

OVERVIEW

In December of 2010, President Obama passed the Telework Enhancement Act of 2010, which requires that each Federal Agency have a Telework Plan in place and available to all employees. However, as a leader in technology, LCG Systems built its first electronic based telework approval system, Telework Online, in 2004 for several Institutions (IC) at the National Institutes of Health (NIDCD, NIA, NHGRI, and CSR). The development of this application has proven to be a cost effective and time savings solution that promotes the "Green" initiative. Telework Online can be used "as is", or customized to fit your agency's various departmental needs.

CHALLENGE

The standard Telework approval process at NIH was a paper-based manual process that included three forms (the Telework Application, a Home Office Evaluation, and a Hardware Inventory Form) to be hand routed for approval signatures that could take weeks or months to complete. LCG was challenged with:

- Converting these forms to an electronic format in a system that allow for workflow routing of the application and its forms to various levels in the approval process.
- Automating Ad hoc Telework requests, approval, renewal, termination, and reporting services.
- Designing a tool with customizable settings, email notifications and alerts, real time application status notifications, searching capabilities, and reporting capabilities.

LCG was tasked with designing a tool that produced cost savings, reduced processing time, incorporated the "green effect", and was flexible enough to adapt to each Institutes unique Telework Plan.

SOLUTION

LCG Systems delivered Telework Online, a centralized system that:

- Simplifies and manages the Telework application process, and reduces the burden of both applicants and approvers.
- Offers flexibility to quickly customize individual policies by using Telework Online's 108 system settings.
- Generates custom reports using a set of ten user-selectable parameters. Examples of reports include terminated applications, active applications, applications due for renewal, and archived applications. These custom reports can be exported to Excel for further custom data reporting and analysis.

RESULT

Telework Online has become a centralized system hosted by NIA on state of the art VMware allowing multiple institutions to access the system. Telework applications can now be submitted, reviewed, and approved or rejected within the course of one business day. The system is an extensible system allowing for integration with third-party applications such as employee directories and Web services. It is cross browser and cross platform compatible (Safari, Firefox, Mac, and PC) and is Section 508 compliant.



BUSINESS VALUE

LCG Systems built an Online Telework Tool that is quickly and easily adaptable to any Institute's Telework Plan and can process requests and approvals efficiently and reliably.



■ Telework Login Page

"LCG has been instrumental in re-engineering and modernizing NIA's line-of-business applications. They played a leading role in helping NIA achieve significant improvements in organizational efficiency."

-NIA Official