

Client

National Institutes of Health (NIH) National Institute on Aging (NIA)

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. In an effort to better the tracking of Telework Applications and to improve the efficiency of the workflow, LCG built its first electronic-based telework approval system. In 2004, a standalone version was implemented in several Institutions (ICs) at the National Institutes of Health including National Institute of Deafness and Other Communication Disorders (NIDCD), National Institute on Aging (NIA), National Human Genome Research Institute (NHGRI), and Center for Scientific Review (CSR). In 2007 under the leadership and guidance of the NIA and with the partnership of NHGRI and CSR, the standalone version was migrated to a centralized code base. Subsequently, in 2010 efforts to have a single application hosted by NIA, were begun. In the summer of 2011, this centralized application was put into production. Since then, Telework Online has proven to be a cost-effective, time-saving solution that 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 manual, paper-based process that included three forms: the Telework Application, a Home Office Evaluation, and a Hardware Inventory Form. Hand-routing these forms for approval signatures could take weeks or months to complete. LCG was challenged with:

- Converting these forms to an electronic format in a system that allows for workflow routing of the application and its forms to various levels in the approval process,
- Automating ad hoc telework requests, approvals, renewals, terminations, and reporting services, and
- Designing a tool with customizable settings, email notifications and alerts, real time application status notifications, and search and reporting capabilities.

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

Solution

NIA Telework Online is 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, and
- 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.

Business Value

LCG 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.



“ 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

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 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. The system is cross browser and cross platform compatible (Safari, Firefox, IE, Mac, and PC) and is Section 508 compliant. Today, the system is gaining popularity for its flexibility and extensibility and has found its way into the following Institutions within the NIH: NIA, NHGRI, CSR, NIMHD, NIDA, NIDDK, NIBIB, NCATS, OD, NIDCD, FIC, ORS/ORF, and CIT.

- Meets the Federal Telework policy requirements (Reporting, training module, complies with Telework Act of 2010)
- Automatic application renewal and notification email system
- Customizable solution for ICs to adapt to their business process
- Reduction in time to review, approve, and manage telework agreements
- Ability to respond to all types of Ad Hoc data calls with real time reporting
 - variety of search queries
 - exportable to Excel
- Ability to track status of an application
- System audit trail for tracking purposes
- Ability for multiple or alternate approvers to assist designated approver.

