



November 17, 2014

The Honorable Darrell Issa
United States House of Representatives
2347 Rayburn House Office Building
Washington, DC 20515

Dear Congressman Issa,

I am the President of the nation's leading nonprofit telework education and advocacy organization, The Telework Coalition, also known as TelCoa.

I know that you, as the Chairman of the House Oversight and Government Reform Committee, and House Judiciary Committee Chairman Representative Bob Goodlatte will be holding a joint hearing to examine reports that United States Patent and Trademark Office (USPTO) officials omitted information from an internal report to conceal that teleworking employees lied about hours they worked and received bonuses for work they didn't do.

I wholeheartedly agree that it is necessary to ensure that this kind of misuse of government resources does not recur.

My concern and that of many of my colleagues is that your committees should not look at this unfortunate situation as a general indictment of telework.

We believe that the majority of the issues that cast a negative light on telework are a result of poor management, particularly among mid-level managers who just do not know how to lead a remote or virtual workforce. They have spent years developing a management style that dictates that in order to be successful the manager must be able to see the employee at all times. This is not accurate because as most of us in business realize, just because one is sitting at his or her desk does not mean they are working.

It takes a new management style to effectively manage in the 21st Century using the collaborative technologies that are being constantly refined and becoming both more affordable and available.

Throughout the 15+ years I have been in the telework field I have realized that the primary reason organizations incorporate telework into their business plans is the profound effect it can have on their bottom lines by reducing real estate needs and related overhead costs, and decreasing costly employee turnover. It also enables and facilitates Business Continuity and Continuity of Operations Planning by providing both disaster avoidance and continuity components.

Prior to my involvement with telework I was engaged in many facets of emerging telecommunications technologies for 30 years. I believe that many of the technological advances we incorporate into both our personal and business lives are in some ways a result of the evolution of telework from just working from home to the mobile and collaborative experience it has become.

In conclusion, we agree that it is necessary to ensure that this any misuse of government resources be addressed and eliminated. It is also important that telework, which started becoming a valuable tool for our government over 15 years ago, be allowed to grow under proper direction.

I appreciate your attention to this matter.

Best Regards,

A handwritten signature in black ink that reads "Chuck Wilsker". The signature is written in a cursive, flowing style.

Chuck Wilsker
President and Co-founder
The Telework Coalition
Washington, DC