Sample Telecommuting Checklist

Section 1: Identify Employee Needs & Criteria

S/N	Issues to Consider	Comments
1	Reason(s) for request to telecommute.	
2	Requested duration, e.g. 5 days, 2 months, etc.	
3	Requested frequency, e.g. full day, half-day, 3-times weekly, etc.	
	What are the eligibility criteria for telecommuting?	
4	This may vary between organisations, e.g. length of service, performance ranking, job role, etc.	
5	Does the employee fulfil the criteria?	

Section 2: Identify Business Needs

S/N	Issues to Consider	Comments
1	Can the job be done effectively within the proposed schedule? Consider access to information and equipment, need for face-to-face	
	Interaction to fulfil job role, etc. Does the employee demonstrate the necessary skills, ability and	
2	experience to do the job under the proposed schedule?	
	Refer to the employee's performance appraisal records.	
	What issues would the proposed schedule present to external and/or internal customers, co-workers, managers, etc.	
3	Consider the job responsibilities and impact on other parties. Job responsibilities should not be passed down to another co-worker unless there is agreed re-definition of job scopes which will then have to be clearly defined.	
4	Can these issues be resolved?	
5	Are there any security measures regarding access to and/or use of proprietary information and documents?	

S/N	Issues to Consider	Comments
7	What criteria will be used to monitor performance and results? Managers should have clear standards and evaluate all teleworkers and their co-workers based on similar standards. These standards should be clearly communicated before the telecommuting arrangement begins to avoid future misunderstanding.	
8	What review process will be used to evaluate the arrangement?	

Section 3: Administration and logistics

S/N	Issues to Consider	Comments
1	What equipment are required to enable the request, e.g. laptop, server and internet access, mobile phone, scanner, etc.	
	Teleworkers need to ensure effectiveness of communication with their	
	manager(s), co-workers and external/internal customers, as well as ease of access to information to get the job done.	
2	Is the equipment readily available or easily made available?	
3	Has the impact, if any, on salary and benefits been clarified? As employees usually work the same amount of hours, salary should remain the same. However, organisations should note that this is not a legal enforcement by the government, but rather a guideline to a set of best practices. Likewise, staff benefits should not be affected for the same job role.	
5	Has a cost-benefit analysis been conducted? What is the outcome of the analysis?	
6	What immediate or long-range savings might result from the proposed schedule?	