Modern Telecommuting

Cesarius Yakub, Computer Information Systems
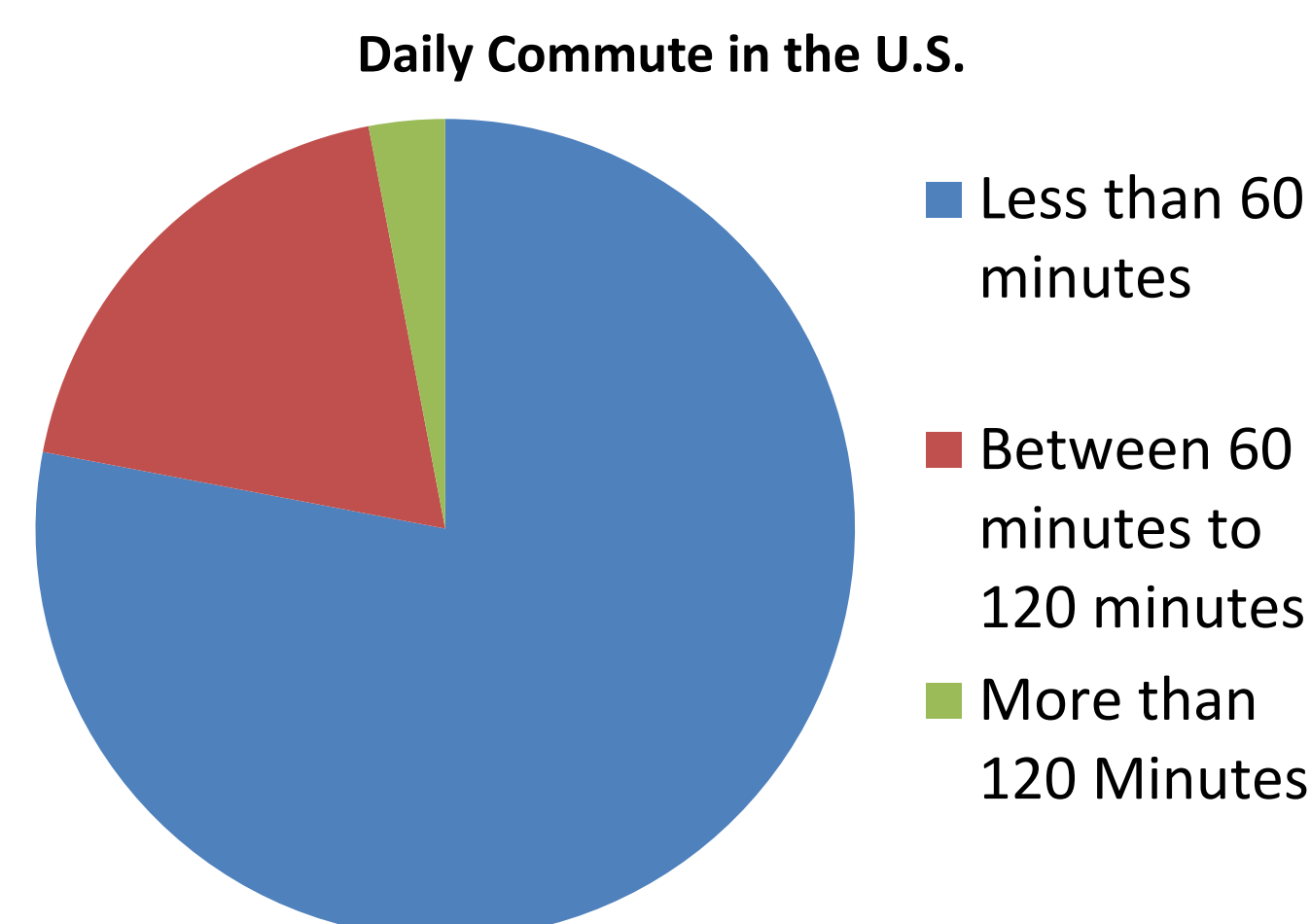**Mentor: Dr. Louise Soe**
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What is telecommuting?

Telecommuting can be defined as the use of information and telecommunication technologies to reduce or eliminate the commute to a conventional office.

Advantages of telecommuting?

- Conserving energy
  - Vehicle – related materials and resource
  - Highway – related materials and resources
  - Office – related materials and resources
- Preserves our environment
- Promote safety
- Allows closer proximity to and involvement with family
- Allow selection of a remote worksite that is mutually acceptable to all family members
- Allows employee more freedom
- Improves productivity

Daily Commute in the U.S.

- Less than 60 minutes
- Between 60 minutes to 120 minutes
- More than 120 Minutes

Disadvantages of telecommuting?

Disadvantages for the company
- Decrease direct control of employees
- Reduce face-to-face supervisory meetings
- May be abused by employees
- Decrease corporate flexibility in emergency situations
- Creates problems with off-site mechanical breakdowns
- Demands greater coordination
- May create psychological problems for the telecommuters

Disadvantages for the employees
- May create a sense of loneliness and isolation
- May create a lack of respect or jealousy from fellow workers
- May lead to workaholic characteristics
- Can provide distractions that interfere with work
- Offers less access to copiers, fax, and other office services
- May cause "invisibility" which can be bad for one's career
- Create mail handling problems (in both directions)
- Diminishes participation in the office culture
- Can create a sense of never getting away from the office
- Create situations where things you need have been left at the office
- Eliminates the private office, and the feelings of comfort and status that comes with it
- Can produce higher household utility bills

Alternatives to telecommuting?

- **Compressed workweek** - Compressing a standard workweek of 40 hours into fewer than the normal five workdays. For example, employees might work four ten-hour days instead of five eight-hour days.
- **Flextime** - allowing employees to work a full-time schedule yet begin or end work earlier or later than the office hours.
- **Job-sharing** - letting two people jointly fulfill the responsibilities of one full-time position.
- **Reduced hours** - reducing hours to less than a normal full-time workweek.
- **Seasonal employment** - allowing employees to work just a portion of the year on a special project or to fulfill a specific need of the organization.

Telecommuting Facts

- As of 2008, 17.2 millions Americans telecommute at least once a month
- 2% of the U.S. employee workforce telecommute full-time
- 72% employees say flexible work arrangements would cause them to choose one job over another. 37% specifically cite telecommuting.

Types of Telecommuting

VPN Network Diagram

Working at Home

Working from home is the most basic type of telecommuting. Typically telecommuter receives assignment through email and turn in their work when they are done. Some telecommuters have fixed schedule and some are flexible. Employees are usually connected to the company's network via Virtual Private Network (VPN). This allows them secure access to the company's internal resources.
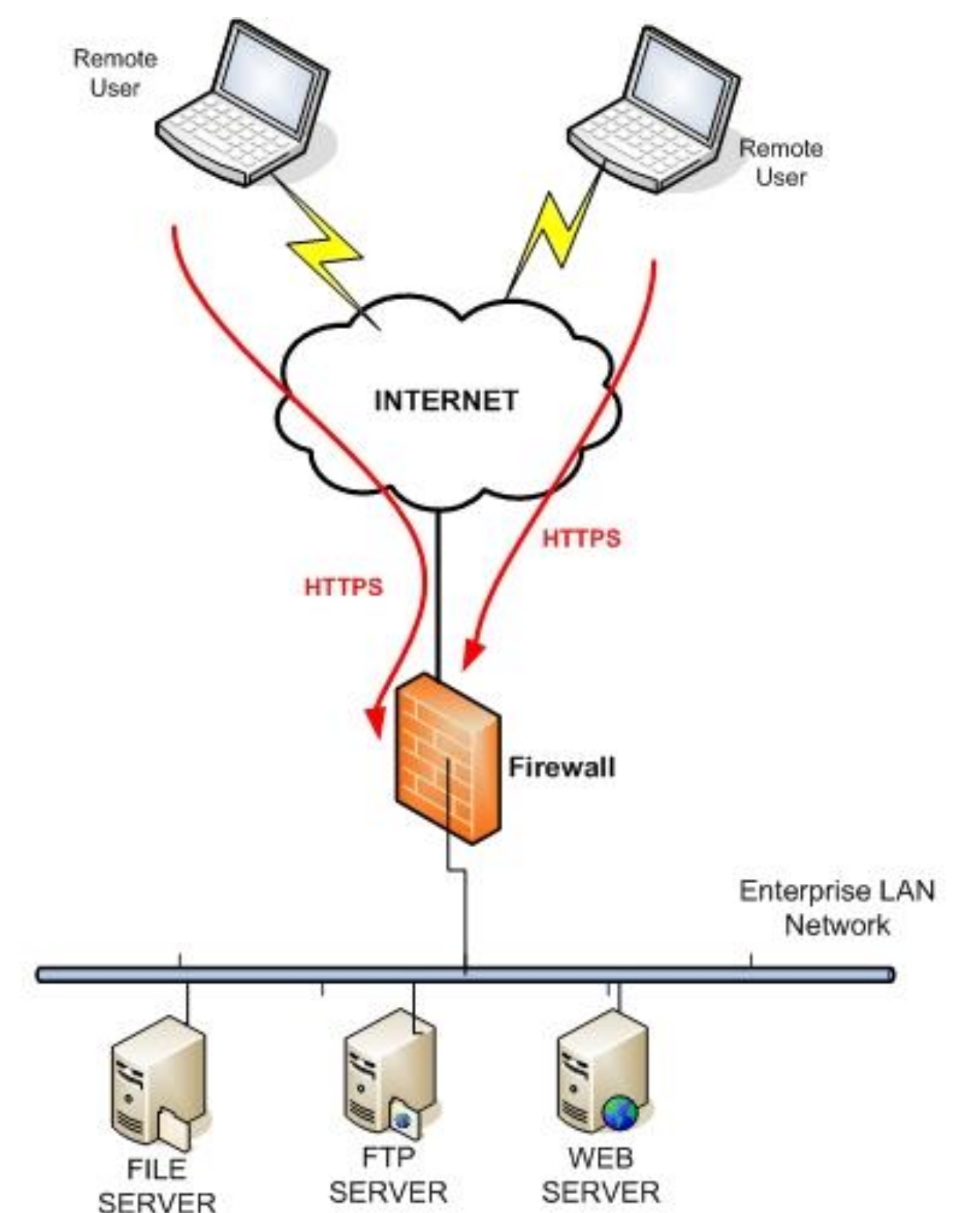
Satellite Offices

Working at a satellite office is also known as hoteling. For example, an employee main work location is located 50 miles away. However, the company has a small office closer to the employee's place or residence. It is an option for that employee to work at the office closer to their house. Employees will save time travelling and they will have access to the company's resources such as printers, phones and office supplies.

Neighborhood Work Centers

Telework centers are work areas located in many different areas. They are alternatives to long distance commuting and are usually located on the outskirt of major cities. Work centers typically offer private offices, cubicles, open workspace, common break areas and conference rooms that teleworkers reserve online, by phone or in person and pay for via monthly subscriptions. The Satellite provides business-class secure networks and high-speed connectivity, business-quality office equipment and support services, secure printing, copy and scanning, and mail services, phone systems and videoconferencing. Typically, they are also equipped with RFID and security systems that automatically and seamlessly integrate building access and billing.

Virtual Office

Virtual office is the most modern telecommuting option for employees. Today, it is possible to utilize the network to best advantage for rich business communication and collaboration applications. A reputable vendor that provides virtual office systems and services is Cisco. The Cisco® Virtual Office solution provides secure, rich network services to workers at locations outside of the traditional corporate office. By providing extensible network services that include data, voice, video, and applications, the Cisco Virtual Office effectively creates a comprehensive office environment for employees regardless of their location.