
- cyberFEDS (4/12/2011), Best Telework Practices
- Christian Science Monitor (5/11/2011), Federal Telework Programs
- Telework Exchange (6/1/2011), "Federal Telework Progress Report"
- Federal Times (6/20/2011), How Federal Agencies are Doing More with Less: Space via Teleworking, Mobile Work, Hoteling and Swing Spaces
- Contact Center Pipeline (8/5/2011), Best Practices - Organizations with Best-in-class Processes for Virtual Workforce Management
- Intel / Kaia Communications (8/30/2011), Telework Solution Brief



Danette Campbell, USPTO Senior Advisor, presents to the Republic of Korea's Central Official Training Institute at the USPTO's Global Intellectual Property Academy on telework programs and telework best practices.

Assistance to Government Agencies and Institutions

In FY 2011, the USPTO Telework Senior Advisor met with the following agencies to respond to questions regarding telework program design, development, implementation, and IT infrastructure necessary for successful telework deployment.

- Sonoma County, CA Real Estate and Facilities Vision Project
- Nationwide Workforce Delegation
- General Services Administration, Office of Travel, Motor Vehicle and Card Services
- Department of Veterans Affairs
- Department of Commerce, Economic Development Administration
- US Securities and Exchange Commission, Office of the Inspector General
- General Services Administration, Organizational Resources Division Public Buildings Service, Northeast and Caribbean Region
- US Department of Justice
- US Agency for International Development
- United States Coast Guard
- United States Mint
- Centers for Disease Control

- European Patent Office
- US Merit Systems Protection Board, Office of Policy and Evaluation
- Federal Energy Regulatory Commission, Office of Energy Projects
- Centers for Medicaid and Medicare Services, Consortium for Quality Improvement, Survey and Certification
- United Kingdom, Intellectual Property Office
- General Services Administration, Office of Strategy Management, Federal Acquisition Service
- Pension Benefit Guaranty Corporation
- Department of Health and Human Services, SES Leadership Development Forum
- National Ocean and Atmospheric Administration
- National Research Council, Federal Facilities Council
- US Department of Labor
- US Department of Energy
- US Department of Homeland Security
- US Department of Education
- United States Air Force

Innovative Application of Technology to Support Telework

The Universal Laptop Program

In March 2011, USPTO began the deployment of Universal Laptops (UL). The new UL provided each employee with a state-of-the-art computer with greatly increased power, processing speed and stability. By the end of the 1st quarter of FY 2012, this cost-effective initiative was deployed to 8,903 USPTO employees further enabling a transparent means of telework at the USPTO.

Environmental Impact of Telework

Each year, the USPTO's teleworkers have a dramatic impact on the environment.*

3,464 teleworkers working from home 4–5 days per week:

- Avoid driving 39,919,215 miles in a year;
- Collectively saves \$5,220,102 in gas a year; and
- Collectively reduces emissions by 20,957 tons in a year.

3,204 teleworkers working from home 1 day per week (minimum):

- Avoid driving 7,905,870 miles in a year;
- Collectively saves \$1,033,824 in gas a year; and
- Collectively reduces emissions by 4,150 tons in a year.



* Environmental impact calculations provided by the Telework Exchange.

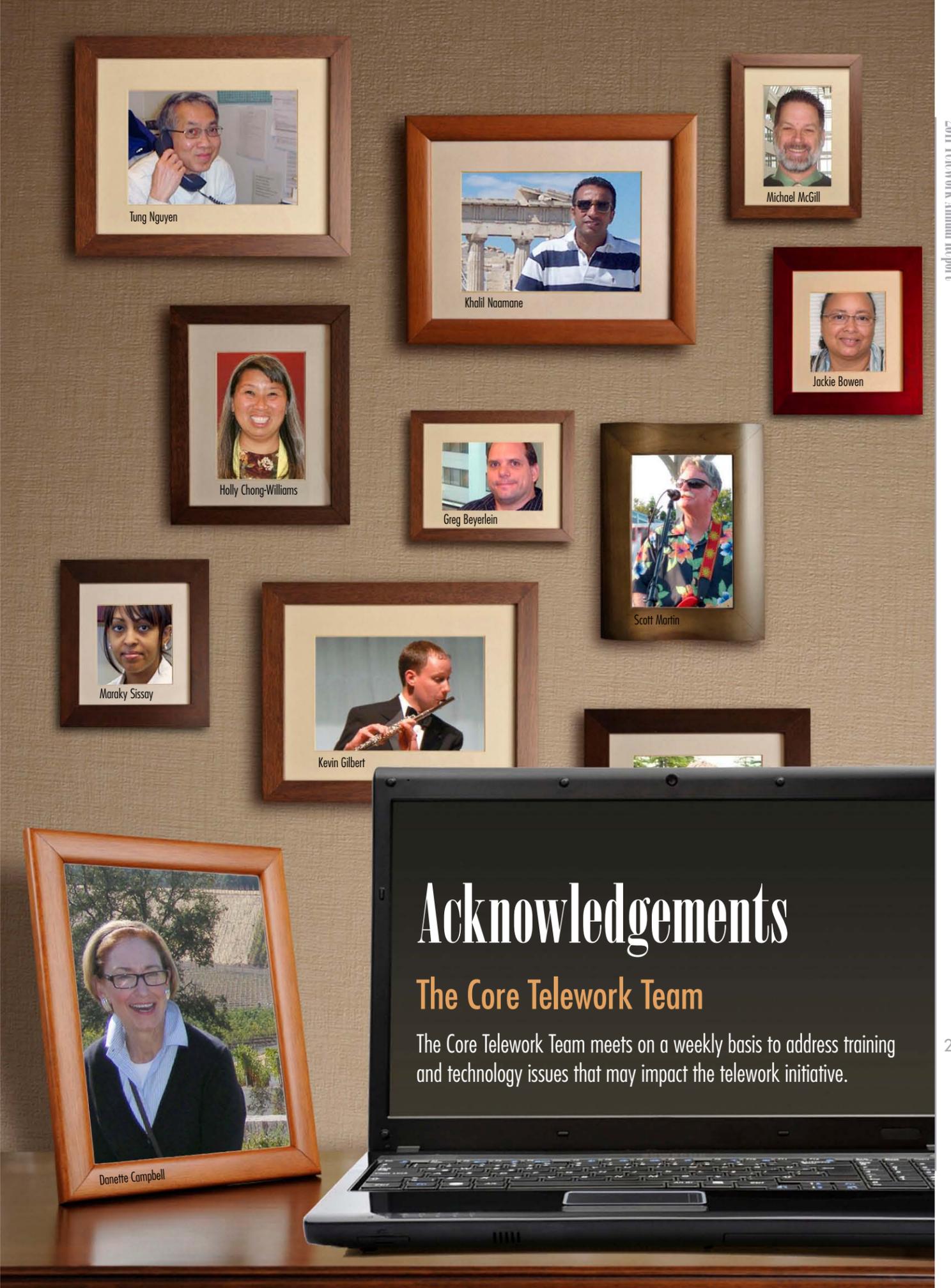
Future of Telework at USPTO

The USPTO has demonstrated its commitment to expanding telework programs agency- and nation-wide.

In FY 2012, that commitment will continue with growing opportunities for eligible employees to telework. All programs have had the benefit of survey and focus group research allowing for the identification of experiences, strengths, lessons learned, and related guidance.

While the majority of USPTO employees work through the Alexandria, VA campus and reside in the Washington, DC metropolitan region, there is a presence of hoteling employees (employees who relinquish their office space to work from home four days per week and travel to the office twice per bi-weekly pay period) throughout the United States. In FY 2012, there will be a continued focus on creating a nationwide workforce. This will positively impact the agency's capacity to attract and retain a highly skilled workforce, across the country, and further solidify the agency's status as an employer of choice. Key components of this effort include the implementation of the Nationwide Workforce Program and the implementation of the Telework Enhancement Act Pilot Program.

The USPTO will sustain its role as a telework thought and practice leader throughout the next decade. As telework continues to expand within USPTO and beyond, the USPTO experience and voice will be a role model for federal agencies seeking to further develop telework opportunities for their personnel.



Tung Nguyen



Khalil Naamane



Michael McGill



Holly Chong-Williams



Greg Beyerlein



Jackie Bowen



Scott Martin



Maraky Sissay



Kevin Gilbert

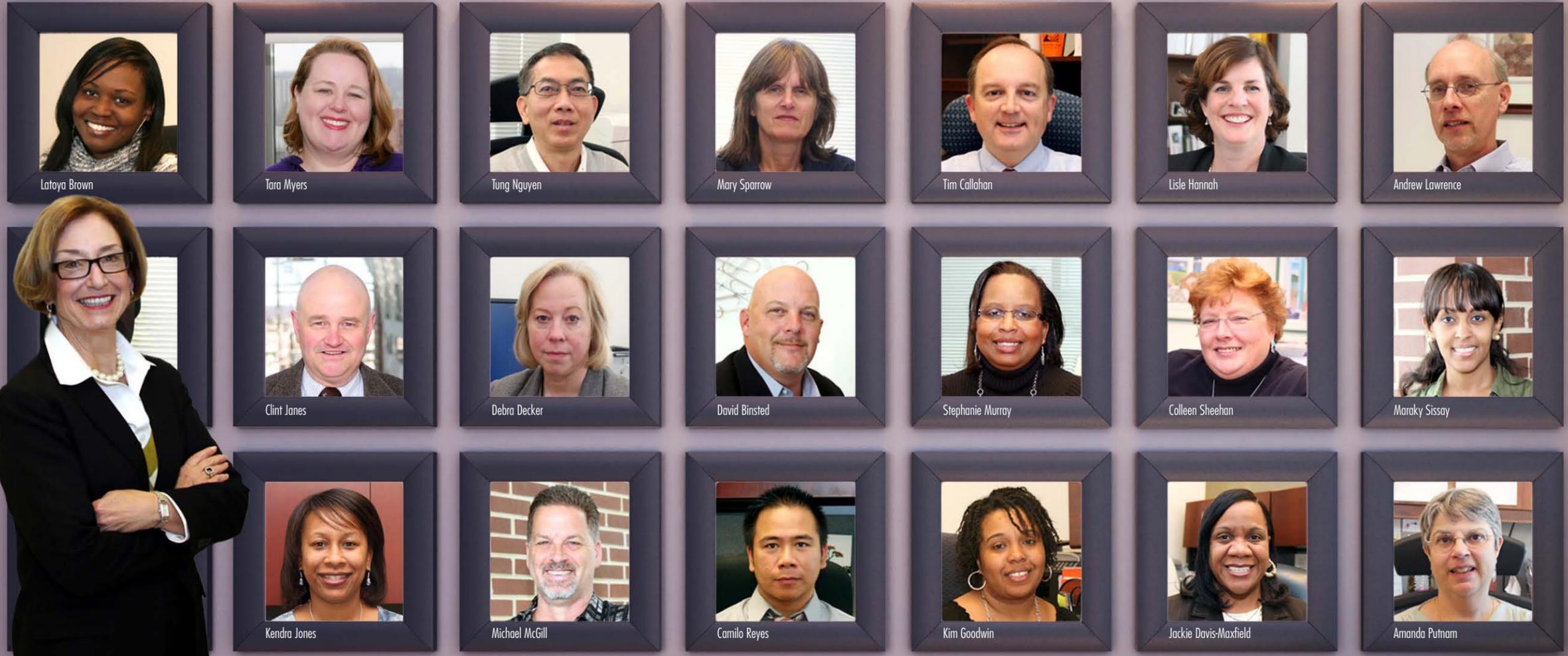


Danette Campbell

Acknowledgements

The Core Telework Team

The Core Telework Team meets on a weekly basis to address training and technology issues that may impact the telework initiative.



The Telework Working Group

The Telework Working Group meets on a quarterly basis with Senior Telework Advisor Danette Campbell to discuss telework issues that may impact the agency.

Danette Campbell





Rich Dorvil



Mano Padmanabhan, Matt Kim



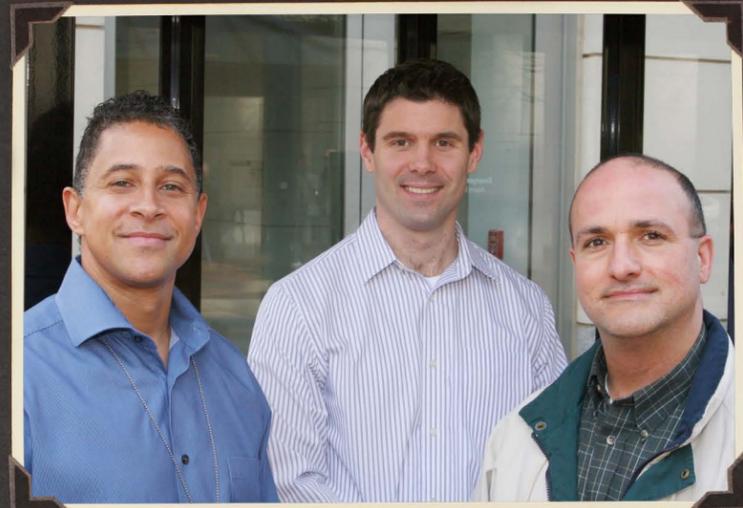
Dave Porta



Retta Williams, Esther Williams

Patent Hoteling Coordinators Group

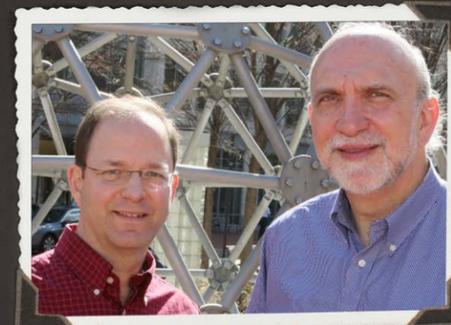
The Patent Hoteling Coordinators Group meets on a biweekly basis to review PHP deployments, training, technology updates, and marketing strategies.



Ian Simmons, Matthew Landau, Saleh Najjar



Gary Benzion, Jay Patel, Scott Martin



Joseph McKane, Vincent Millin



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Robert Chen, Hezron Williams



**Trademark
Work at Home
Working Group**

Trademark Work at Home Working Group
(management and union representatives).

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Telework Resources

Federal Government Telework
www.telework.gov

Telework Exchange
www.teleworkexchange.com

Telework Virginia
www.teleworkva.org

Commuter Connections
www.commuterconnections.org