



The United States Patent and Trademark Office

2012 Telework Annual Report



- Desktop Sharing • Instant Messaging • WebEx® • Virtual Meeting
- Video Conferencing • Collaboration • Audio Conferencing

USPTO TELEWORK AWARDS

- 2010 • Tele-Vision Award for Innovative Application of Technology to Support Telework**
Awarded by the Telework Exchange (Enterprise Remote Access Portal)
- 2010 • Federal Telework Driver Award**
Awarded by the Telework Exchange (Danette Campbell, Senior Telework Advisor)
- 2009 • Tele-Vision Award for Best Use of Innovative Applications of Technology to Support Telework**
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 (Deborah Cohn, Deputy Commissioner, Trademarks)
- 2007 • Work-Life Innovative Excellence Award**
Awarded by the Alliance for Work-Life Progress (Trademark Work at Home Program)
- 2006 • Tele-Vision Award for 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.”

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Letter from the Acting Under Secretary of Commerce for Intellectual Property and Acting Director of the USPTO

In the following letter from the Acting Under Secretary of Commerce for Intellectual Property and Acting Director of the United States Patent and Trademark Office Teresa Stanek Rea shares her philosophy on telework and its role as a corporate business strategy at USPTO.

Telework at the United States Patent and Trademark Office (USPTO) continues to help the agency achieve its mission and supports its strategic goals to make the USPTO a model 21st century government agency. In 2012, the USPTO had the honor to be named one of the U.S. Federal Government's Best Places to Work. One large component of this success is the agency's telework program, which the Partnership for Public Service recognized with a nomination for its annual Samuel J. Heyman Service to America (Sammies) awards. This improved flexibility in work location for more than 64 percent of our workforce has reduced examiner turnover to historically low levels, increased examiner productivity, and saved the agency millions in overhead costs each year.

In FY 2012, the USPTO had more than 7,200 employees participating in some type of telework arrangement. The growth in employee participation and the expansion of programs to other regions has increased job satisfaction and contributed to USPTO's elevation to "Best Places to Work" status.

This report summarizes the results of our 2012 Telework Program efforts, shares its successes since inception in 1997, provides updates on the Telework Enhancement Act Pilot Program (TEAPP) initiative, and highlights our telework expansion and accomplishments in each of our major business areas, including both the Patents and Trademarks very successful hoteling programs.

As always, we welcome your comments, suggestions and inquiries.

Sincerely,

Teresa Stanek Rea

*Acting Under Secretary of Commerce for Intellectual Property and
Acting Director of the United States Patent and Trademark Office*

INTRODUCTION TO USPTO TELEWORK

To address the challenges associated with heavy workloads and an increase in the filing of patent applications in complex technologies, USPTO must hire, train, and retain highly skilled employees. In Fiscal Year (FY) 2012 more than 1,500 Patent examiners were hired and there are plans to hire more examiners in the next three years in order to address the increased application filing rates and backlogs.

Telework at the USPTO is a corporate business strategy, which supports mission achievement and goal fulfillment via a distributed workforce. Today, more than 7,500 employees agency-wide are working from home at least one day per week. In the 4th quarter of FY 2012, 4,145 employees worked from home between four and five days per week, while 3,093 employees worked from home between one and three days per week. This is an increase of 695 teleworking employees from the previous fiscal year.

In FY 2012, the agency continued to be a model for telework in the Federal Government and implemented the

Telework Enhancement Act Pilot Program (TEAPP) as a result of the 2010 Telework Enhancement Act. Further, the USPTO expanded the 50-mile hoteling program and the Trademark Work at Home Geographic Pilot Program.

Further demonstrating a USPTO distributed workforce in FY 2012, 12 percent of Trademark examining attorneys (82) who telework reside more than 50 miles from Alexandria in 29 different states and 10 percent of Patent examiners (996) live more than 50 miles from the Alexandria campus, residing in 42 states.

In FY 2012, the Universal Laptop (UL) was deployed to all USPTO employees and provided a cost-effective means of supporting teleworkers and non-teleworkers alike. This UL model enables the agency to support its extensive telework program without duplicating equipment for teleworkers.

Because the USPTO is at the vanguard of Federal telework, the agency is frequently called upon to provide assistance to Federal agencies interested in starting or expanding their telework programs. In FY 2012, the USPTO met with 25 Federal agencies to provide such assistance.

Interview with the Acting Under Secretary of Commerce for Intellectual Property and the Acting Director of the USPTO

Teresa Stanek Rea

Q: The USPTO has recently been ranked as one of the best places to work. To what extent do you find the agency's unique and award-winning telework/hoteling program plays into or impacts the recent best places to work rankings?

A: The USPTO Telework program has had a tremendous impact on the agency reaching its current status as one of the best places to work in the Federal Government. Since the first USPTO telework program began in 1997, the organization has seen increased job satisfaction that has steadily grown in direct correlation to its expanding telework programs.

Now, USPTO employees participating in the Telework Enhancement Act Pilot Program can choose to live, for their own convenience, anywhere in the contiguous United States. This ability to live outside of the local commuting area is a huge boost to job satisfaction for employees. Employees are able to live in geographically diverse locations with lifestyles that suit their needs. The growth in employee participation and expansion of telework to all business units, I believe, has increased job satisfaction and has contributed to USPTO's elevation in its *Best Places to Work* status.

Q: Particularly at a time where the Federal Government strives to be more flexible with the resources it has, what lessons can other cabinet and Federal agencies draw upon when looking to the USPTO, as they try to establish and implement their own telework programs?

A: The USPTO has led the way in demonstrating how telework can be implemented as an effective business strategy resulting in greater employee productivity, improved morale and increased efficiencies.

Leadership that is committed to making telework part of its business strategy is key to building a successful telework program. As with any new program that requires individuals to adapt to new modes of thinking, telework must be embraced by agency leaders and woven into the fabric of the strategic goals and mission of the organization.

The USPTO will sustain its role as a telework thought and practice leader throughout the next decade and serve as a role model for Federal agencies seeking to further telework opportunities for their personnel.



Q: Under your and Director Kappos' leadership, the USPTO has also expanded its workforce nationally with the addition of four regional satellite offices. To what extent did the role of technology and telework play in this historic change to the United States Patent and Trademark Office?

A: Most USPTO employees reside in the Washington, DC metropolitan region and have the Alexandria, Virginia campus as their duty station. However, there is an increasing and significant presence of USPTO employees hoteling, or working from home full-time, throughout the United States. In FY 2013, there will be a continued focus on growth in the hoteling programs thereby creating a nationwide workforce. This will positively impact the agency's capacity to attract and retain a highly skilled workforce across the country, and further solidify the agency's status as an employer of choice. Key components of this effort include the incorporation of additional USPTO satellite offices. The USPTO's exceptional telework/hoteling program has provided the agency with the confidence and the IT infrastructure, management and operational knowledge, to successfully establish satellite offices in geographically and economically diverse areas of the country. The USPTO Telework/Hoteling Program is one of many programs that will support USPTO efforts in realizing our strategic goals.

Interview with the USPTO Chief Information Officer

John Owens II



Q: Since you were hired as Chief Information Officer in 2008, what steps have you taken to help expand telework throughout the agency?

A: In 2008, limitations on the network were limiting the performance of teleworkers accessing the campus remotely. In response, the OCIO implemented a project known as PTONet3 to fix those constraints and upgrade the campus network infrastructure to include the entire backbone and every switch, router and firewall.

In addition, we provided each employee with upgraded desktop tools including a state-of-the-art laptop, collaboration tools including video conferencing, and Voice-Over-Internet Phones (VOIP) that ride on the new network without constraint. Next, we expanded the in-bound internet pipe into the campus by ten-fold, from 350 MB to three GB, and switched to a secure Virtual Private Network (VPN) connection that was more stable and would reduce dropped network connections. Because of these improvements, on the back-end in our data center, we were able to remove the Remote Desktop Protocol (RDP) solution where users would connect to a server running a virtual desktop and take advantage of our modern tools to provide a more reliable experience at a much lower cost. The cost for the laptop and tools was \$2,400 per person vs. \$14,000 per seat for RDP in the data center solution. That savings can now be re-invested in making further information technology improvements.

Q: What other changes can you make to help improve the telework experience?

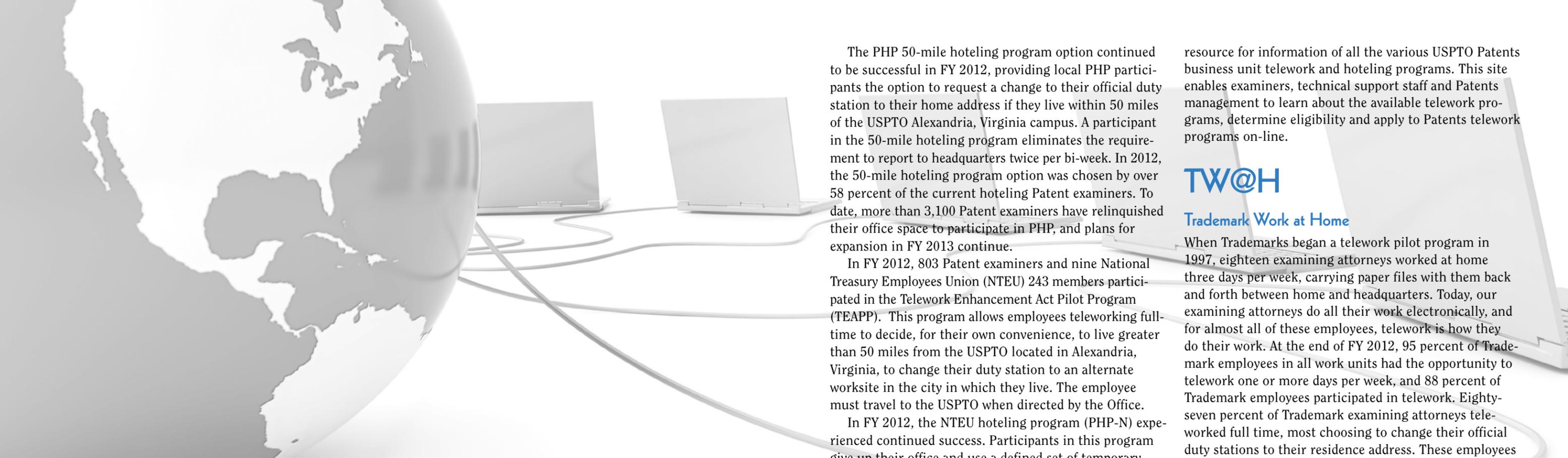
A: The legacy operational systems for Patents and Trademarks were built on what's known as client/server technology which relies on local area network connections or where data packets between the user and the backend server are not prone to be lost. This solution works fine when the user is on campus but the internet relies on technology that is inherently 'loss-full' and compensates for lost data through re-transmission of data until the request is fulfilled. At their core, our current client/server systems don't have the capability to re-transmit and the user experiences application freezes, slowness or session disconnects.

The only way to overcome this is to completely re-architect and re-build our current systems to be internet tolerant, which is the goal of both Patents End To End (PE2E) and Trademark Next Gen (TMNG).

Q: What other complications are there to providing teleworkers with the same on-campus performance that non-teleworkers enjoy?

A: The biggest obstacle, and one that we may not completely overcome is what's known as the "last mile" which is the connection from your local Internet Service Provider's (ISP) central office to your home. The traffic being handled by the ISP's central office plays a significant role in the day-to-day experience of a teleworker. The central office bandwidth is shared by everyone in your neighborhood using that ISP, so the more users on that shared space, the less that can be allocated to each user. So the capacity and performance of the ISP is paramount to the quality of the daily experience of the teleworker.

But we haven't given up on improving the "last mile". We're providing all business units with updated connection speed requirements for selecting an ISP that will meet the high performance expectations of the teleworker. We're also improving our tools for monitoring and troubleshooting network bandwidth connections including USPTO furnished home routers that will improve our ability to diagnose and fix individual user problems, as well as improved communications and monitoring between the agency and individual ISPs.



FY 2012 BUSINESS UNIT HIGHLIGHTS

In FY 2012, the USPTO maintained its commitment to telework as an enterprise-wide business strategy. 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 new and continued telework programs and pilots, which now include more than 7,300 teleworkers from across all business areas including the corporate business units. Following the philosophy that the USPTO telework initiative is not "one-size-fits-all," each telework program is developed to meet the needs of a specific business unit or audience within a business unit. The following provides the business unit telework highlights for FY 2012.

Patents Telework Programs

In FY 2012, 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 include providing Patent examiners a full complement of USPTO-supplied ERA equipment with remote on-line 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, Virginia, campus. The PHP allows the agency to retain experienced senior examiners, eliminate unnecessary commuting time, and attract potential candidates who currently reside outside of the Washington, D.C., metropolitan region. This telework program will enable the USPTO to continue to recruit from a highly qualified hiring pool and retain existing valuable employees.

The PHP 50-mile hoteling program option continued to be successful in FY 2012, providing local PHP participants the option to request a change to their official duty station to their home address if they live within 50 miles of the USPTO Alexandria, Virginia campus. A participant in the 50-mile hoteling program eliminates the requirement to report to headquarters twice per bi-week. In 2012, the 50-mile hoteling program option was chosen by over 58 percent of the current hoteling Patent examiners. To date, more than 3,100 Patent examiners have relinquished their office space to participate in PHP, and plans for expansion in FY 2013 continue.

In FY 2012, 803 Patent examiners and nine National Treasury Employees Union (NTEU) 243 members participated in the Telework Enhancement Act Pilot Program (TEAPP). This program allows employees teleworking full-time to decide, for their own convenience, to live greater than 50 miles from the USPTO located in Alexandria, Virginia, to change their duty station to an alternate worksite in the city in which they live. The employee must travel to the USPTO when directed by the Office.

In FY 2012, the NTEU hoteling program (PHP-N) experienced continued success. Participants in this program give up their office and use a defined set of temporary generic offices/cubicles when on the Alexandria, Virginia, campus and in the USPTO offices at Randolph Square in Arlington, Virginia. This option was chosen by 81 percent of the current technical support staff. To date, 336 NTEU 243 employees participate in PHP-N.

A new telework program, the Patents Telework Program for NTEU 243 (PTP-N) was successfully implemented in FY 2012. This program provides an opportunity to telework from one to four days a week. In FY 2012, the PTP-N program had 122 participants.

The Patents Management Telework Program (PMTP) is for managers and non-bargaining unit employees. Participants telework up to 32 hours bi-weekly. In FY 2012, 721 non-bargaining unit employees and managers participated in the PMTP. The Patent Telework Program (PTP) is for Patent examiners who work up to 16 hours bi-weekly from their alternate work space. In FY 2012, 1,508 Patent examiners participated in the PTP.

In FY 2012, a PMTP pilot hoteling program began to test the validity of Patent managers working from home full-time. Ninety-six Supervisory Patent Examiners (SPE) participated in this six-month pilot program. The pilot program is currently being monitored.

A new Patent Telework Resources Web site was designed and implemented to provide a consolidated, one-stop

resource for information of all the various USPTO Patents business unit telework and hoteling programs. This site enables examiners, technical support staff and Patents management to learn about the available telework programs, determine eligibility and apply to Patents telework programs on-line.

TW@H

Trademark Work at Home

When Trademarks began a telework pilot program in 1997, eighteen examining attorneys worked at home three days per week, carrying paper files with them back and forth between home and headquarters. Today, our examining attorneys do all their work electronically, and for almost all of these employees, telework is how they do their work. At the end of FY 2012, 95 percent of Trademark employees in all work units had the opportunity to telework one or more days per week, and 88 percent of Trademark employees participated in telework. Eighty-seven percent of Trademark examining attorneys teleworked full time, most choosing to change their official duty stations to their residence address. These employees only report to headquarters on an as needed basis. In FY 2012, 3 percent more Trademark employees teleworked than those who teleworked FY 2011.

In FY 2012, the USPTO continued to implement the Telework Enhancement Act Pilot Program (TEAPP) and Trademarks did its part to help with agency-wide orientations, representation at the TEAPP Oversight Committee meetings, working out the supply process, and approving applications and change of duty stations.

By the end of FY 2012, 15 percent of Trademark examining attorneys (60) were participants in the TEAPP in 24 different states: Alabama, California, Colorado, Connecticut, Delaware, Florida, Georgia, Illinois, Massachusetts, Maryland, Michigan, Missouri, North Carolina, New Hampshire, New Jersey, New York, Oklahoma, Pennsylvania, South Carolina, Tennessee, Texas, Virginia, Washington, and Wisconsin. In addition, two senior staff attorneys from the Trademark Office of Training and Quality Review were TEAPP participants residing in Illinois and California.

Of note in FY 2012, a new omnibus agreement was signed consolidating Trademark telework guidelines for all NTEU 243 employees in Trademarks. This agreement added new pilot programs and expanded the number of days that technical support staff in parts of the Trademark organization could work from home. One set of guidelines

helps to create certainty and clarifies expectations for employees, improving the Trademark telework program.

With so many Trademark employees teleworking and living throughout the United States, Trademarks took additional steps in FY 2012 to improve communication and employee engagement. Trademarks publishes a quarterly electronic employee magazine called **TMPeople**, and the Commissioner sends out monthly newsletters entitled **Madison Messages**. The Trademark intranet provides contact information for each work unit and provides searchable tools for legal research and employee procedures. In FY 2012, Trademarks conducted several employee focus groups to collect employee feedback on both work life and next generation IT application user interfaces. In addition, a collaborative Web site that allows Trademark employees to comment on policy changes prior to implementation was developed. Trademarks conducts most training sessions and employee All-Hands meetings using webcasting technology.



"TMpeople", an electronic magazine created by the employees in Trademarks, is published every quarter.

Madison Messages™

"Madison Messages", a Trademark Office Publication is sent out to its employees every month.

A special employee engagement initiative was implemented this year based on an employee suggestion. **@Friends** is a voluntary program for employees to meet, collaborate and socialize throughout the continental United States. Connection coordinators, who are employee volunteers, set up and invite others in their area to a lunch or other occasion. Twenty-two events were held

with at least two participants; eighty-two employees attended these events with an average attendance of four per event (range two - fifteen) in various locations in Virginia, Maryland, Florida, Texas, California, Colorado and Georgia. As a result of one of these events, two Trademark examining attorneys in San Francisco learned about each other and met for the first time!

R Friends

Through "R Friends", Trademark employees can engage in various social activities held throughout the United States.

Trademarks also recognizes the very significant role that the OCIO organization plays in a successful telework program. This year Trademarks continued to meet regularly with the Service Desk Branch and the Advanced Problem Resolution team. They also continued increased special Saturday support for Trademark teleworkers. New Universal Laptops were deployed to all Trademark employees.

OCIO

Office of the Chief Information Officer

Telework continued to be a popular option in the Office of the Chief Information Officer, with 336 trained and active teleworkers typically working on a routine schedule of one or two days per week. The total number of OCIO employees increased by 17.5 percent in FY 2012, resulting in an overall increase in the percentage of positions eligible for telework from 89 percent to 91 percent. New employees must meet minimum time-in-position requirements, so growth in the total number of employees teleworking was limited to 12.5 percent during the fiscal year.

In order to comply with direction from the Telework Enhancement Act of 2010, telework eligibility by position was revalidated; all OCIO employees received an e-mail message notifying them of their current status in August 2012.

In addition to having its own employees engaged in telework, the OCIO plays a major role in providing the technical infrastructure and support services for telework across the agency. The OCIO provided Universal Laptops, which improved communication and collaboration capabilities on every laptop, benefitting both teleworkers and their on-campus colleagues. In addition, Internet bandwidth was expanded in FY 2012, offering improved support for nationwide telework objectives.

OCFO

Office of the Chief Financial Officer

The Office of the Chief Financial Officer, which includes the Office of Finance, the Office of Procurement, the Office of Financial Management Systems and the Office of Planning and Budget, determined in FY 2012 that 100 percent of all position activities in OCFO are eligible to telework in some capacity. Depending on the position activities the employee may be eligible to telework episodically, one day, two days or three days a week. Currently the OCFO has 86 percent of OCFO employees participating in the OCFO Telework Program.

Every aspect of the OCFO Telework Program has been designed to achieve organizational goals, ensure that customer needs are addressed, and make collaboration a priority. In addition, the program has shown employees a new way of effectively and efficiently conducting business from remote locations. The OCFO Telework Program has had a significant impact on the OCFO's ability to continue its standard of excellence even when inclement weather might impair commuting to the Alexandria, Virginia campus.

Since the incorporation of the Universal Laptop the OCFO has updated its Telework Handbook to reflect the new processes and procedures. Also, the OCFO continually revisits its position eligibility to determine if position work activities may have changed, thereby allowing an increase in the number of days of telework eligibility for OCFO employees.

OAS

Office of Administrative Services

The Office of Administrative Services continued to expand Telework throughout its divisions. In FY 2012, OAS expanded teleworking employees by 71 percent for one-day-a-week teleworkers and 33 percent for two-days-a-week teleworkers over FY 2011 numbers.

Additionally, OAS incorporated telework into its Continuity of Operations Plan (COOP) exercise this year. Fourteen employees within OAS do not typically telework but are eligible to do so when needed for business continuity or COOP. These employees have telework agreements in place and have completed all of the necessary training. For the COOP exercise during the summer of 2012, OAS encouraged business unit COOP managers to telework. This helped validate the importance of telework in a COOP situation.

OHR

Office of Human Resources

Telework participation in the Office of Human Resources includes an eligibility of 100 percent for OHR positions in FY 2012. Participants in the OHR telework program are eligible to telework up to two days per week.

Participants and their supervisors continue to note increased productivity and enhanced work-life balance as a result of teleworking. The OHR encourages telework for most employees within the business unit, and at the end of FY 2012, 13 OHR staff now telework two days per week, 44 at least one day per week and 23 telework on a situational basis. This benefit allows OHR to recruit and retain staff who normally may be seeking other employment, as the flexibility is highly valued by the staff. 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.

Within 90 days of their hire to OHR, staff is generally offered the opportunity to telework intermittently or up to two days a week, depending on duties and OHR's customer needs.

OGC

Office of the General Counsel

In FY 2012, the Office of the General Counsel had 78 percent of eligible positions in a telework status. The OGC continued to offer telework schedules to the majority of its employees. OGC also enhanced its existing programs by instituting a regular telework schedule for Office of Solicitor paralegals and by establishing a pilot program for Office of Enrollment and Discipline (OED) paralegals allowing for one day of telework per bi-week for both offices. As the Office of the General Counsel hires new staff and space constraints continue, its reliance on telework schedules will increase.

OPEA

Office of Policy and External Affairs

The Office of Policy and External Affairs, which also includes the Office of Governmental Affairs (OGA) and the Global Intellectual Property Academy (GIPA), is an office that has continued to develop and grow over the years. From the initial 2006 External Affairs telework pilot,

OPEA has continued to review positions for telework eligibility and increased telework eligibility in both OGA and GIPA, based on the success and level of response of those teleworking in OPEA. Of the 95 employees in OPEA, 76 positions are now classified as being telework-eligible.

Many of the employees in OPEA have high demands of juggling meetings, speaking, and hosting programs on and off campus, across the nation and around the world. The USPTO telework program offers flexibility to these employees as they strive to meet the demands of production and policy development in a rapidly changing and evolving office.

OEEOD

Office of Equal Employment Opportunity and Diversity

The Office of Equal Employment Opportunity and Diversity began its telework program in FY 2006 with a pilot of six employees. Since that time, the telework program has been formalized and participating employees have been permitted to telework one or two days a week. OEEOD has expanded the program to ensure that all staff members, including the office's administrative assistant, are trained to be prepared to telework in the event of inclement weather or another contingency.

Office of the Under Secretary and Director

PTAB

Patent Trial and Appeal Board

Patent Trial and Appeal Board (formerly The Board of Patent Appeals and Interferences) changed its name on September 16, 2012. PTAB is an active participant in providing teleworking options and alternatives for its employees. In May 2012, PTAB hired several judges to report to the Board for in-processing and to receive telework training. The judges then returned to the Detroit area to telework full time until the Detroit satellite office opened. On July 10th, the Judges of the Board's Detroit bench became some of the first USPTO employees to occupy the Elijah J. McCoy Patent and Trademark Office branch office of the USPTO.

PTAB ended the fiscal year with 98 percent of eligible positions teleworking under its current Telework Program for Non-Bargaining Employees and Hoteling

Program for NTEU 243 with the 50-mile radius option for change of duty station.

PTAB teleworkers are able to design their individual telework routines, thus providing them needed flexibility without negatively impacting their coworkers or the Board's business processes. PTAB will continue to ensure all PTAB employees receive adequate training on the suite of telework tools prior to being deployed to work remotely.

TTAB

Trademark Trial and Appeal Board

The Trademark Trial and Appeal Board ended FY 2012 with 98.33 percent of eligible positions teleworking, a slight increase from FY 2011.

In FY 2012, TTAB replaced its pilot telework program for Administrative Trademark Judges with a permanent program and negotiated and implemented a permanent telework program for NTEU 245 attorneys. The structure of the new permanent programs requires employees to designate themselves as hotelers and relinquish their current office space or adopt an office-sharing policy. Adopting a hoteling/office-sharing policy provides TTAB the opportunity to maintain its current footprint while increasing its legal staff to meet office goals and enhancing employee job satisfaction. Additionally, attorneys and judges can now choose duty station options through the Telework Enhancement Act Pilot Program and the 50-Mile Radius option for change of duty station teleworking. These proactive actions are intended to increase productivity, encourage retirement-eligible employees to continue working, and to enhance flexibility and work/life balance for employees.

With the framework of the new telework agreements in place, TTAB will continue to review its current telework program for the NTEU 243 members and other non-bargaining unit employees to explore the options of transitioning these employees to a new hoteling or office-sharing program in FY13.



A DISTRIBUTED WORKFORCE

Telework Enhancement Act Pilot Program (TEAPP)

As part of the Telework Enhancement Act of 2010 the USPTO was granted legislative authority to conduct a first-of-its-kind in the Federal Government, Telework Travel Expenses Test Program. This program, termed internally by the USPTO as the Telework Enhancement Act Pilot Program (TEAPP), allows employees to waive their right to travel expenses for up to six annual mandatory trips back to the USPTO headquarters in Alexandria, Virginia. Hoteling (or full-time teleworking) employees may now elect, voluntarily and for their own convenience, to live greater than 50 miles from the USPTO campus, by becoming a TEAPP participant and thereby effectively changing their duty station.

The TEAPP officially began in February 2012, and at the end of the 4th quarter 2012 had 740 pilot participants in 39 states.

The TEAPP will benefit the agency, participating employees, and agency stakeholders while enabling increased production, revenue gain due to reduced attrition/recruiting cost-avoidance, enhanced continuity of operations planning, real estate and transit subsidy cost-avoidance and will have a positive impact on traffic congestion in the Washington metropolitan area.

Detroit Satellite Office

In FY 2010, USPTO established a working group to discuss the feasibility of conducting a pilot program to test satellite offices outside of the mid-Atlantic region. In FY 2011, the first of these satellite offices was selected with an office in Detroit, Michigan, which opened in FY 2012. This workforce model will enable the USPTO to expand its traditional hiring methods and seek out areas of the country where the resources, workforce, and technical expertise exist to fulfill the USPTO's mission and achieve



USPTO cuts the ribbon at the grand opening of its new satellite facility located in Detroit, Michigan.

the agency's goals. The Nationwide Workforce Program's working group is comprised of members from all areas of USPTO, including Patents, OAS, OHR, OCIO, OCFO, and OCCO, to ensure a comprehensive approach in establishing the satellite facility.

On July 13, 2012, Acting Secretary of Commerce Rebecca Blank, Under Secretary of Commerce for Intellectual Property and Director of the United States Patent and Trademark Office (USPTO) David Kappos, Deputy Under Secretary and Deputy Director of the United States Patent and Trademark Office (USPTO) Teresa Stanek Rea, and along with elected officials, participated in a ribbon-cutting ceremony to officially open the Elijah J. McCoy USPTO office in Detroit, Michigan – the first-ever Patent and Trademark Office outside of Washington, D.C.

The new office is the first to open out of four USPTO satellite offices that will function as hubs of innovation and creativity, helping protect and foster American innovation in the global marketplace, helping businesses cut through red tape, and creating hundreds of highly skilled jobs in each of the local communities.

"Patents are the fuel for American innovation," Acting Secretary of Commerce Rebecca Blank said in her remarks.

"By opening the doors to America's first-ever satellite Patent office in Detroit, we are going to put more patents in the hands of entrepreneurs throughout this region and across the country. The McCoy office will make America's patent system stronger, empowering America's innovators to attract capital, put their business plans into action, and create more good jobs for the middle class."

Telework as a Foundation for Continuity of Operations (COOP)

The United States Patent and Trademark Office (USPTO) takes part in the congressionally mandated Eagle Horizon continuity exercise annually. The exercise tests the ability of Federal agencies to maintain their essential functions during a simulated emergency. This year's exercise was held June 18-20, 2012. The exercise was very successful, demonstrating the agency's ability to perform essential functions during a continuity event. During the exercise, utilization of telework among emergency

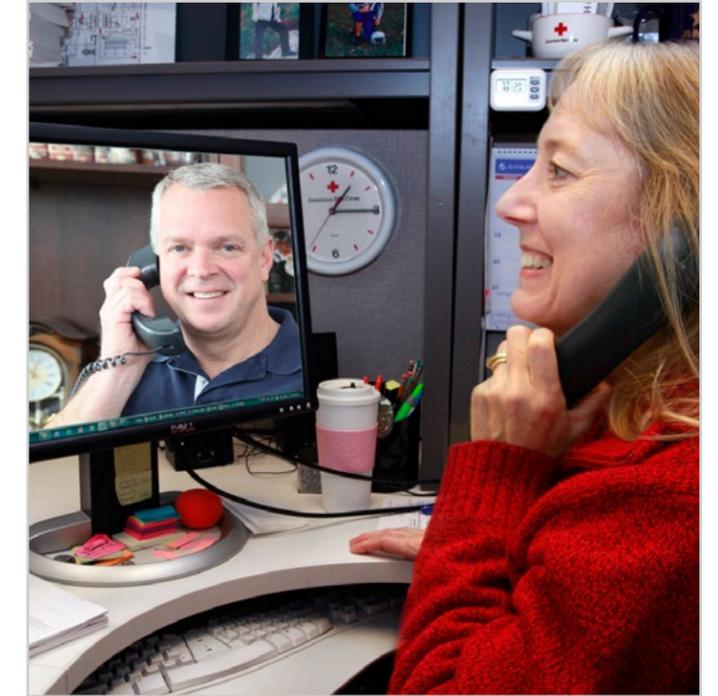
continuity personnel was so effective that other ways of leveraging the agency's extensive telework program will be investigated to enhance continuity capabilities during emergencies.

The USPTO telework program played an integral role in the success of at least two major areas of Continuity of Operations (COOP) during the exercise. These were first, maintaining communications, and second, accessing vital records. The USPTO's Emergency Response Group must be able to monitor and report on power and weather conditions, public transit and government operating status and provide broadcast messages to employees. During the exercise, teleworking group members were able to meet all of their tactical communications responsibilities.

Access to vital records is a second major component of the measurement of success in a simulated or a real emergency. Once again, the resiliency of the agency due to the strength of its telework program was central to the success of this portion of the Eagle Horizon Exercise. Patent and Trademark records, payroll and emergency operations records, phone tree and contact information were all able to be accessed, shared and utilized by COOP managers working from decentralized locations. Additionally, each USPTO business unit's appointed emergency COOP manager was able to access needed records and communicate with employees.

In late 2012, a real emergency once again attested to the muscle of the USPTO telework program. As the largest employer in the City of Alexandria, Virginia, the USPTO actively participates in the Local Emergency Planning Committee for the city, meeting on a quarterly basis with their officials. City officials noted the tremendous

bonus of having such a large employer with telework-ready personnel during Hurricane Sandy. The ability for 7,300 USPTO employees to telework during the hurricane was a tremendous bonus for the city, lessening the load on their public resources and enabling them to better assist residents and other business personnel.



Fred Steckler, Chief Administrative Officer, speaks with Judy Sibert, Security Officer for the Office of Administrative Services, during the Eagle Horizon Continuity of Operations FY 2012 exercise.

The Telework Enhancement Act Pilot Program (TEAPP) Team

TEAPP participants by State



Meryl Hershkowitz

Washington 15

Oregon 2

Idaho 1



Melanie Tung



Andrew Lawrence

Minnesota 8

Wisconsin 12



Timothy Callahan

New York 51

Connecticut 11

Rhode Island 1

Massachusetts 15

New Jersey 32

Pennsylvania 73

Maryland 21

Delaware 12



David Dalke



Jay Besch



Fred Steckler

Illinois 26

Indiana 4

West Virginia 8

Virginia 69

California 48

Nevada 4

Utah 2

Colorado 18

Kansas 1

Missouri 4



Pam Schwartz

North Carolina 54

South Carolina 16



Howard Friedman



Danette Campbell



Harold Ross

Tennessee 7

Georgia 25

Arizona 6

New Mexico 1

Oklahoma 1

Mississippi 1

Alabama 9



Bob Oberleitner

Texas 60

Louisiana 5



Kathleen Duda

Florida 83



Danette Campbell, USPTO Telework Senior Advisor, moderates at the Telework Exchange Spring Town Hall conference.

FY 2012 ACCOMPLISHMENTS

The following provides highlights of FY 2012 activities and accomplishments:

- The number of eligible positions teleworking increased by 695 positions agency-wide (from 83.12 percent to 86.42 percent)
- Providing expert consultation to 25 government agencies and institutions and conducting at least 14 external telework presentations, the USPTO continued to serve as a leader in telework implementation
- Submitted a Cost and Benefit Analysis and Standard Operating Procedures to GSA as part of the USPTO Telework Enhancement Act Pilot Program (TEAPP)
- Celebrated the accomplishment of the 3,000th graduate participant in the Patents Hoteling Program
- Set a best-practice standard by providing an annual telework eligibility notification to all USPTO employees
- Participated in the Office of Personnel Management's (OPM) Telework Measurement Group and Telework Advisory Group
- Partnered with the Patent Office Professional Association, National Treasury Employees Union 245, and National

Treasury Employees Union 243, to advise and promote telework in Department of Commerce agencies

- Drafted a charter document establishing a U.S. Department of Commerce Agencies Telework Team and hosted quarterly working group meetings for all DOC telework points of contact including their labor unions
- Provided and maintained secure intranet sites for USPTO hoteling and teleworking employees as a resource for information on collaboration tools, best practices, telework program status updates, research and media coverage and archived telework reports

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 FY 2012:

- Speaker: "Federal Telework Roundtable", Gartner Group
- Philippine Government
- Thai Delegation
- 3,000th Patent Hoteling Program Celebration
- National Town Hall: "Connect, Innovate, Save"
- Consumer Electronics Government 2012
- Secretary of Commerce Tour of USPTO

- Food and Drug Administration Space Utilization Task Force Town Hall
- Advanced Learning Institute, "Telework in Government" HR Series
- Irish Institute Center for Irish Programs
- Telework Exchange Spring Town Hall Moderator: "Focus on Work: Collecting Data and Measuring Success"
- State of Oklahoma Governmental Technology Applications Review Board
- AICPA Government Conference
- Department of Commerce Labor Management Forum

Trademark Commissioner Deborah Cohn Speaks at Telework Exchange 2012 Fall Town Hall

The Telework Exchange hosted its annual Fall Town Hall Meeting on September 25, 2012, at the Walter E. Washington Convention Center in Washington, D.C.

Commissioner for Trademarks, Deborah Cohn, joined Dr. Arleas Upton Kea, Director, Division of Administration, Federal Deposit Insurance Corporation; and Dr. Naomi Leventhal, Director, Deloitte Consulting, as part of a panel that discussed telework program goals, measurement tools, and strategies designed to incorporate telework as part of an agency's culture. The panel was moderated by Dr. Kimberly Wells, Lead Research Psychologist, Work/Life/Wellness, Office of Personnel Management.

Commissioner Cohn emphasized the importance of aligning agency telework goals with organizational mission and business goals. She also explained the relevance of including telework when considering leadership succession planning, knowledge capture and program improvement.

Trademark Managing Attorney Panelist at Brookings Institution Telework Discussion

On Tuesday, May 15, 2012, Chris Pedersen, a Managing Attorney in Trademarks, took part in a panel discussion, under the auspices of Brookings Executive Education, entitled "Managing The Federal Employee: Supervising Teleworkers".

The panel discussion was part of a seminar, held at the Brookings Institution, in order to provide assistance to supervisors and managers, throughout the Federal Government, in expanding and implementing the telework initiative. The Brookings Institution, founded in 1916, is a non-profit, public policy organization based in Washington, D.C. Its mission is to conduct high quality, independent research and to provide innovative and practical recommendations on a number of diverse topics.

Mr. Pedersen was one of three panel members, each invited to discuss their personal experience with managing teleworkers. His perspective was that of a manager whose entire office partakes in the TWAH program. He was joined by a representative of the U.S. Office of Personnel Management and a former Deputy Assistant Attorney General at the Department of Justice. Each panel member initially spoke for 20 minutes. The session was then opened to the audience for questions from the individual participants.

The goal of the session was for the attending audience to get practical ideas from the panel participants on how to implement a successful telework program, and supervise effectively in such an environment. Mr. Pedersen spoke of the unqualified success of the telework program at the USPTO, drawing upon his experience with the attorneys in his law office, three of whom are currently part of the TEAPP program, residing in Tennessee, Florida and New Jersey.



Chris Pedersen sharing his experience and thoughts on managing teleworkers.

Environmental Impact of Telework

Each year, USPTO's teleworkers have a dramatic impact on the environment.*

4,145 teleworkers working from home four/five days per week:

- Avoid driving 46,025,044 miles in a year
- Collectively saves \$5,139,463 in gas a year, and
- Collectively reduces emissions by 26,848 tons in a year

2,102 teleworkers working from home one day per week (minimum):

- Avoid driving 5,186,685 miles in a year
- Collectively saves \$579,179 in gas a year, and
- Collectively reduces emissions by 2,723 tons in a year

* Environmental impact calculations provided by the Telework Exchange.

- *Federal News Radio with Sean McCauley* (06/06/2012)
- *News Channel 8 WJLA Studios/1100 Wilson Blvd* (06/15/2012), Morris Jones, Interviewer
- *Federal News Radio with Tom Temin* (06/26/2012)
- *Washington Post with Joe Davidson* (07/09/2012), Telework is a Work in Progress
- *DorobekInsider Radio Interview with Chris Dorobek* (08/01/2012)
- *Washington Post with Lisa Rein* (09/11/2012)

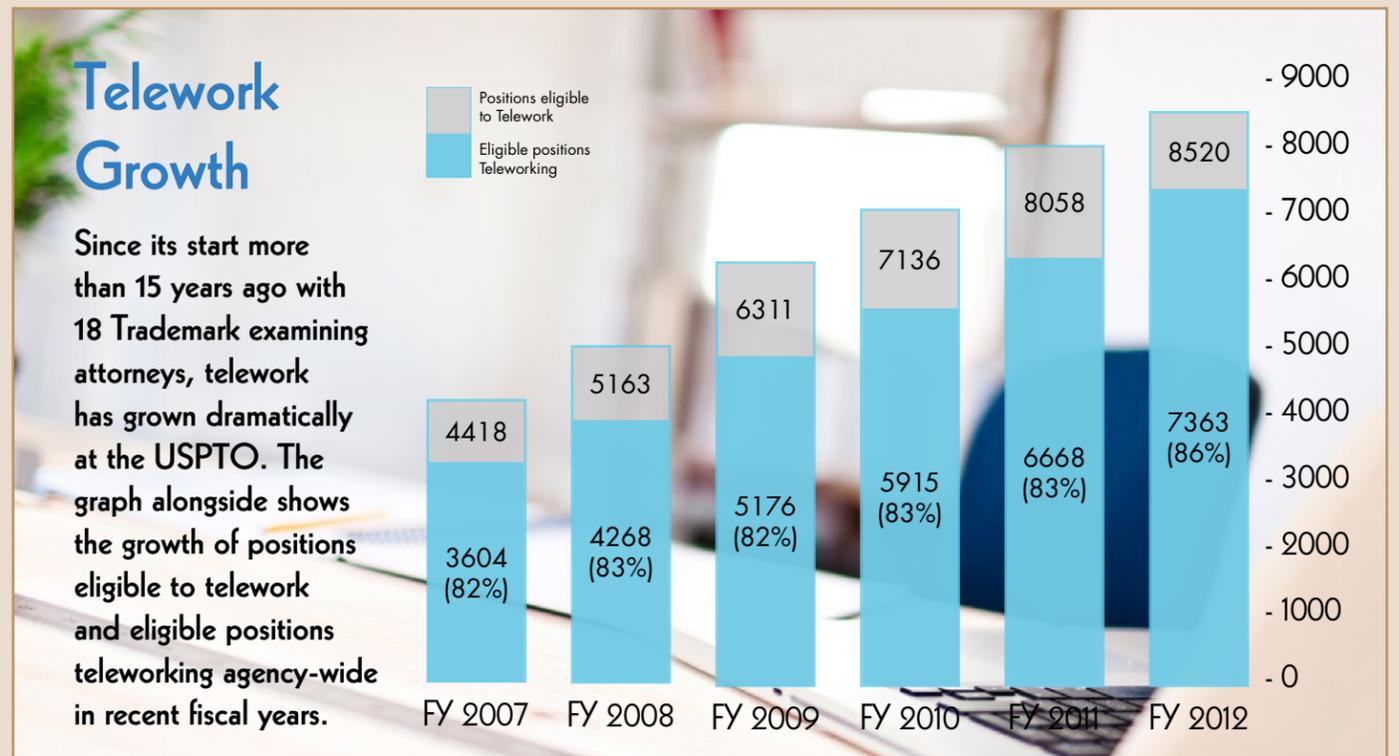
Assistance to Government Agencies and Institutions

In FY 2012, 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.

- Bureau of Economic Analysis
- Public Defender's Service for DC
- Government Printing Office
- Department of Homeland Security
- USDA
- Office of Science & Technology, NOAA Fisheries
- Housing and Urban Development
- Veterans Affairs
- Graduate School USA
- Equal Employment Opportunity Commission
- WIPO – World Intellectual Property Organization
- Naval Air Systems Command
- Center for Climate & Energy Solutions
- CGI Federal Green IT and Telework Solutions
- National Geospatial-Intelligence Agency
- Commerce Office of Human Resource Management
- Hughes Government Solutions
- Nuclear Regulatory Commission & GSA
- FAA Planning & Performance Division
- FMP Consulting
- U.S. Citizenship and Immigration Services, Department of Homeland Security
- DHS/FEMA
- Federal Energy Regulatory Commission (FERC)
- U.S. Office of Personnel Management

Innovative Application of Technology to Support Telework - The Universal Laptop Program

In March 2011, USPTO began the deployment of Universal Laptops (UL). The new UL provided each employee with a state-of-the-art computer with greatly increased power, processing speed and stability. By the end of the 1st quarter of FY 2012, this cost-effective initiative was deployed to 8,903 USPTO employees – further enabling a transparent means of telework at the USPTO.



FUTURE OF TELEWORK AT USPTO

The USPTO has demonstrated its commitment to expanding telework programs agency- and nation-wide. In FY 2013, 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, Virginia 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 four days per week and travel to the office twice per biweekly pay period) throughout the United States. In FY 2013, there will be a continued focus on creating a nationwide workforce. This will positively impact the agency's capacity to attract and retain a highly skilled workforce across the country, and further solidify the agency's status as an employer of choice. Key components of this effort include the

incorporation of additional USPTO satellite offices and the continued expansion of the Telework Enhancement Act Pilot Program.

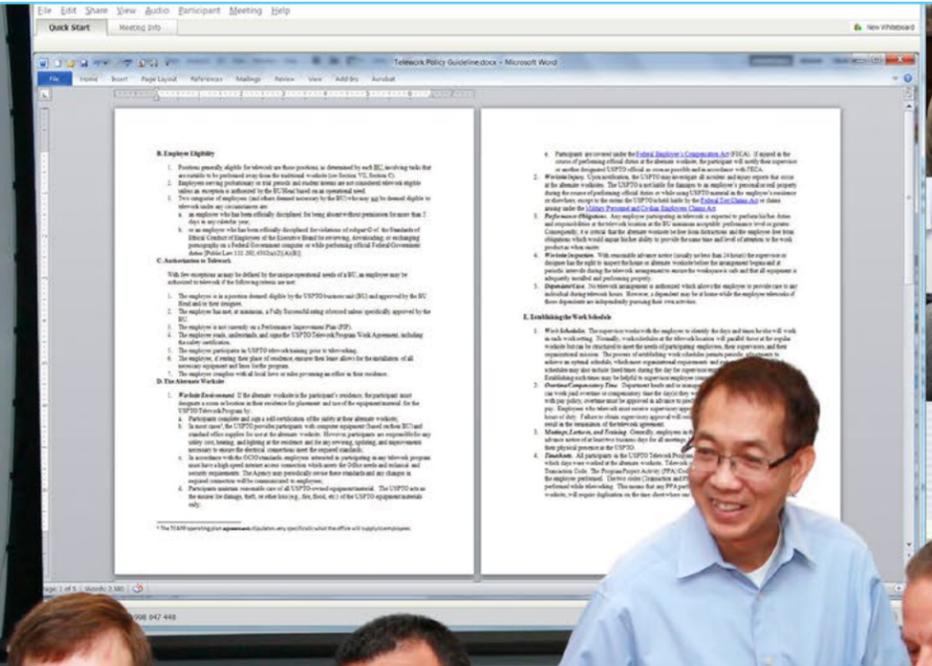
The USPTO will sustain its role as a telework thought and practice leader throughout the next decade. As telework continues to expand within USPTO and beyond, the USPTO experience and voice will be a role model for Federal agencies seeking to further develop telework opportunities for their personnel.

USPTO Telework Media Coverage and Interviews

In FY 2012, the USPTO received the following media coverage and participated in the interviews listed below:

- *The Chicago Tribune with Rex Huppke* (11/02/2012), Overview of Telework at the USPTO
- *FedScoop Radio* (12/13/2011), How USPTO Implemented Telework
- *Telework Exchange CIO Insight* (01/13/2012)
- *Telework Exchange/Washington Post* (02/28/2012)
- *WTOP Interview with Michael O'Connor* (02/16/2012)

ACKNOWLEDGEMENTS



The Core Telework Team

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



Seated left to right: Maraky Sissay, Kevin Gilbert, Mike Stehling, Khalil Naamane, Michael McGill, Scott Martin, Holly Chong-Williams. Standing left to right: Van Keene, Tung Nguyen, Toby Barrera. On screen top to bottom: Danette Campbell, Greg Beyerlein, Jackie Bowen.



Patent Hoteling Coordinators Group

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

Seated left to right: Scott Martin, Matt Kim, Esther Williams, Ian Simmons, Bob Olszewski, Tung Nguyen, Jay Patel. On screen left to right-top to bottom: Christina Johnson, Retta Williams, James Groody, Amy Perkins, Matthew Landau, Sharmalia Coates, Randy Green, Joseph Hail, Joseph McKane, Toshia Ross, William Trost, Errica Miller.

The Telework Working Group

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

Seated left to right: Mary Sparrow, Camilo Reyes, Kim Goodwin, Adrianna Benedetti, Lisle Hannah, Latoya Brown, Stephanie Murray, Kendra Mashack. Standing: Danette Campbell. On screen left to right-top to bottom: Amanda Putnam, Karen Sewell, Paul Fucito, Kari Ginsburg, Sherryl Trammel, Clint Janes, Tara Myers, Jackie Davis-Maxfield.



Trademark Work at Home Working Group

(management and union representatives)

Left to right: Meryl Hershkowitz, Andrew Lawrence.
On screen left to right-top to bottom: Kristin Dahling,
Jay Besch, Mary Sparrow, Jeffrey Look.



Special thanks

is extended to Fred Steckler,

Chief Administrative Officer,

Norma Rose, Office of the

Under Secretary and Director,

and Paul Ehlke, Trademarks.



Telework Resources

FEDERAL GOVERNMENT TELEWORK

www.telework.gov

MOBILE EXCHANGE

www.mobileworkexchange.com

TELEWORK VIRGINIA

www.teleworkva.org

COMMUTER CONNECTIONS

www.commuterconnections.org

