

UNITED STATES PATENT AND TRADEMARK OFFICE

2009 TELEWORK ANNUAL REPORT



TELEWORK AWARDS

- 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.”

TABLE OF CONTENTS

INTRODUCTION: TELEWORK AT THE UNITED STATES PATENT AND TRADEMARK OFFICE	2
USPTO Telework: A Corporate Business Strategy	3
FY09 BUSINESS UNIT HIGHLIGHTS.	4
Trademark Work At Home	5
Patents Telework Programs	6
Office of the Chief Financial Officer	8
Office of Corporate Services.	8
Office of Human Resources	9
Office of the Chief Information Officer	9
Office of the General Counsel	10
Office of External Affairs	11
Office of Public Affairs	11
Office of Civil Rights	11
TECHNOLOGY / ERA PORTAL.	12
FY09 ACCOMPLISHMENTS.	14
USPTO Telework Presentations	15
Media Coverage and Interviews	16
Assistance to Government Agencies and Institutions.	16
Best Use of Innovation and Technology to Support Telework	17
Deploying the Safe Laptop	18
FUTURE OF TELEWORK AT USPTO	21
ACKNOWLEDGEMENTS	24

INTRODUCTION: TELEWORK AT THE UNITED STATES PATENT AND TRADEMARK OFFICE



Creating a workforce that can seamlessly perform work from remote locations, all agency business units now participate in the overall USPTO telework initiative. The USPTO started its telework programs more than 13 years ago with 18 trademark examining attorneys. Today, more than 5,000 employees agency-wide are working from home at least 1 day per week.

In fiscal year (FY) 09, the agency continued to be a model for telework in the federal government, and through the Office of General Law, secured the Innovative Application of Technology to Support Telework award for operating [an exemplary telework program. Further, during this past year the USPTO met with 13 agencies and organizations interested in starting or expanding their respective telework initiatives.

In FY09, the USPTO telework programs experienced substantial growth. Between FY08 and FY09, the number of eligible employees teleworking at the USPTO increased by 1,148 employees. While striving to be an employer of choice, the agency has maintained its position at the vanguard of federal telework. The USPTO remains committed to supporting agency-wide telework by encouraging employee participation and ensuring that remote workers have the necessary tools for success.

USPTO TELEWORK: A CORPORATE BUSINESS STRATEGY

Telework at the USPTO is a corporate business strategy, which supports mission achievement and goal fulfillment via a distributed workforce. USPTO telework program key features include:

- Providing for space and related cost savings—for example, the agency has avoided securing \$11 million in additional office space;
- Incorporating comprehensive training programs;
- Providing for Continuity of Operations (COOP) planning;
- Offering hoteling programs for Trademarks and Patents;
- Not being a “one-size-fits-all” initiative;
- Positioning the USPTO as an employer of choice;
- Positively impacting traffic congestion in the Washington, DC metropolitan region;
- Facilitating employee maintenance of work-life balance; and
- Yielding an increase in employee productivity, satisfaction, and retention.

FY09 BUSINESS UNIT HIGHLIGHTS



In FY09, the USPTO maintained its commitment to telework as an enterprise-wide business strategy. To that end, the agency has directed resources to ensure that persons filling eligible positions within corporate business units were afforded the opportunity to telework.

During the past year, USPTO conducted several telework pilot programs for more than 900 employees. During the pilots, USPTO gathered related data through surveys and focus group sessions with teleworkers, managers of teleworkers, and non-teleworking colleagues.

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 establishment of telework in business areas such as the Office of Human Resources, the Office of the Chief Financial Officer, the Office of the Chief Information Officer, the Office of Civil Rights, the Office and External Affairs, the Office of General Law, and the Office of the Solicitor.

Below are business unit telework highlights for FY09.

TRADEMARK WORK AT HOME

In FY09, the Trademark Work at Home (TW@H) program continued to expand and improve telework opportunities for all Trademark employees. FY09 TW@H accomplishments included:

- Developing a new agreement and guidelines for the Hoteling Telework Program for trademark examining attorneys' including a new telework program for part-time employees;

- Establishing telework opportunities in each unit in Trademarks including partnering new permanent and pilot programs for employees who work in Petitions, Intent to Use, and Pre-Exam;
- Raising eligible positions over 13 percentage points over FY08: 70 percent to 83.4 percent of Trademark's positions;
- Increasing telework participation 24 percent over FY08: 394 employees to 487 employees (86 percent of eligible employees).
- Partnering with the Office of the Chief Information Officer (OCIO) to replace printers for 135 participants and migrate 215 participants to upgraded servers; and
- Implementing the Multimedia Communication Server as a digital telephony solution for TW@H and as a collaboration tool for employees—in FY09, deployment and training were completed for the services offices and non-bargaining unit staff.

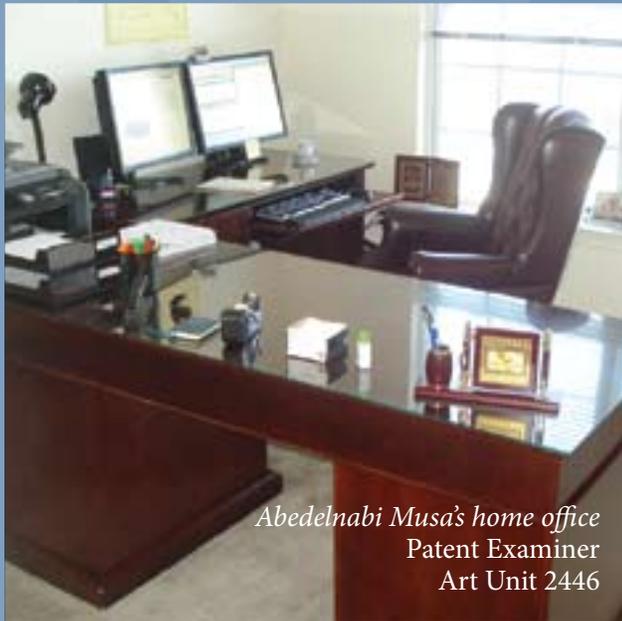
Trademarks partners with the USPTO Senior Telework Advisor to share expertise with other USPTO business units and with external groups and foreign offices. Working in cooperation with the Office of Intellectual Property Policy and Enforcement (OIPPE), Trademarks provided telework consultation to the Japanese Unisys Study Group, representatives of the Russian Patent Office and the Canadian Trademark Office this year. In cooperation with the General Services Administration (GSA), consultation was also provided to the Japanese Ministry of Infrastructure.

Trademarks supported corporate initiatives by ensuring that TW@H was a participating exhibitor at USPTO's

PATENTS TELEWORK PROGRAMS

In FY09, 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 Enterprise Remote Access (ERA) equipment, which provides 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.

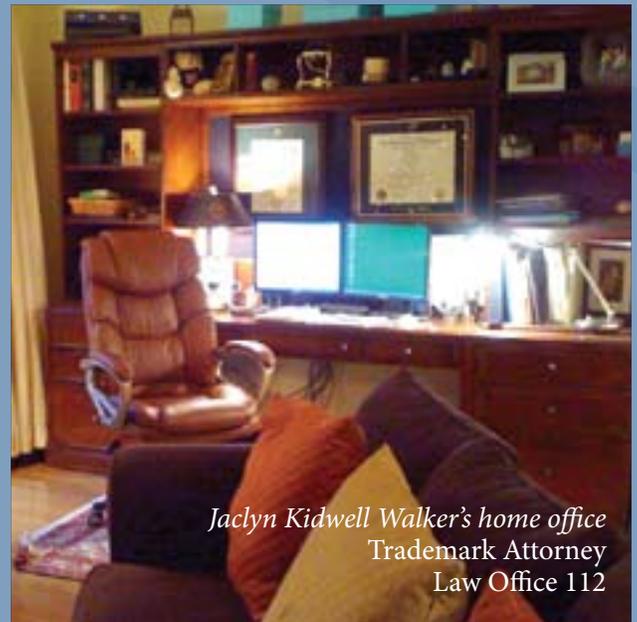
The PHP also includes a component whereby participants can remotely reserve workspace in temporary offices, located throughout the USPTO's Alexandria, Va. campus. The current utilization requirement is that participants return to the Alexandria campus twice per



Abedelnabi Musa's home office
Patent Examiner
Art Unit 2446

first Green Fair. In addition, Trademarks has been a strong proponent of the Nationwide Workforce Initiative as demonstrated by its active participation in several agency and congressional briefings.

The Trademark Work at Home model continues to be a benchmark for federal telework programs. The Trademark Geographic Expansion pilot, which began in FY08, doubled in size this year. That pilot, developed in cooperation with the National Treasury Employees Union (NTEU 245), allows trademark examining attorneys with experience teleworking to move more than 110 miles from headquarters with the requirement that they report in person twice per biweekly pay period. As a result of this pilot, teleworking examining attorneys now reside in California, Colorado, Delaware, Florida, Georgia, Illinois, Indiana, Maryland, Michigan, New York, North Carolina, Pennsylvania, South Carolina, Texas, and West Virginia, as well as the local Washington, DC metropolitan area.



Jaclyn Kidwell Walker's home office
Trademark Attorney
Law Office 112

pay period. This was a change in FY 09 from the previous requirement of returning to the Alexandria campus once per week. To date, more than 1,650 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 this year to include legal instrument examiners (LIE); paralegals; legal document review clerks; Office of Patent Application Processing (OPAP)–Patent Cooperation Treaty (International and National); OPAP–Routing Classification and Security Branch; and Patent Appeals Center. 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. LIEs are provided a full complement of USPTO supplied ERA equipment to work seamlessly from home. To date, 147 NTEU 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 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 integrates telework by incorporating 1-day-per-week telework programs through the Patent Telework Program and the Patent Manager Telework Program.

- The Patent Telework Program is for patent examiners who work up to 16 hours biweekly from their alternate work space. Examiners on this program are not provided with ERA equipment. To date, 1,513 patent examiners participate.
- The Patents Management Telework Program is for non-bargaining unit employees who are in management positions. Managers on this program are provided ERA equipment and work up to 16 hours biweekly. To date, 639 non-bargaining unit employees in management positions participate.



B. Joan Amelunxen's home office
Patent Examiner
Art Unit 3694

OFFICE OF THE CHIEF FINANCIAL OFFICER

The Office of the Chief Financial Officer (OCFO) conducted a telework pilot in 2007 and 2008 and transitioned to a formalized telework program in 2009. This business unit includes the Office of Finance, the Office of Procurement, the Office of Financial Management Systems, and the Office of Corporate Planning.

In order to ensure stakeholder inclusiveness in the effective design of its telework program, the OCFO collaborated with union representatives and an employee working group to determine position eligibility and program guidelines. The goal of the program is to provide workplace flexibility to achieve organizational excellence and was designed with guiding principles to ensure success. For example, every aspect of the program was designed to achieve organizational goals, ensure that customer needs were addressed, and make collaboration a priority. In addition, the program was rolled out to

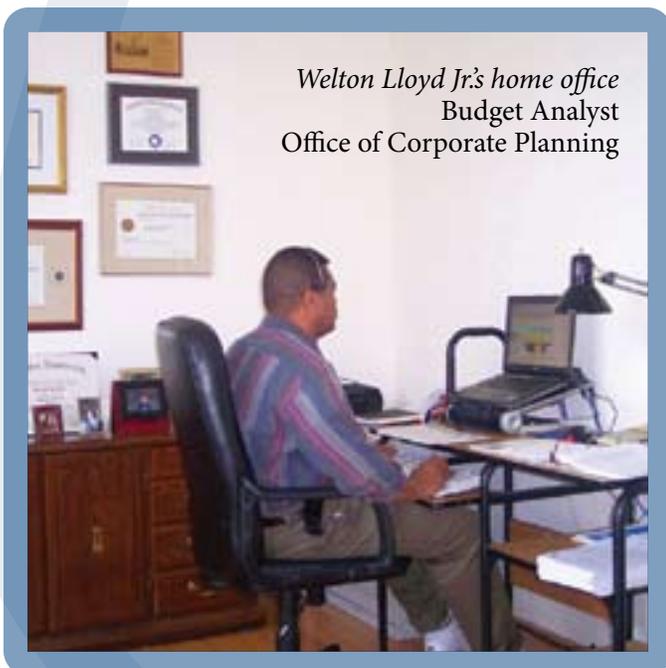
employees as a new way for carrying out business in the OCFO. The senior financial manager facilitated non-IT training for all OCFO staff since every employee would either be eligible for telework or would be working with an employee who was a teleworker. This ensured that all employees understood how to collaborate and carry out the OCFO business goals in a virtual environment. In FY09, the OCFO determined that 94 percent of its positions were telework eligible, and 67 percent of these eligible positions participated in telework.

In FY09, the OCFO used USPTO tools and resources currently in place by leveraging an online Telework Application and Approval Process. In addition, to maximize the efficient use of technology and make telework application and information easily accessible, OCFO posted its telework handbook and telework application on the USPTO intranet. The senior financial manager designed the OCFO Telework Handbook, which incorporated business unit guidelines and reinforced directives set forth in the USPTO Enterprise-wide Telework Policy.

The OCFO telework coordinator is the liaison between the OCIO, OCFO, and USPTO senior telework advisor and in FY09, became the primary point of contact for OCFO telework issues. The OCFO telework coordinator is responsible for compiling all OCFO statistical data for submission to the USPTO telework coordinator and provides assistance regarding application, training, and equipment.

OFFICE OF CORPORATE SERVICES

In FY09, the Office of Corporate Services (OCS) began participating in the ERA Portal Pilot program with two



Welton Lloyd Jr.'s home office
Budget Analyst
Office of Corporate Planning



Patrick Assouad's home office
Supervisory Patent Examiner
Technology Center 2800

employees from the Space and Facilities Management Division teleworking 1 day per week. Upon completion of the pilot, it was deemed to be successful, both in terms of utilizing employees' personal computers and managing the workload.

At year end, an additional six people within two divisions of the OCS began participating after receiving significant training. The OCS has also re-evaluated the eligibility status of employees and determined that another 27 people are now eligible to telework.

OFFICE OF HUMAN RESOURCES

Embracing Office of Human Resources (OHR) core values and building upon USPTO's identification of telework as a business imperative, the OHR conducted its first telework pilot from December 2006 through June 2007 with 20 employee participants. Subsequently, telework was expanded to include 71 percent of eligible OHR positions in FY09.

The addition of the ERA Portal solution, which incorporates user-furnished equipment, allowed OHR to greatly expand its population of teleworking employees in FY09. Prior OHR telework deployments included a laptop, docking station, and other peripherals. The ERA Portal solution enabled OHR to increase its teleworkers without incurring the costs normally associated with the standard ERA suite of equipment.

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 several of the OHR staff are now teleworking 2 days per week. 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.

OHR anticipates that all OHR staff eligible to telework will be afforded the opportunity to do so by the end of FY10.

OFFICE OF THE CHIEF INFORMATION OFFICER

Since the introduction of telework at the USPTO, the Office of the Chief Information Officer (OCIO) has provided technical support for respective programs in the Patent and Trademark business units. However, prior to FY09, only a small pilot telework program existed for OCIO employees.

In FY09, supervisors re-evaluated telework eligibility qualifications for all positions hoping to expand

participation within OCIO. Employees in eligible positions were vetted against the additional eligibility requirements of time in position and a fully successful rating. In order to facilitate a smooth transition, invitations for telework participation were issued to eligible employees using a staged approach over several months.

All approved participants were required to complete 4 hours of mandatory training to include 2 hours each of IT and non-IT training before beginning to telework. The program was later expanded to include supervisors who were also mandated to attend training.

In order to expedite the roll-out, as well as reduce the time and expense that would be required for the office to acquire and distribute equipment, OCIO employees were required to use their own computer equipment as long as it met minimum configuration standards. At the close of FY09 nearly 82 percent of employees in eligible positions in the OCIO were successfully teleworking, most under the user-furnished equipment (UFE) arrangement.

OFFICE OF THE GENERAL COUNSEL

In FY09, the Office of the General Counsel (OGC) expanded its telework program from 91.2 percent of eligible positions teleworking in FY08 to 92.3 percent of eligible positions teleworking in FY09. The OGC currently leads the agency in percentage of eligible employees who telework.

In the OGC, telework is not only seen as a valuable work-life benefit, but also as a tool to retain its highly productive, skilled employees. Telework has often been cited as a major retention tool, especially amongst the OGC retirement-eligible population who cite telework

as the driver behind their decision to extend their years of service at the agency.

The OGC affords and encourages telework for most employees within their business unit. Some OGC employees have given up dedicated offices in order to enable office-sharing, where two employees can share the same office and workstation on alternate days. Although there are times an employee needs to come in on their telework day, there are hoteling offices available that they can use to access their virtual workstations on those days. OGC teleworkers have been able to design their individual telework routines, thus providing them needed flexibility without negatively impacting their coworkers or the OGC business process.

In FY09, OGC modified its business processes to leverage telework and increase productivity. This was accomplished by ensuring that all OGC employees received adequate training on telework tools and mastered telework technology prior to being deployed to work remotely.



OFFICE OF EXTERNAL AFFAIRS

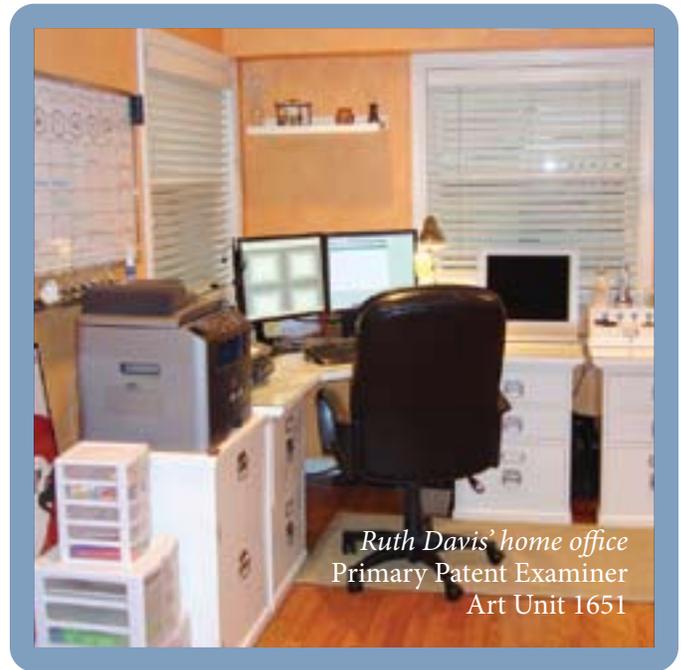
The Office of External Affairs (OEA) began a Telework Pilot Project in FY06 with 12 participants, nine of whom were attorneys and the rest administrative staff. During that pilot, all the teleworkers used existing equipment to include small, Sony VAIO laptops (purchased for ease on travel). No printers or phone connectivity to the office were initially provided.

During the telework pilot, the OEA found that the nine attorneys, many of whom also juggle heavy international travel schedules, were just as productive and responsive when working remotely as when they were working on the Alexandria campus. In addition, the pilot demonstrated that quick turn-around demands were met and the interface between teleworkers and staff in the office was effectively managed in a seamless way.

In FY09, 21 attorneys were teleworking an average of 1 day per week, and three attorneys relinquished their offices to work from home 4 days per week. Telework has afforded the OEA an opportunity for many of its employees to juggle the demands of a full policy portfolio with interagency meetings, heavy international travel schedules, and quiet work time in a home office.

OFFICE OF PUBLIC AFFAIRS

The Office of Public Affairs (OPA) launched the ERA Portal Pilot program in November 2008 with two senior public affairs specialists teleworking 1 day per week. While the 1-year pilot was deemed a success, participants did experience some minor difficulties when using their



personal equipment to access the ERA system. Those problems were quickly resolved.

Based on the overall success of the pilot, the OPA expanded the program and currently has a total of six employees teleworking 1 day per week.

OFFICE OF CIVIL RIGHTS

The Office of Civil Rights (OCR) began its telework program in FY06 with a pilot of six employees. Since that time, the telework program has been formalized and participating employees have been permitted to telework 1 or 2 days a week. While no new employees were offered the opportunity to telework in FY09, the OCR anticipates that more staff members will be offered the option to telework in the future.

TECHNOLOGY / ERA PORTAL



USPTO telework programs entered a new phase in FY09 with the introduction of the Enterprise Remote Access (ERA) Portal. A versatile and economical telework solution, ERA Portal is an attractive option for many business units who want to deploy teleworkers without incurring the expenses associated with the standard ERA suite of equipment. During FY09, more than 300 USPTO staff members were trained and deployed to telework via ERA Portal.

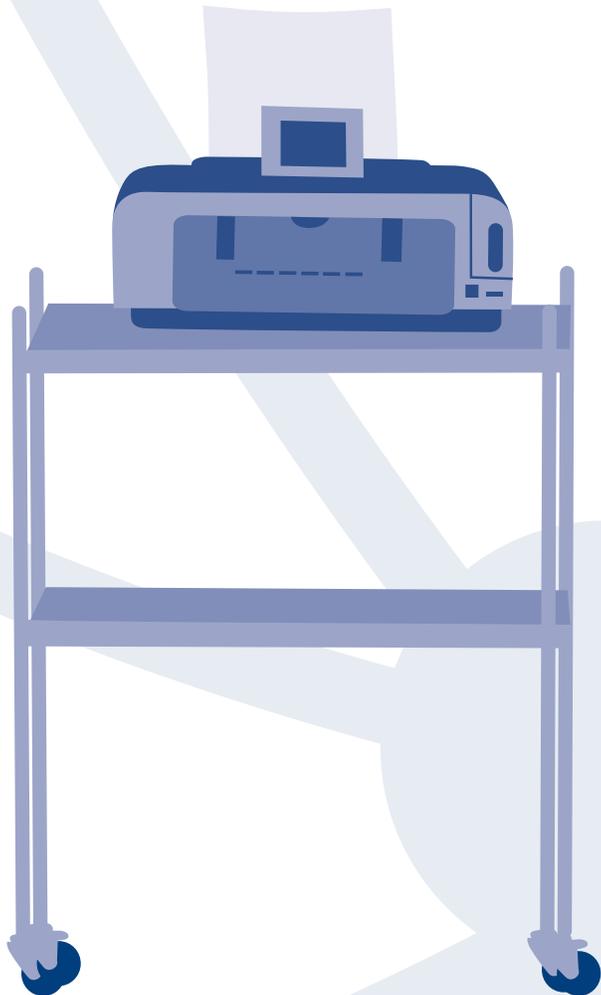
With the ERA Portal option, teleworkers rely on their own user-furnished equipment, and simply need to be provided with proper authorization, training and a USPTO-supplied security token (FOB) to allow for Virtual Private Network

access. Now a proven concept, ERA Portal appears to have become the preferred solution among many business units.

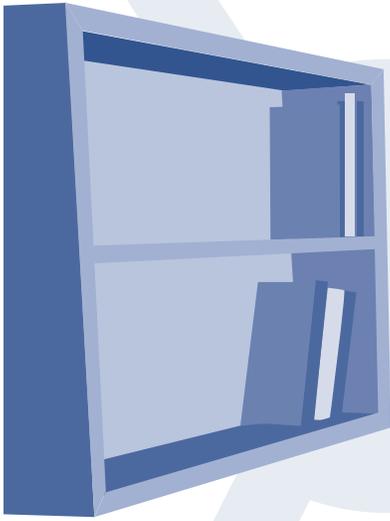
Along with the connectivity plan, the supporting training plan has evolved over time to become a very efficient solution for ERA Portal users. This training is accomplished through a well-planned 2-hour session on connectivity and other technical components of the program. During this session, Information Technology Resource Personnel (ITRP) trainers work with each individual to ensure telework readiness and to demonstrate and practice the following key system features:

- Remote Desktop Protocol (RDP), ensuring proper access to the office workstation;
- FOB check and VPN access test, explaining the workings and purpose of each;
- Call Pilot Desktop Messenger (CPDM), walking through a useful telework tool;
- Multimedia Communication System (MCS) through ERA Portal, practicing the special steps to make this work well; and
- Telework support options, including the HelpDesk, the ERA Portal Web site, and the ITRP Hotline and Ask.An.ITRP chatroom.

Training on these features and coaching on other technical concerns and questions result in a teleworker who is prepared with the necessary tools to work from home. The technical training serves to complement the business process foundation provided in a training session. These sessions are led by USPTO telework management, designed to ensure that all participants are confident and well-informed as they begin a new chapter in their USPTO careers.



FY09 ACCOMPLISHMENTS



The following provides highlights of FY09 activities and accomplishments:

- Since FY 2008, the number of positions eligible to telework increased by 1,148 positions agency-wide (from 54.2 percent to 65.1 percent), and the number of eligible employees teleworking increased by 908 employees agency-wide.
- Providing expert consultation to external groups and foreign patent offices in the United States, Japan, Russia, and Canada, the USPTO continued as a global leader in telework implementation.
- The mission-driven management and operation of the USPTO has functioned through a distributed workforce. Intensified telework deployment is now maximizing workforce distribution throughout the country.
- There has been an expansion of telework programming in two new business units, including the Office of Corporate Services and the Office of Public Affairs.
- The ERA Portal was introduced as a telework solution leading to the training and deployment of more than 300 USPTO personnel.
- The Telework Exchange awarded the Office of General Law the Tele-Vision Award for Best Use of Innovative Applications of Technology to Support Telework Award.

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 FY09:

- Moderator: “Peer to Peer: Practical Experience with Telework Implementation” 2008 Town Hall Meeting presented by Telework Exchange;
- USPTO Telework Presentation to Japanese Unisys Users Groups;
- Global Intellectual Property: A USPTO Telework Presentation for Indian Patent Examiners and Managers;
- USPTO Telework Presentation to House of Representatives (Chief Administrative Officer);
- Panelist in USPTO Presentation to Worcester Polytechnic Institute students;
- Panelist: “Market Your Telework Program – Internal and Beyond” presented by the Telework Exchange;
- Panelist: 2009 Town Hall Meeting presented by Telework Exchange;
- Telework Presentation to representatives from the Ministry of Japan and the General Services Administration (GSA);
- Moderator: Association for Federal Information Resources Management (AFFIRM) Panel;
- Federal Computer Week Solutions Seminar on Telework: Best Practices and Lessons Learned from a Federal Agency Telework Leader;

- USPTO Telework Presentation to Rospatent (the Russian Patent Office);
- USPTO Telework Presentation to Department of Navy; and
- USPTO Telework Presentation to Transportation Security Administration.

- *Federal Human Resources Week* (September 23, 2009). Understand the Nuts and Bolts of Making Telework Work.
- *Federal News Radio* (November 17, 2009). New Best Practices at the USPTO Save Time, Taxpayer Dollars.

MEDIA COVERAGE AND INTERVIEWS

In FY09, the USPTO received the following media coverage and participated in the interviews listed below:

- *Federal Computer Week* (January 26, 2009).
- *WFED-AM-Federal News Radio* (February 28, 2009). Shifting Gears in Telework Push.
- *Government Executive* (April 2, 2009). Bill Would Encourage More Telework.
- *WFED-AM-Federal News Radio* (April 10, 2009). Spreading the Good News About Telework.
- *Federal Technology Watch* (June 6, 2009). PTO Gets Telework Award.
- Schurr, Amy, *Net Gain* (July 29, 2009). The ultra-portable netbook platform offers an inexpensive alternative for agencies that want to expand their telework programs.
- *Federal Human Resources Week* (July 9, 2009). Award-winning Federal Telework Programs Offer Tips.
- *The Teleworker Magazine* (September 2009). Deploying the Safe Laptop: An Interview with the USPTO.

ASSISTANCE TO GOVERNMENT AGENCIES AND INSTITUTIONS

In FY09, 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.

- Israeli Intergovernmental Committee;
- Internal Revenue Service;
- Department of Education;
- Department of Labor—Continuity of Operations;
- Department of Labor—Women’s Bureau;
- U.S. House of Representatives—Office of Chief Administrative Officer;
- National Institutes of Health;
- Federal Communications Commission;
- Securities Exchange Commission;
- Russian Patent Office;
- U.S. Army Logistics Innovation Agency;
- Department of Homeland Security; and
- Transportation Security Administration.



Left to right: Tracy Burns, Jennifer McDowell, Michael Lewis, Jim Toupin, Will Covey, Rachel Irish, and Rod McCracken

BEST USE OF INNOVATION AND TECHNOLOGY TO SUPPORT TELEWORK

Organization: United States Patent and Trademark Office

Program: Office of General Law Telework Program

The USPTO's Office of General Law (OGL) Telework Program is one of the only telework programs for a federal government general counsel's office. OGL is within the Office of General Counsel at the USPTO.

The goal of the OGL Telework Program is to attract and retain highly skilled employees by providing work-life balance while advancing operational goals in productivity, responsiveness, efficiency, and space planning.

Following a telework pilot, completed in 2007, the OGL Telework Program was fully implemented and expanded in 2008, to include 100 percent participation by eligible employees. A unique aspect of the program is that

participants receive the Enterprise Remote Access (ERA) equipment and the Nortel Multimedia Communication System (MCS) to conduct their business and to ensure that the client is not impacted by the employee's physical location. MCS performs as a digital telephony solution and as a collaboration tool for the OGL participating attorneys, which further enhances their ability to conduct agency business in a seamless fashion. In-house clients contact the attorney at a USPTO phone number and the teleworker receives the call through his or her laptop computer via voice-over Internet protocol (VOIP). Additionally, OGL teleworkers are provided with a webcam to conduct interviews, meetings, or informal discussions while working remotely. The program has improved employee retention and recruiting efforts as well as assisted OGL in managing office space shortages.

September 2009

DEPLOYING THE SAFE LAPTOP

An Interview with the USPTO

The United States Patent and Trademark Office (USPTO) has one of the longest-running and most successful telework programs in the Federal government, with more than 80 percent of its 5,913 eligible positions participating on a regular basis. What's more, approximately 2,053 of its patent examining employees and trademark examining attorneys are true at-home employees, spending four days a week working remotely.

That level of success, however, is fully contingent on a well-devised and well-executed security program. Danette Campbell, the USPTO's senior advisor for telework, and Rod Turk, director of the Office of Organizational Policy and Governance within the Office of the Chief Information Officer, have worked together to put in place strong telework security policies, training requirements, and security and privacy practices that effectively safeguard laptops and agency data and maintain executive support of the program.

The emphasis on ensuring secure connections between remote workers and USPTO office locations has enabled the agency to fully reap the more tangible benefits of telework. These include a 10 percent improvement in workforce productivity, the ability to

increase the workforce without increasing real estate costs, and cost savings of more than \$11 million to date.

Campbell and Turk recently discussed their security philosophy and program details with *The Teleworker*.

Q: Is there such a thing as a safe laptop, and what does it need to have in terms of key technologies?

A: USPTO has to move massive patent application and trademark agreement documents back and forth online continuously, which means that it must be able to do so in a very secure, error-free environment. As a result, USPTO has spent a good deal of time devising ways to encrypt all the data on which people work in an online environment. It has also gone to great lengths to make certain no critical data are stored permanently on USPTO-issued employee laptops. So information is stored on a USPTO server – not on the laptop itself.

Agencies should configure the remote laptops to mitigate the risks of them being used in a manner that comprises an agency's mission. This includes:

- **Encryption Industry** – Standard strong encryption of the hard drive
- **Login** – Unique, single-user, pre-boot authentication through the hard drive encryption software and then laptop operating system, with a “strong” password that users are required to change on a regular basis
- **User Permissions** – Users are not set up with local administrative rights
- **Software Firewall** – Pre-configured firewall software that allows any network traffic that is required to conduct work and remote support, while blocking unsolicited network traffic

- **Anti-Virus** – Automated and regular definition updates and pre-configured virus scanning
- **Spyware** – Spyware, adware, Trojan horse, and hijacker detection software pre-configured with automated definition updates
- **Operating System Updates** – Automated/scheduled updates to the operating system for security and critical patch-related updates
- **One Master Baseline** – All laptops are configured with one master baseline and are maintained and supported through remote assistance and remote management software

Q: What are the most important security points that USPTO includes in all teleworker training programs?

A: The USPTO provides extensive training: all teleworkers receive non-IT and IT training before they are deployed to work from home. The IT training teaches the employee how to work from home using their equipment properly. USPTO teleworkers are trained on and receive associated documentation describing the IT policies that must be followed when working remotely. These policies also are published on the USPTO intranet Web site. The IT policies require the following responsibilities and agreements:

- Teleworkers must understand that they are required to take all necessary steps to safeguard government equipment from loss or theft
- Absolutely NO data, of any kind, is to be stored on a teleworker's local laptop hard drive
- Teleworkers do not have permission, nor the ability, to load additional software on their

telework laptop

- Teleworkers are responsible for maintaining the confidentiality of applicant files and agency work products in accordance with their business area requirements
- Teleworkers are not permitted to use their laptops in any location or under any circumstance where non-agency personnel may be able to view restricted information, such as a hotel lobby, airport, or coffee shop

In addition, unless on leave from the office, all employees are responsible for connecting their Enterprise Remote Access (ERA) laptops to the USPTO's virtual private network (VPN) at least once per week (meaning every seven days) for a minimum of fifteen minutes. This action may be taken during core business hours, at night, or on weekends. Ensuring that all ERA laptops make this connection weekly permits the USPTO to perform routine asset verification and provides an opportunity for any critical software updates (or "pushes") to occur.

Q: Summing up: What is the best laptop security advice you can offer to other telework program coordinators?

A: Consider the risks associated with having a dispersed, at-home workforce and ensure that extensive telework training is in effect for teleworkers and managers. In addition, managers and teleworkers alike should receive education and be knowledgeable regarding their agency's information technology policies. The best laptop security advice, though, is to put in place the very specific security policies mentioned earlier. They will enable you to create an environment that ensures a secure connection.



“Market Your Telework Program—Internal and Beyond”
September 24, 2009
Ronald Reagan Building

Pictured from left to right: Danette Campbell (USPTO), Ken Buckeye (Minnesota Department of Transportation), Lisa McLane Internal Revenue Service)

“Telework Dividends
—Getting Behind the Numbers”
April 8, 2009
Ronald Reagan Building

Pictured from left to right: Gil Gordon [Moderator], Gene Troxell (Loudoun County), Jack Jones (National Institutes of Health), Tom Boyce (Nuclear Regulatory Commission), Rod Turk (USPTO)





“Telework in a Box”
 Hosted by Telework
 Exchange and Adobe
 August 11, 2009
 Denver, Colorado

*Pictured from left to right:
 Bill Lafferty (Colorado
 Department of Labor
 and Employment),
 Mark Sparacino (USPTO)*

“Telework Study Tour for
 Rospatent Officials”
 September 28-30, 2009
 USPTO Alexandria
 campus

*Pictured from left to right:
 Danette Campbell,
 Danill Bykov,
 Feodor Vostrikov,
 Elena Smirnova,
 Zaurbek Albegonov*



FUTURE OF TELEWORK AT USPTO



The USPTO has demonstrated its commitment to expanding telework programs agency-wide. In FY10, 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 4 days per week and travel to the office twice per biweekly pay period) throughout the United States. In FY10, there will be a focus on the nationwide workforce thereby positively impacting the agency's capacity to attract and retain a highly skilled workforce as the agency's employer of choice status is clarified.

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 expand telework opportunities.

ACKNOWLEDGEMENTS





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

Telework Coordinators Working Group members include Greg Beyerlein, Michael Christensen, Jackie Davis-Maxfield, Kevin Gilbert, Lisle Hannah, Meryl Hershkowitz, Michael McGill, Tung Nguyen, Amanda Putnam, Camillo Reyes, Bonita Royall, Maraky Sissay, Mary Sparrow, Jill Taylor, and Pam Wadsworth

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





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

*Pictured from left to right:
(Back row) Michael McGill, Greg Beyerlein, Jim Nichols, Maraky Sissay, Kevin Gilbert, Tung Nguyen, Michael Stehling, Jackie Bowen
(Front row) Khalil Naamane, Danette Campbell, Holly Chong-Williams, and Pam Wadsworth*

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

*Pictured from left to right:
(Back row) John Dalier, Andrew Lawrence, Jay Besch
(Front row) Nakia Henry, Meryl Hershkowitz, and Mary Sparrow*



Special thanks is extended to the Chief Administrative Officer, Steven Smith, and the Office of Public Affairs.

TELEWORK RESOURCES

FEDERAL GOVERNMENT TELEWORK
www.telework.gov

TELEWORK EXCHANGE
www.teleworkexchange.com

TELEWORK VIRGINIA
www.teleworkva.org

COMMUTER CONNECTIONS
www.commuterconnections.org

WASHINGTON METROPOLITAN TELEWORK CENTERS
www.wmtc.org