

A Fundamental Change...

- Consolidation of “Office” Oversight
- Decentralization of Field Staff Supervision
- No change in the tools to manage data collection
- Essential – the ability to do “office” activities not in the office
- Efficiencies – survey workload assignments, travel, cost, progress tracking, problem resolution, performance feedback



The Environment

- “Hyper” concern about Security / Confidentiality
- Aggressive Schedule
 - Notification on June 30
 - Up and Running October 1
- Proprietary “Custom” Systems
- Not Telework - full-blown “Work At Home”



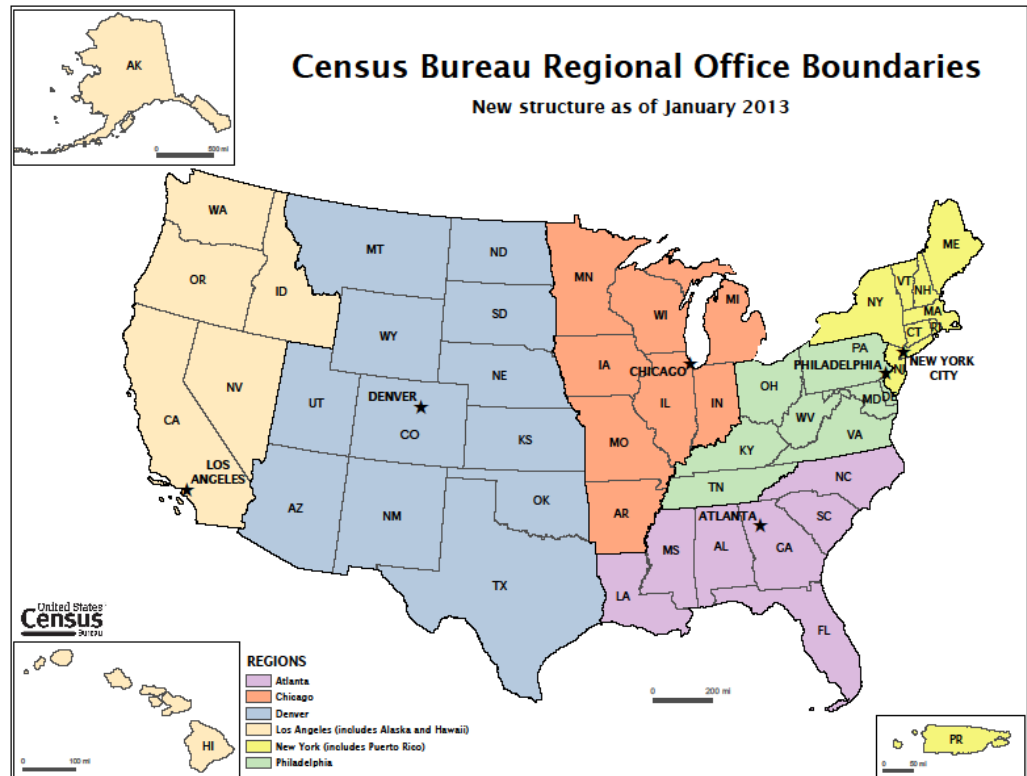
A Confluence of Events

- Already in conversations about implementing “Virtual” Desktop to support Telework
- Security certification process already under way
- Extraordinary upper-management influence to “make it work”!
- Assets in place from the recently completed 2010 Census



Six Regions Responsible for Nationwide Data Collection

- Survey data collection is managed through the new 6-region structure as of January 1, 2013, with regional offices located in:
 - Atlanta
 - Chicago
 - Denver
 - Los Angeles
 - New York
 - Philadelphia
- **48 Survey Statisticians (Field)** work from their homes and oversee the work of nearly 7,000 Field Representatives through **576 locally-based Field Supervisors**.



WAH kit and WAH applications

VDI Work@Home – Available Applications		
Adobe Acrobat Reader 10.1.2	HR Connect	ROSCO Barcode Fonts
Adobe Flash Player	Job Rotation Program	ROSCO DAAL
ALMI	iNotes 8.5.2	ROSCO PB10-5 Training
APRS	Internet Explorer 7	ROSPOTT
CARMN	J'Initiator	Same Time Connect 6.5.1
CBS Web Portal	LMS	Sametime Meeting
CHRIS	MAF Browser	Scan to PDF
DAD	Microsoft Office 2010	SecretAgent 6.0.3
Dolphin	Mozilla Firefox 10.0.3	Silverlight
DVD Player Software	MySite (SharePoint)	SnagIt 11
Enterprise Password Self-Service	Panda	UTS
FastData Web Access	Quick Time 7.7.1	UTS – Beta Test
FYI	Real Player 2.1	Web TA
Giant Panda	Remedy Web	Windows Media Player
Google Earth	ROSCO	WinZip 16.5



WAH kit and WAH applications

- Laptop
- 19in Monitor
- All in One Printer
- USB WiFi adapter
- 4G Aircard
- 4-port USB Hub
- Keyboard/Wireless Mouse
- Headset/Microphone
- Rolling Notebook Backpack
- Surge Protector



VDI benefits

- Shared resources
- Faster application response
- Centralized solution for updates/patches
- Any device, anywhere



VDI challenges

- **Connectivity – Wifi and cellular not 100% reliable**
- Learning curve - training and support
- Problem in one application seen everywhere
- 2 factor authentication





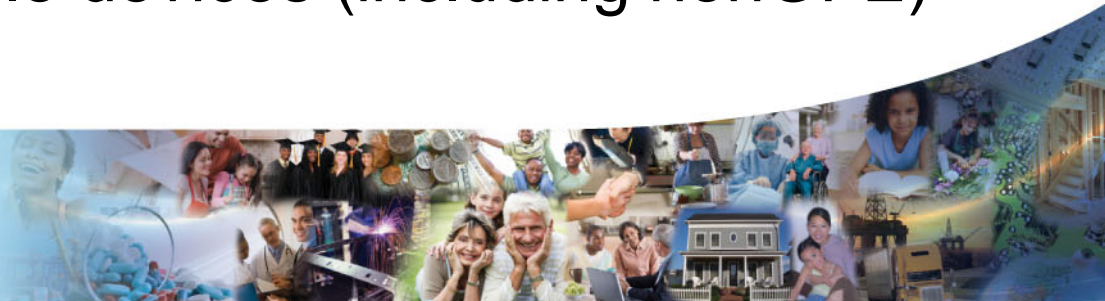
Where we are now ...

Adjustments made to WAH VDI

- Moving from 2 laptops to one CAPI laptop
- Centralized training
- Improving support
- Technical improvements
 - Minimizing login requirements
 - As a result of kick-out reports
 - Session reliability
 - Network setting
 - CAPI fixes
 - User messaging

Where we are headed ...

- Current challenges
 - Users with Connectivity Issues
 - Setup Process and Support
 - Ensuring Security
- Upcoming Enhancements:
 - Expanding availability
 - Restructuring Databases
 - Support for multiple devices (including nonGFE)
 - NextGen CAPI

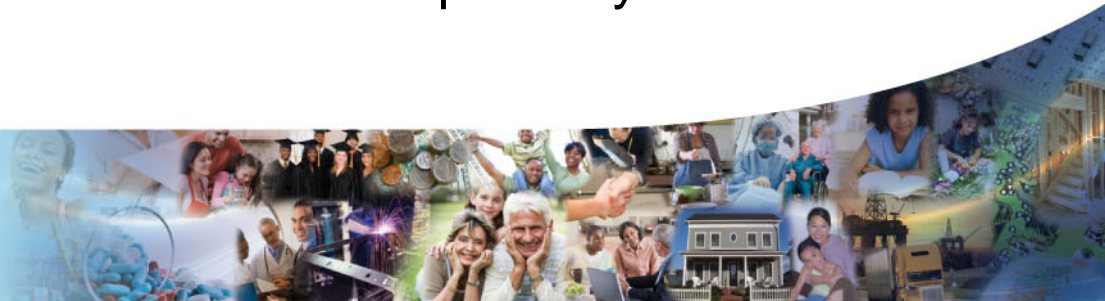


User Feedback

WAH Geographer

What has been the biggest challenge in your new position working from home?

Working at home is very different than working in an office, and, as I'm sure is the case with many people in my position, I didn't really know how I would handle the change. At first, I thought it would be tough, but it has actually been easier than I thought. I am at my desk more now than when I was in the RO, it is easier to focus, and time flies by faster. And you don't have the office distractions which can sometimes consume your day. I do, miss the interaction with coworkers though, and, admittedly, WAH may not be for everyone. You need to have discipline, and be able to separate your home life from your work life.



User Feedback

FS Hawaii

What are your observations and thoughts about the transition to the new management structure?

I like the new structure. The transition has been a little bumpy, but once all the waves are completed, with procedures in place, I think we'll work much more efficiently. As an FS, I see a two-fold advantage to the new structure: first, I can now see the bigger picture of the 8-10 surveys we conduct each month; and second, I have a much closer view of the 14 FRs I manage. This helps me plan assignments better, track progress more closely, and resolve problems in the field. I'm closer to the ground now, and this helps me understand what it's really like out there.

