



GSA Administrator

October 24, 2005

The Honorable Alphonso R. Jackson
Secretary of Housing and Urban Development
Washington, DC 20410

Dear Mr. Secretary:

I am writing to request the participation of your agency in a study of technology costs associated with Federal telework programs. This study is a follow-up to the 2002 study "Technology Barriers to Home-Based Telework," which included recommendations for the inclusion of telework in the information technology capital planning process. This new study, entitled "Telework Technology Cost Study," focuses on the technology costs associated with implementing telework programs, the current status of telework technology infrastructure, technical enhancements needed to expand telework to greater portions of the agency workforce, and the costs of those enhancements. The study will also identify useful policies to support the technical, budgetary, and organizational issues surrounding telework. Our contractor is Booz Allen Hamilton, competitively selected to conduct this important study. Your agency is one of 15 Federal agencies chosen to be included in the study sample, which will be used to obtain a representative and comprehensive picture of telework technology costs in the Federal Government.

We have a six month time frame in which to complete this study. It is important that agencies make a concerted effort to respond in a timely fashion. I am requesting, therefore, your cooperation and top-level direction to:

- Inform your agency about this study, its priority, and the arrival of Booz Allen personnel,
- Provide the Booz Allen personnel expedited access to interview and gather information from employees for the study,
- Request managers to provide time for employees to complete their responses in a timely and accurate manner, and
- Designate a contact person to facilitate the interaction of the Booz Allen personnel with your agency.

U.S. General Services Administration
1800 F Street, NW
Washington, DC 20405-0002
Telephone: (202) 501-0800
Fax: (202) 219-1243
www.gsa.gov

We anticipate that information gathering will consist of interviews, focus groups, and a questionnaire of selected personnel. Be assured that the study will require minimal time commitment from the selected employees and that we are firmly committed to getting the needed information as quickly and unobtrusively as possible. Examples of selected personnel include teleworkers, their managers, telework program coordinators, CIO personnel, CFO personnel, as well as others you may designate as good sources of information on telework practices and costs in your agency. We anticipate that up to ten persons in your agency may contribute to this study. Time requirements will vary from between one and six hours per person, depending on the level of their participation.

Information gathering and interviews by Booz Allen are expected to take place in October and November 2005. Please provide the name, e-mail address, and telephone number of your agency point of contact to Dr. Wendell Joice of GSA within one week of the date of this letter. Your staff may contact Dr. Joice at 202-273-4664 or at Wendell.joice@gsa.gov.

Thank you for your cooperation in helping to make this study a success. We look forward to sharing the findings and recommendations with you in late 2006.

Sincerely,



Stephen A. Perry
Administrator