



Advancing Work From Anywhere

The 12th Annual ITAC Conference

Adding Telework to Your Total Rewards Portfolio: A Dozen Reasons Why Working from Anywhere Can Work for You

**September 13 & 14, 2005
Hilton Crystal City Hotel
Arlington, VA**

*Asterix at the beginning of the session title indicates PowerPoint is provided in the Proceedings Binder

DAY I – Tuesday September 13

8:30 – 9:45 Sponsors' tabletop displays accessible, registration & continental breakfast
Register early and be one of the first to find out what new products and services they are offering to make telework and mobile work easier and more productive.

9:45 – 10:15 **Conference welcome and agenda review (Gil Gordon)**

10:15 – 11:15 *** The Requirements for Attracting/Retaining “Critical Talent”**

Members of Deloitte's Human Capital Practice will share their research on the challenges of and requirements for attracting and retaining critical employees during the coming period when the pool of such talent will be depleted. Rich compensation packages and bonuses are history – this session will show you the more creative and resourceful components, such as telework, that make up a more successful response to the new challenges of finding and keeping the best.

Presenters: Timothy Kane, Deloitte Consulting's Human Capital Practice

11:15 – 11:30 **Break**

11:30 – 12:00 **Telework and Flexibility: What's Next in the Federal Government?**

Much to the surprise of corporate America, the Federal government probably has more (and more varied) experience with promoting and

administering flexible workplace arrangements than anyone else – and over a longer time. You know the history, and now it's time to hear from an Office of Personnel Management (OPM) insider who can give you a glimpse at future directions. He will address what kind of direction OPM will provide, and what agencies can expect – and what lessons might there be for private-sector employers as well.

Presenter: Corliss Jackson, the Work/Life Group Manager, Strategic Human Resources Policy Division, U.S. Office of Personnel Management

12:00 – 1:15 **Lunch with the Sponsors:** Meet with fellow attendees and sponsors over an informal lunch

1:15 – 1:55 *** Technology and Telework: Finding the Right Marriage**

The days of paper-and-pencil-based telework are fading away fast, and are being replaced by increasing reliance on distributed access to all the tools and systems commonly available on the office desktop. The Office of Management and Budget (OMB) is the Federal government's overseer for new technology directions, and our presenter will share his thoughts about what's needed to further enable telework – and how doing so will benefit the government overall.

**Presenter: Timothy Young, Associate Administrator for E-Government and IT, Office of Management and Budget
(Introduced by Stan Kaczmarczyk, Deputy Associate Administrator for the Office of Real Property Management, General Services Administration)**

1:55 – 2:35 *** The Impact of Telework on Organizational Structure and Costs**

This presentation will give you the tools to collect all the data you need to measure actual workspace utilization. You'll also learn how you can reduce office space needs and better manage the remaining space, and how to forecast the resulting cost savings.

Presenter: Brant Huddleston, Director of Business Development, Agilquest

2:35 – 3:15 *** Technologies for Working From Anywhere: A Case Study at Booz Allen Hamilton**

This multi-billion dollar company with 16,000 staff supports clients worldwide. To provide high quality support to clients and retain the best

staff Booz Allen uses various technologies to support staff wherever they need to be to get the job done and provide work life balance. If you've been wondering how a widely dispersed organization decides on and manages the technologies to keep everyone connected, this presentation is for you. Learn how Booz Allen helps its mobile staff work efficiently and effectively while keeping in touch with their clients, team members, and managers.

Presenter: Raymond Kent, Associate, Booz Allen Hamilton

3:15 – 3:45 **Break**

3:45 – 4:30 *** Telework: Formal vs. Informal - Can They Co-Exist?**

Ideally, telework is a well-organized program with clear HR policies and practices, efficient use of office space, and the application of the latest mobile technology. But for many companies and agencies, much of telework is informal, the result of verbal agreements between supervisors and their direct reports on an as need basis. What are the advantages and disadvantages of each? Can both exist in the same organization? Attendees will be invited to share their experiences in an open forum.

Presenters: Jennifer Verive, President, White Rabbit Virtual, Inc. and Nancy deLay, ITAC Telework Advisor

4:30 – 5:30 *** A Telework Guide to Understanding the Needs of Organizational Continuity**

A properly managed telework program – whether in the private or public sector - has required close cooperation among Human Resources, Facilities Management and Information Technology. Now there's a new group added to the mix for all employers: the department or person responsible for ensuring an organization's continuity of operations or business continuity. Our presenter is well known in the continuity field and will give us insight into how continuity managers operate and what they are likely to want from telework.

Presenter: Ted Brown, President, KETCHConsulting

5:30 – 7:00 **Reception with Sponsors:** It's time to unwind after a full day, and what better way to do so than by networking with your colleagues and getting to know more about the telework-friendly products and services offered by our fine sponsors.

DAY 2 – Wednesday September 14

7:30 – 8:30 Continental breakfast with sponsors

8:30 – 9:20 * **Distributed Workplace Success Stories: Reports from Bell Canada and Cisco Systems**

We begin the day with two telework case studies from leading organizations – including the kind of pragmatic, detailed insights you’ll appreciate. First comes **Bell Canada**: faced with major technological, organizational and cultural challenges in a highly competitive telecommunications environment, Bell Canada realized it had to completely rethink the way it did business. A key solution was flexSpace, an innovative company-wide program aimed at giving 10,000 employees the flexibility to work in flexible and remote work environments. Next you’ll hear from **Cisco Systems**, an innovative technology company in which 90% of its employees telework. Cisco will reveal how HR, IT, Facilities Management and COOP work together to ensure telework is a seamless way in which company does business.

**Presenters: Denis Huard, General Manager, Logistics, Bell Canada
Jonathan Speicher, Business Development Manager, Public Sector
Marketing, Cisco Systems**

9:20 – 9:45 * **(Bitter) Sweet Sixteen: Federal Telework Since 1989**

If you had to identify one person with more knowledge of the Federal telework program since its inception than anyone else, there’s no doubt that it would be our presenter. He helped get the telework ball rolling way back in 1989 and has been integral to its growth since then. We’ll hear his concise summary of lessons learned over those sixteen years – lessons that have meaning for all employers in the public and private sector.

Presenter: Dr. Wendell Joice, U. S. General Services Administration

9:45 – 10:00 **Break**

10:00 – 10:45 **Taking the Pulse of the Workforce: A Media Discussion**

Reporters who cover the workplace beat often have a broader view of workplace happenings than anyone else. That’s why we’ve inviting leading workplace reporters to fill you in on what readers are saying about problems and concerns with work today, and what trends they are tracking for future reporting.

Panelists: Amy Joyce, Life at Work Columnist, The Washington Post and Lori Sokol, CEO/Publisher, WORKLIFE Matters, with Gil Gordon, President, Gil Gordon Associates as Moderator

10:45 – 11:25 *** Getting a Grip: Why Optimizing Job Control Through Telework is so Totally Rewarding**

We're fortunate to be able to wrap up our conference with a session by Kathie Lingle, who is Director of the Alliance for Work-Life Progress. AWLP is, like ITAC, an affiliate of WorldatWork. AWLP's mission is to focus "on creating healthy work environments that value people and support personal life and family issues". A nationally recognized work-life thought leader and expert in workplace flexibility as a core business strategy, Ms. Lingle will set the context by highlighting the seven categories of organizational support for work-life effectiveness and the compelling empirical evidence that keeps spiraling back to workplace flexibility as both the conundrum and the Rosetta Stone to employee engagement, retention and the enhanced productivity that a focus on optimizing job autonomy is capable of unleashing. Without a doubt you'll find this session a powerful capstone to our entire conference.

Presenter: Kathie Lingle, Director, Alliance for Work-Life Progress (AWLP)

11:25 – 11:30 **Main Conference Conclusion**

11:30 – 3:30 **Federal Government Telework Workshop**

Note: This workshop is only open to federal agency representatives who are registered for the full conference.

For the fifth year in a row, ITAC is teaming with General Services Administration (GSA) and the Office of Personnel Management (OPM) who are collaborating to create a special workshop for federal government employees only. This workshop begins with a working lunch. A complete agenda with speakers will be provided at the workshop, but topics to include a report from the U.S. Patent and Trademark Office on their telework activity and analysis of OPM's latest telework survey through attendee participation.

3:30

Workshop Ends