

Specialized Crane and Rigging Association 2016 Symposium

The Missouri Department
of Transportation

Teleworking / Lessons Learned

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It began one November, when we awoke to 20" of snow on the ground... We had been discussing the idea of telecommuting, but hadn't put anything into motion.





It doesn't have to be a snow emergency, it could be flooding or other natural disasters.

Issuing credentials was a snap.

Supporting paper documents were unavailable at home.

An email address was created for customers to email documents to us and assigned people disbursed the documents to the group that would work them.





We began the journey with a remote computer website, that allowed you to access your desktop from anywhere, using your own equipment and you were inside the network. The problem with this, is the screen appeared on your home computer as a tunnel; things were very small.

Only MoDOT equipment could be plugged into the system for obvious security reasons.



Remote access computer allowed us to telecommute, but presented their own issues. It seemed like it suppressed the speed of the internet when using it and eventually the decision was made to use virtual machines.

The virtual machine housed all the software necessary for the job. Virtuals can be updated remotely when the other office equipment updated, no downtime.



Cubicles were set up for when the agents needed to be in the office, i.e. home internet not available, mandatory meetings to attend or sometimes they just wanted a break and would come into the office.

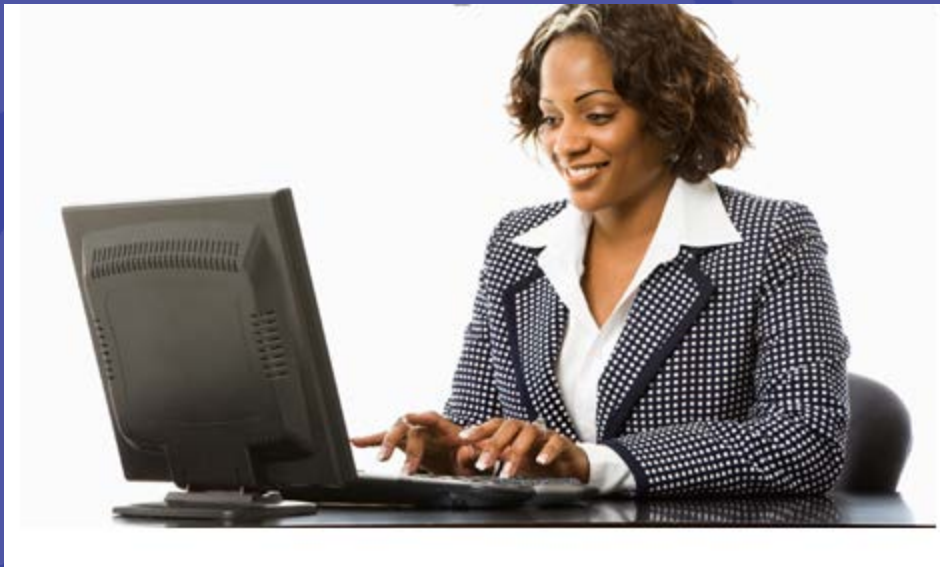


These cubicles are referred to as the “hoteling cubes”, because basically you bring tools that are easily mobile with you and you “rent” a room in the “city” you need to be in.

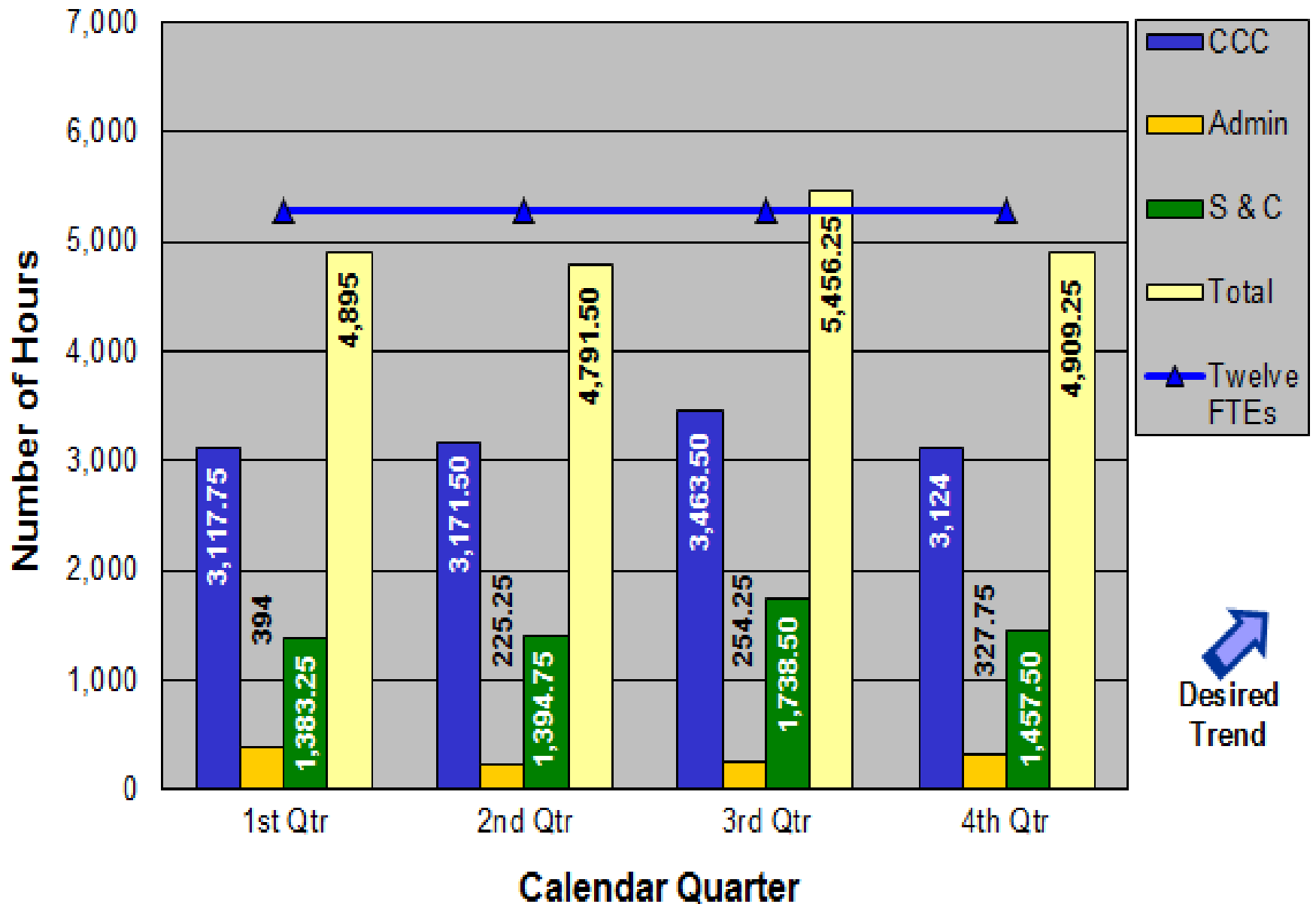


Teleworking and remote work hours

- Motor Carrier Services offers teleworking not only to assist agents with the cost of commuting, but also to decrease overhead costs to the division.



2014 Teleworking and Remote Work Hours



The 12 FTE teleworkers do not require workspace in a MoDOT facility. This allowed MCS to downsize to a smaller office in August 2014.

Note: One FTE is considered 147 hours per month when average use of annual leave, sick leave and holiday hours are taken into account.



DID YOU EVER MAKE
IT TO WORK?



If you are telecommuting, the
answer is yes.

For More Information:

www.modot.org

1 888 ASK MODOT

Telework Video

