

# Road Warriors

UCOP Essential Mobile Toolkit

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# What is Telecommuting?

- **Telecommuting, remote work, or telework** is a work arrangement in which employees do not commute to a central place of work. Work can be accomplished from home, or non-permanent work space.
- All telecommuting arrangements must be defined and approved by supervisors or managers.
- Some jobs are more likely to become telecommuting positions than others.

## ... But does it work?

- 37% of US Employees have telecommuted at least one day in 2015. Compared to 9% in 1995.
- 10% of US Employees telecommute more than half of their work days in a month.
- Only really works if the job position has...
  - Technology component allowing remote tools
  - Has observable results or metrics for completed work
  - Work environment is stable
  - There is trust between Employee and Management

# The Hardware

- Laptops
- iPads
- Smartphone
- 4G Hotspots



# Remote Access

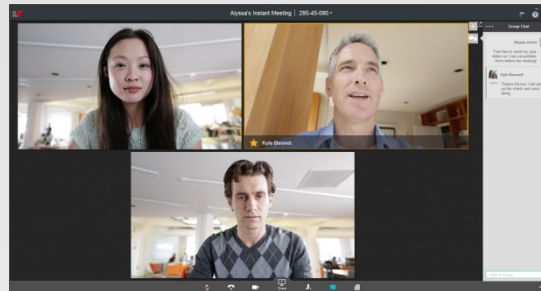
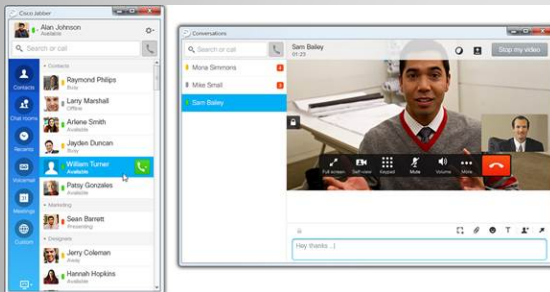
- Cloud Computing (A3)
- VPN
- Outlook Web Application (OWA)
- Personal and Department Network Shares



# IP Phone Service & Video Conference



- Jabber Softphone Client
- Cisco Unity Connection – Voicemail
- Fuze – Video Conference
- ReadyTalk – Audio Conference



# Other Web Services

- UCPath
- AYSO
- UCOP Main Webpage
- SharePoint
- Service Hub (Service Now)
- Remote IT Support via Service Desk
- Etc...

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UCPath

SharePoint Portal

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# UCOP Guidelines and Agreements

- Local Human Resources website has information on UCOP telecommuting and HR will advise you if you have any questions.
- <http://www.ucop.edu/local-human-resources/op-life/worklife-programs/telecommuting.html>



# Questions and Suggestions



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