



Telework Process Manager

Learning Course Curriculum

V3 version



Learning objectives:

International surveys indicate that company employees showed a dominant interest (60%) in teleworking (home office, remote work) mode even after the pandemic. This interest is supported by companies, as it has been shown that the systematic organizational introduction of telework brings reduction in costs as well as an increase in the productivity and benefits to teleworkers.

[TeleDom training series](#) are divided into the thematic areas of telework learning activities:

- A. Current domestic and worldwide experience
- B. Deployment methodology considering legislative requirements
- C. Specific previews of IT applications to support telework activities
- D. Organizational and technical consultancy for the introduction of Telework in your company

Practical end goal: Working **outside of the company should be at least as effective as in the company.**

Form of learning:

1. Regular weekly online meetings focused on the topic of a particular learning module. Total 7 publicly available modules and one private module (M8)
2. Participants can view video **footage of the** topic before the meeting (max. 30 minutes)
3. At that meeting, the moderator and invited experts will answer the participants' s questions (30 minutes).
4. Services A, B, C are free of charge, but require registration on <https://teledom.teachable.com/> online learning site of TeleDom.

List of Learning Modules:

- M0: Overview of the theme of the whole course**
- M1: Telework analysis and planning**
- M2: Definition of the scope of telework**
- M3: Managing workplaces**
- M4: Teleworker onboarding**
- M5: Support services for Teleworkers**
- M6: Telework process evaluation reports**
- M7: Telework for manufacturing companies**
- M8: Introduction of telework in your company**

INNOVATION:

The contents of learning modules (including video presentation) will be available to registered learners on Teledom.teachable.com platform no later than **24 hours** before the scheduled **online meeting**. This saves you time: you know what the meeting will be about (Video, downloaded documents) and whether you are interested in it at all, and you can think about your questions for the discussion part of the meeting.

In addition, learners will have access to the database of methodologies of the Telework EU ecosystem maintained by Teledom.online. The database is regularly updated with worldwide trends the from, areas of the telework that can be tracked in the LinkedIn group [Telework EU](#) .

Collaborative learning platform: learners can be also co-creators of the course content. They are granted free access to the course.

Specification of the content of individual modules:

M0	Overview of the theme of the whole course
Module objective	Get an overview of the contents of each module
Resources for download	<ol style="list-style-type: none">1. Video recording, overview of TELEWORK course modules2. Definitions of the International Labour Organization standards and terminology (ILO) for remote work3. Latest trends in Home Office/teleworking/digital workplace4. Selected practical screenshots of TELEWORK applications trained by TeleDom5. Invitation to register with TELEWORK
Coaching topics	During or after the meeting: how to register? Any experience?
Target audience	Management (Mainly HR) of companies and employees

M1	Telework Analysis and Planning
Module objective	What should the organisation analyse and carry out before deciding to introduce or expand Telework activities?
Resources for download	<ol style="list-style-type: none">1. Video footage – Survey on Telework readiness2. Questionnaire for analysis of company readiness for Telework3. Main phases and activities of the Telework deployment project4. Sample schedule Implementation plan
Coaching topics	Company readiness for telework, Legislation compliance, Company standards, IT security, Digitalized company procedures, Project strategy
Target audience	Line Managers (Mainly HR), key employees

M2	Definition of the scope of Telework
Module objective	Which activities can be carried out under TELEWORK mode, an estimate of the costs and benefits introduced (upgrading of the existing status), how to do this estimation?
Resources for download	<ol style="list-style-type: none">1. Telework Scope definition video2. Model organizational directive of the company for TELEWORK3. Model of the supplement to the employee's employment contract for TELEWORK4. Detailed sample deployment project5. Model of cost-benefit calculation for the company and employee (USA)6. Sample IT application for the conclusion of an employment contract annex for home office work.
Coaching Topics	What do you need to do amendments to the contract digitally and with the company's digital signature? What about outsiders? Evaluate your assignment results
Target audience	HR Managers, key employees, IT specialists

M3	Managing the workplace
Module objective	How to create physically, functionally, and safely equipped place of performance in the company and outside the company. Definitions of performance locations and available functionality by teleworkers – profiles. GDPR compliance.
Resources for download	<ol style="list-style-type: none"> 1. Video of the presentation of module content (20 min.) 2. Types of devices (corporate/own) and security of access to company systems 3. How to define profiles for a teleworker (central and remote) 4. Applicable work safety country regulations for remote work
Coaching Topics	The difference between using a corporate device and your own device for telework? How to define profiles of a place of performance in and outside the company?
Target audience	Managers (mainly HR), key employees, IT specialists

M4	Onboarding teleworkers
Module objective	How to implement these models in practice. What are their specifics according to the valid telework legislation.
Resources for download	<ol style="list-style-type: none"> 1. The video footage presents the content of the module (20 min.) 2. The onboarding process model and its components. 3. IT app example for teleworker work contract amendment 4. IT App Preview: Disconnect and manage it
Coaching Topics	Can I customize them for my company's environment? Attendance only for teleworkers or for the whole company? Integration with the payroll agenda?
Target audience	Managers (Mainly HR), personnel, accountants, employees of companies

M5	Cross-sectional services for TELEWORK
Module objective	Presentation of minimum services for TELEWORK support according to the home office of the Slovak Republic. How to choose an IT platform for these services. How to deploy platform and IT services enhancing efficient work and communication with co-workers.
Resources for download	<ol style="list-style-type: none"> 1. Video of the presentation of module content (30 min.) 2. Minimum list of IT services: Professional employee growth (online education), communication with co-workers, Online meetings, Employee access to the Company Intranet, Maintenance of HW and SW means of the execution venue, Helpdesk. 3. General architecture and IT platforms for telework 4. Presentation of standard Telework platforms (Microsoft 365, TEAMS, Google Suite, Workplace from Facebook.
Coaching Topics	What platform shall I select for my company? When is a platform for introducing individual IT services needed at all?
Target audience	Managers (mainly HR) employees, IT specialists of companies

M6	Online TELEWORK reports
Module objective	Methodology and IT tools for regular monitoring and evaluation of teleworker activities, namely: Entering and evaluating tasks and Tracking Home Office Costs. Reports for both employee and company.
Resources for download	<ol style="list-style-type: none"> 1. Module video recording 2. Description of the activity of entering and ranked and tasks or on a specific IT application of Novitech 3. Monthly statement of the worker's attendance by tasks and place of work 4. Description of the methodology Monitoring the cost of HO according to the valid accounting and tax legislation of the Slovak Republic
Coaching Topics	Track tasks for only the part performed in the HO or all the tasks of the worker? How to reimburse the worker for the costs associated with performing work at home?
Target audience	Managers (HR), economists, accountants, employees, IT specialists of companies

M7	Home Office for manufacturing
Module objective	Extension of TELEWORK functionality also for the production operations of the company in the form of remote assistance of operating personnel. Utilization of virtual and augmented reality technology.
Resources for download	<ol style="list-style-type: none"> 1. The video footage presents specific scenarios of the Industrial Services (I3D) application for maintenance and repair of production equipment using smart glasses (30 min). 2. Overview of I3D functionality and how it was incorporated into the company's cooperation communication system
Coaching Topics	How to extend IT functions of HO to plant workers? When is it worth introducing? E.g. for remote assistance (experts and suppliers) in the event of a failure of a key production facility?
Target audience	Company managers, in the operation of production facilities, technical section of the company

M8	Introduction of TELEWORK in a particular company
Module objective	Consultation of TELEWORK deployment or innovation procedures with a specific company. The theme of the consultation will be determined by the company 7 days before the scheduled meeting.
Resources for download	They will only be available to persons designated by the company. Survey of company and employment readiness for Telework (measuring Telework Maturity levels)
Coaching Topics	Payment for Consultations: 40 euro/ hour regardless of the number of nominated participants of the company.
Target audience	Private module, participants are nominated by the company

The Telework Generic Process Model

Common telework support process activities	Who	When
1. Definition of the scope of the HO		
1. Scope and periodicity of HO works	C+E	Changes on an ongoing basis as necessary
2. Participation in HO costs	C+E	
3. Addendum to the employment contract	C+E	
2. Manage workplace location		
1. Telework HW security	C/E	Before starting work modes 4 and 5
2. Telework security SW	C	
3. Protection of company data and systems	C	changing the place of work
4. Work safety regulations	C	
3. HO performance in mode - fixed working hours		
1. Working hours schedule is determined by the company	C	Change as needed
2. Employee disconnection message	E	Before disconnecting
3. Agree overtime	C+E	As needed
4. HO performance – flexible working hours		
1. Work schedule shall be selected by the employee	E	agreed period
2. Employment contract is managed by exceptions	C+E	
5. Cross-sectional services of the company for the employee		
1. Professional growth of the employee (education)	C	instantly
2. Employee catering (lunches)	C	instantly
3. Online communication with co-workers	E	instantly
4. Employee access to the Company Intranet	C+E	instantly
5. Maintenance of HW and SW equipment	C	Operations plan
6. Telework online reports		
1. Employee attendance	E	Weekly/Monthly
2. Cost of operation of TW (energy, Internet)		Monthly
3. Assign TW tasks to an employee	C	According to the agreement
4. Evaluation of TW tasks performed	C	Weekly
5. Reimbursement of TW employee's costs	C	Monthly
7. Integration with the central IT systems		
1. Access to S1 ...	C	According to the rules of access rights of the enterprise
2. Access to S2 ...	C	

TW= Telework, C= Company, E= Employee (teleworker)