



Alternative Workplace Solutions

June 17, 2016

What is AWS?

“It’s really the idea of letting people work, how they work best, for the job they are currently doing.”



“Having flexibility in the workplace builds employee trust and commitment, helps attract and keep key talent, and enhances work productivity.”

The Opportunity



- Increased productivity and flexibility for our **employees**
- Changing the **culture** of state government
- **Recruitment** and **retention** of top talent
- Better customer service for our **citizens**
- Improved **energy** management
- Reduced square footage, therefore **lower cost**

Remote Workers



**63 Million Americans will
Work Remotely
By the end of 2016**

**1/3 of the
Total Workforce**



What the articles say...

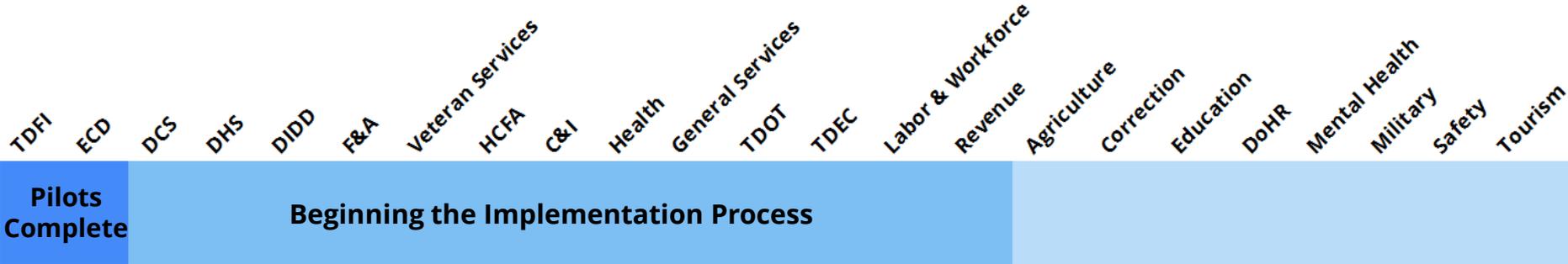
WORKPLACE WELL-BEING

Provide Meaningful Benefits to Energize Employee Health, Engagement and Performance

- **Quantum Workplace**

- Flexible hours give employees the freedom to manage their time in a way that works best for them. When employees' work and personal lives conflict, this benefit allows them to arrange their schedule in order to make personal commitments, while still putting in a full work week.
- 74.3% of employees want flexible hours.
- 70.9% of employees want to work from home or work remotely.

Who's doing this?



Three Categories of AWS

Work from Home



Mobile Work



Free Address



Work from Home

- Provides employees the opportunity to work at a place other than their regularly assigned work station (such as employee's residence) a minimum of three (3) days a week.
- When the employee is in the office, he or she works as a Free Address employee in an unassigned workspace.
- Types of Positions: analysis, data entry, grant writing, research, etc.



Mobile Work

- Provides flexibility of schedules for employees who spend much of their workday in a vehicle and whose responsibilities require them to be away from the office for much or all of the workday.
- When the employee is in the office, he or she works as a Free Address employee in an unassigned workspace.



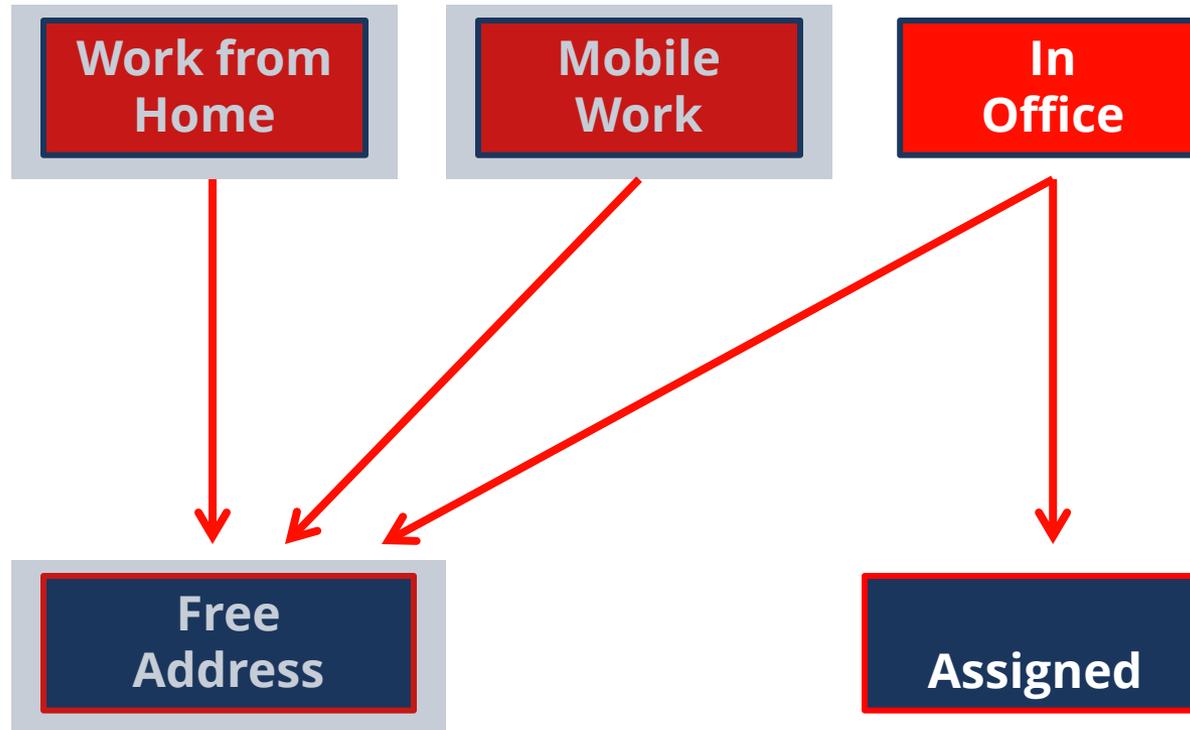
- Types of Positions: auditor, community support, project manager, regional staff, etc.

Free Address

- Suitable for employees who need to be physically present in the office; also for work from home/mobile work staff when they need to come into the office.
- Workstations may be used on a first-come first-served basis.
- Types of Positions: All positions; free address promotes collaboration and provides quiet space for focused work. Employees select workspace that aligns with the type of work that needs to be completed.



Alternative Workplace Solutions



AWS is based on the position/job function.
Not all positions align with the three (3) policy categories of AWS.

Relevant Statutes

TEAM Act

T.C.A. § 8-30-313

Performance Standards and Expected Outcomes

Work Schedules

T.C.A. § 8-30-406

Hours of work, attendance, and leave of absences

Security

T.C.A. § 8-30-508

Access to Records; Records of Archival Value;
Retention or Disposal of Records

Relevant Statutes

Leave

T.C.A. § 4-21-408

Leave for adoption, pregnancy, childbirth and nursing an infant

Pay

T.C.A. § 4-4-105

Department Office Hours; Overtime

Critical Components

- The AWS Policy –
 - [AWS Policy.pdf](#)
- The AWS Acknowledgement Form –
 - [AWS Acknowledgement Form V3.pdf](#)
- How to maintain effective communication – And then communicate again!
- Set clear expectations of schedule
- How to manage to performance outcomes based on Individual Performance Plans
- Technology Training
- Records Management Initiative

Policy

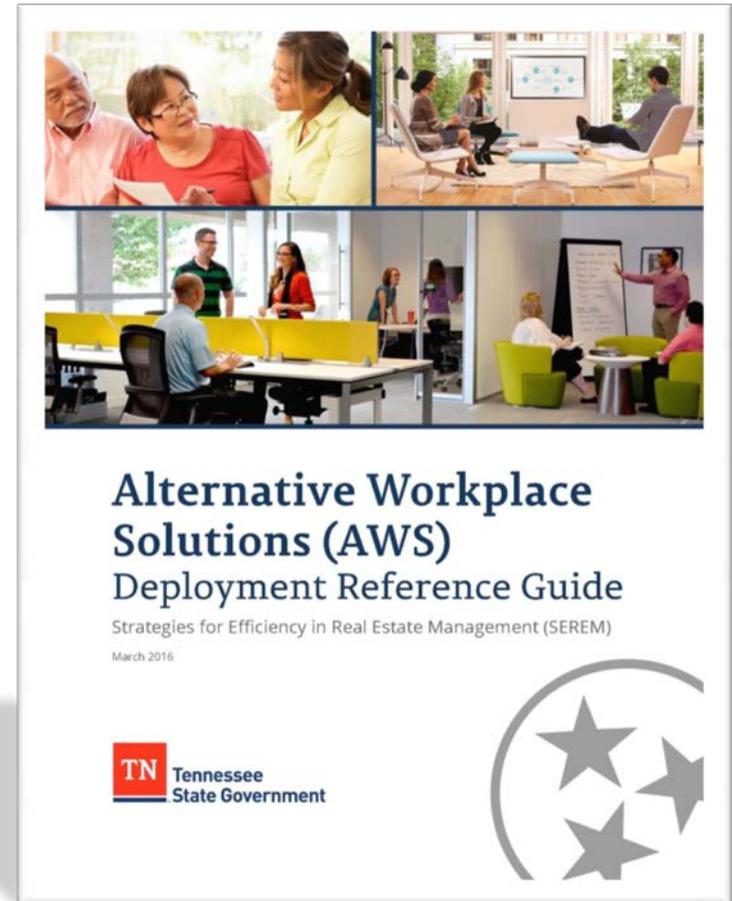
- The policy is designed to provide the structure needed for effective implementation and operation of mobility.
- Each agency participating in AWS will create their own agency specific guidelines. [AWS Personal Property form example.pdf](#), [STS AWS Manager meeting info.docx](#) [STS AWS Manager Checklist.docx](#) [STS AWS Staff Checklist.docx](#)
- The policy addresses three specific AWS arrangements: **Work From Home**, **Mobile Work**, and **Free Address**.
- An **AWS Program Acknowledgment Form** should be signed by all participating employees.
- The agency is responsible for ensuring compliance.

Deployment Reference Guide

Provides agencies with the tools they need to implement, including:

[AWS Deployment Reference Guide - April 2016.pdf](#)

- AWS Policy
- Training Overview
- Technology Tools
- Shared Video Conferencing
- Records Management
- Communications Support
- Business Justification



Available Training through DoHR

AWS Learning Opportunities:

1. Alternative Workspace Solutions for Supervisors
2. Alternative Workspace Solutions for Employees
3. Effective Communication
4. Change Management
5. Managing in the Alternative Workplace: AWS Supervisory Skills and Engagement

Related Learning Opportunities:

1. S.M.A.R.T. Performance Planning Workshop
2. Get S.M.A.R.T.er: Coaching for Higher Performance Workshop

**The Policy is applied
to
“Fitting” Positions
Not
About “Fitting” to Individuals**



AWS

Alternative Workplace Solutions: Technical Considerations



What the articles say...

Send Employees Home to Reduce Costs and Boost Productivity

- **Kate Lister**, writer, speaker, researcher, Wise Bread

- “Research shows that allowing your employees to substitute technology for commuter travel not only substantially reduced your real estate and carbon footprints, it increases employee loyalty, engagement, productivity and wellness.”



**How Do We
Communicate
and Manage
if they are not
right in front of Me?**

Concerns- How Do I

- connect to the State Network like I do in the office ?
- speak to or see someone or some group immediately ?
- get large Documents to people?
- know if they are on the phone, in a meeting or online ?
- share and collaborate on documents?
- set up a meeting with employees (locally & across state)?
- speak face to face?
- get a room to meet in or have a conference in across the state or from home?

Answers

- Connect to State Network
 - JVPN
 - Direct State Wireless Connection
- Communicate
 - Jabber – Chat, Phone, Presence [Jabber Training Video](#)
 - WebEx –
 - Conference Bridge
- Collaborate
 - WebEx – Adobe Connect - [Web Collaboration STS Services Page](#)
 - SharePoint - [SharePoint STS Services Page](#)
 - ownCloud
- Conference Centers – meeting – video

WebEx – Benefits

- Remote presentations
- Passing presentation from one person to another
- Multiple locations may join meetings
- Audio can be used and controlled through desktop
- Sharing desktop and training
- Meetings can be recorded

SharePoint

- Collaboration
 - Share Files
 - Document Storage
 - Co-Author Documents
 - Version Control
 - Records Retention
- Collection of Information (Lists)
- Work Flows
 - Automation of Business Process
 - Reusable Templates
- Project

SharePoint Dashboards

Office 365 Project Dashboard

Overall Project Progress

new item or edit this list

Project Name	Status	% Complete
Intranet Analysis Phase	In Progress - on Track	60%

Things To Do

new task or edit this list

Task Name	Due Date	Assigned To	% Complete
Departmental Analysis Sessions	31 July	Veronique Palmer	30%
Schedule Farm Audit	31 July	Veronique Palmer	50%
Send all docs to Denise	31 July	Veronique Palmer	1%
Create company org chart as a value add	30 July	Veronique Palmer	5%

Project Docs

new upload edit share

Name	Security Level	Modified By
Doc Type : General Correspondence (3)		
Doc Type : LC Deliverable / Handover (10)		
Doc Type : LC Notes / Notes from Sessions (13)		
Doc Type : LC PDF Quote / Proposal Sent to Client (1)		
Doc Type : LC Project Management (10)		
Doc Type : Minutes / Agendas (7)		
Doc Type : Sample / Internal Data from Client (1)		
Doc Type : Signed Docs / Proposals / Acceptance (1)		

Timesheets - Phase 1 (323 Hours Approved)

new item

Task Description	Date	Hours	Consultant
Sum: 73.00			
Consultant: Veronique Palmer (23)			

SCDashboard - Service Desk Incidents

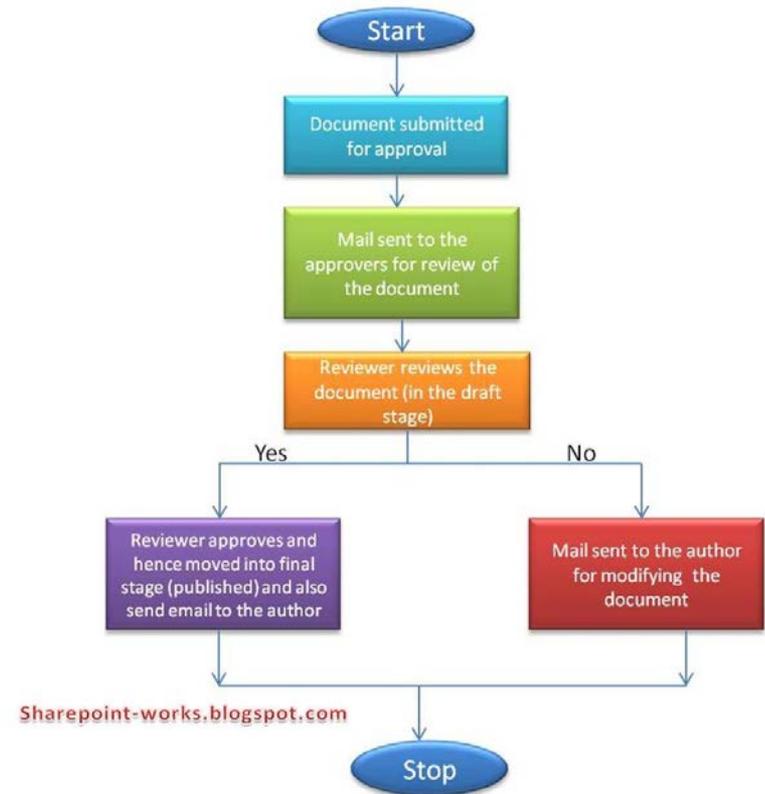
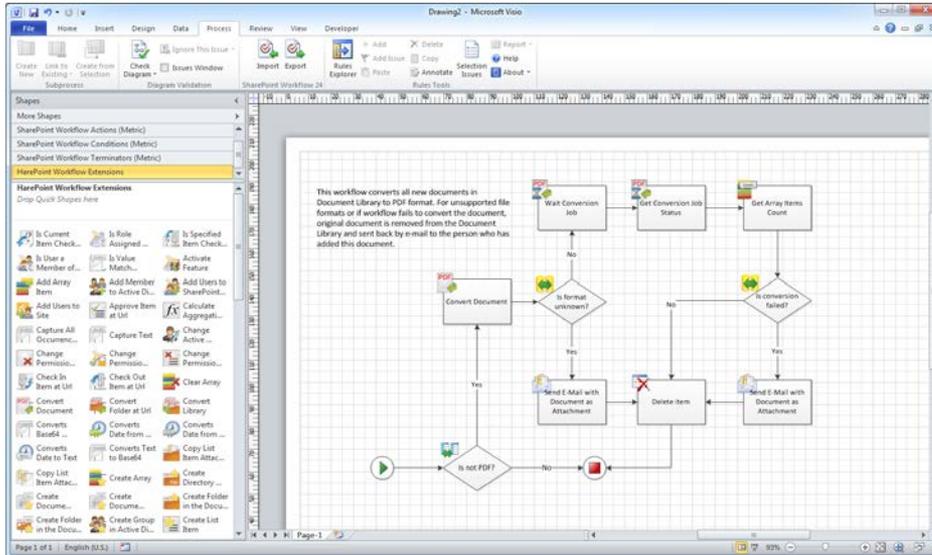
Incidents KPIs

Incident Category	Incidents Meeting SLA	Incidents Meeting SLA Goal	KPI SLA Status	Incident Category	Incident Time to Resolution	Incident to Resolution	KPI Status
Configuration Data Problems	84%	90%	●	Configuration Data Problems	88%	90%	●
E-Mail Problems	82%	90%	●	E-Mail Problems	92%	90%	●
Enterprise Application Problems	84%	90%	●	Enterprise Application Problems	96%	90%	●
Hardware Problems	85%	90%	●	Hardware Problems	94%	90%	●
Networking Problems	86%	90%	●	Networking Problems	100%	90%	●
Other Problems	81%	90%	●	Other Problems	92%	90%	●
Printing Problems	81%	90%	●	Printing Problems	89%	90%	●
Software Problems	86%	90%	●	Software Problems	100%	90%	●
Grand Total	84%	90%	●	Grand Total	94%	90%	●

Incidents by Category

Alerts By Management Pack

SharePoint Workflow Example



Sharepoint-works.blogspot.com

SharePoint

The screenshot displays the SharePoint Designer interface for editing a workflow. The browser address bar shows the URL: https://tennessee.sharepoint.com/sites/oir_dev/a001 - SharePoint Designer.

The ribbon is set to the **WORKFLOW** tab, which includes the following groups:

- FILE**: Save, Publish, Check for Errors
- Clipboard**: Paste
- Modify**: Advanced Properties
- Insert**: Condition Action Step, Else-If Branch, Parallel Block, Impersonation Step
- Manage**: Publish Globally to Visio, Export Workflow Settings, Variables

The left-hand navigation pane shows the following structure:

- Site Objects
 - Test Subsite 1
 - Lists and Libraries
 - Workflows** (highlighted)
 - Site Pages
 - Site Assets
 - Content Types
 - Site Columns
 - External Content Types
 - Data Sources
 - Master Pages
 - Page Layouts
 - Site Groups
 - Subsites
 - All Files
- Workflows
 - There are no items to show in this view.

The main workspace shows the configuration for **Step 1** in a workflow named "Test Workflow". The step is titled "Text-Based Designer" and contains the following logic:

- If the file type is [specific type](#)**
 - Copy item in [Current Item](#) to [Test1_Calendar](#)
- Else**
 - Email [these users](#)

SharePoint

The screenshot shows the SharePoint interface for a list named 'Documents'. A modal dialog box titled 'Create List Workflow - Documents' is open, prompting the user to 'Add a new workflow to your list'. The dialog contains the following fields and options:

- Name:** A text box containing 'Test Workflow'.
- Description:** An empty text box.
- Choose the platform to build your workflow on:** A dropdown menu with 'SharePoint 2010 Workflow' selected.
- Buttons:** 'OK' and 'Cancel' buttons at the bottom right.

The background page shows the 'Documents' list with a table of views:

Name	Type	Default
All Documents	HTML	Yes

Below the dialog, the 'Settings' section for the list is visible, including 'General Settings' and 'Advanced Settings' with various checkboxes and a 'Document Template URL' field.

SharePoint



Department of
**Finance &
Administration**

Office for
Information Resources

ESS Telework Productivity Report

Employee Information:

Name: Report Date:

ESS Team:

Short Term / Long Term Projects:

Project	Due Date	Progress
<input type="text" value="FileNet Upgrade to 5.x"/>	<input type="text" value="3/31/2015"/>	<input type="text" value="Note progress here"/>
<input type="text" value="Agriculture FileNet Migration"/>	<input type="text" value="8/31/2015"/>	<input type="text" value="Note progress here"/>

Click to Enter another Project

Daily Accomplishments: (to include accomplishments not addressed in the "Short Term / Long Term Projects" listed above)

Task 1 ...
Task 2 ...

ownCloud File, Sync and Share

- Service provides cloud-based file sharing for State of Tennessee agencies and their vendors who require file-sharing capabilities. Answer to large document sharing (similar to Drop Box but secure)
- This service is accessible to Intranet and Internet users via Desktop/Laptop client web connection, or via the optional ownCloud smartphone application (available for \$0.99 at the Apple App Store)

TN Tower Conference Center

- 19 Rooms
- Shared video and/or live streaming
- Shared systems for remote support & troubleshooting
- Ceiling speakers and Microphones
- Whiteboard panels
- Keypad or touch panels
- Room reservation and digital signage
- Display projection system
- Podiums

State Map Locations

STREAM - Conference Rooms & Event Registration



11 Statewide Shared Video Rooms

City

Buildings

Rooms

Chattanooga

Riverfront

2nd FL- 2.302

Jackson

Lowell Thomas

1st FL- 1 & 2

Johnson City

JC Complex

2nd FL- 2.212

Knoxville

Pellissippi

3rd FL- 3.270

Memphis

1 Commerce Sq.

5th FL- 535A

Nashville

Tennessee Tower

3rd FL- F

Nashville

Tennessee Tower

3rd FL- A

Nashville

Tennessee Tower

3rd FL- E

Nashville

Tennessee Tower

3rd FL- I

Nashville

Tennessee Tower

3rd FL MultiMedia-MMR

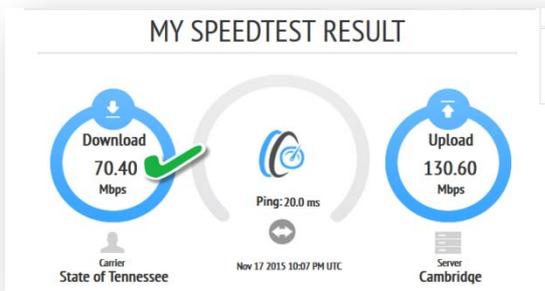
Nashville

Tennessee Tower

3rd FL- Nashville Room

Support

- STS Service Catalog /Intranet Site – User Guides- How To Do's
 - [STS User Guide - How Do I?](#)
- Workstation Support and Customer Care Center have ability remotely access workstation for help with operational issues
- There is a Workstation Support Bar which is located on the 3rd Floor of the Tennessee Tower and it is open Monday – Friday 8:00 to 4:30 to assist users with hardware or software issue.
- Users should test their home network speed by visiting <http://Openspeedtest.com>



- If download speed result is **less than 6Mbps**, the user will need to upgrade their internet service as they will likely have issues accessing the State network at this speed

STS Customer Care Center : [615-741-1001](tel:615-741-1001)

Price/ Security/Compliance

All of these services are Enterprise Offerings

- Allowing for lower pricing
- Month to month cost – no large investment to stand up an application, or server, no contract process
- Secure Offerings (encrypted in transit and at rest)
- Compliance
 - HIPAA
 - ISO 27001 (ISMS)
 - FERPA
 - SAS/SSAE16 Assessments
 - FISMA
 - FedRamp

STS Technology Project Manager

- STS has an assigned Project Manager for the Departments to use
 - Help provide a Technology Checklist
 - Coordinate placing Remedy/ServiceNow orders
 - Track orders
 - Track technology work needed to complete project
 - Provide training information
 - Closes Project
 - Verifies all Remedy/ServiceNow tickets are closed
 - Help identify any outstanding issues – makes sure they are resolved
 - Closing documentation – identifying that all AWS workers are able to work from home and equipment is available in hoteling space.

Project Manager is: Charity Parisher charity.parisher@tn.gov

Live Conference Call

- Video Live Conference Call

Most Valuable Asset is the Employees



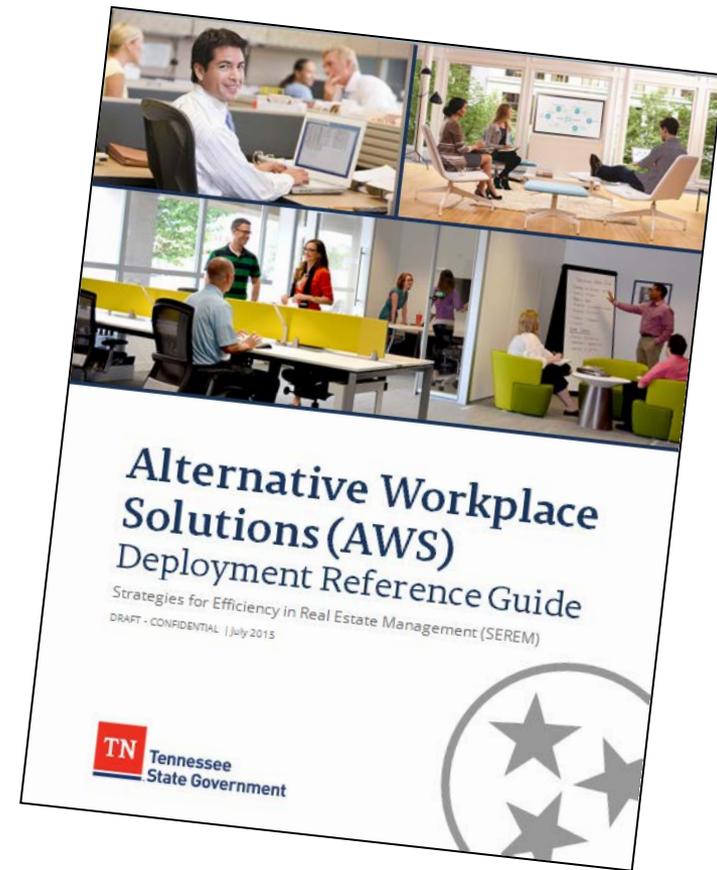
**If they are not Engaged
they are not an Asset**

AWS Steering Committee Members

- **Terry Cowles, Customer Focused Government, Chair**
- **Mark Bengel**, Office of Information Resources
- **Greg Gonzales**, Department of Financial Institutions
- **Whitney Goetz**, Department of Treasury
- **David Gregory**, Tennessee Board of Regents
- **Rebecca Hunter**, Department of Human Resources
- **Ron Maples**, The University of Tennessee
- **Bob Oglesby**, Department of General Services

AWS Leadership Team Members

- **Reen Baskin, Director of Alternative Workplace Solutions**
- **Alan Atherton, Strategic Technology Solutions**
- **Danielle Barnes, Department of Human Resources**
- **Tommy Chester, Department of General Services**
- **Trish Holliday, Department of Human Resources**
- **Jen Murphy, Department of General Services**
- **Phillip Murphy, Department of General Services**
- **Lauren Phipps, Customer Focused Government**
- **Noelle Suarez-Murias, Customer Focused Government**





QUESTIONS ?

STS Contact Info

- Equipment (Computers & Mobile Devices): Alan.Atherton@tn.gov
- Equipment (Video Conferencing): STS Service Catalog
- Connectivity/Network: Vincent.Walker@tn.gov
- Collaboration Tools/ECM: Ron.Grove@tn.gov
- Cybersecurity: Curtis.Clan@tn.gov
- **STS Customer Care Center [615-741-1001](tel:615-741-1001)**



Thank you for coming!

“Work is what we do; not where we are.”

Ellen Wicke : Marketing and Business Relationship Manager STS
Ellen.Wicke@tn.gov Cell: (615) 487-5795

Director of Alternative Workplace Solutions
Reen L. Baskin
Cell: (615) 830-4679
Email: Reen.Baskin@tn.gov



Copy of AWS Reference Guide

If you would like a copy of the
AWS Reference Guide – Please email me at :

Ellen.Wicke@tn.gov

put in the subject line Copy of AWS Reference Guide.