

TEAPP Alaska and Hawaii Pilot Guidelines

A pilot will be conducted to determine the performance level and consistency of USPTO IT systems and tools with the available connectivity and internet access in the states of Alaska and Hawaii. In addition, other considerations that affect mission, customer experience, and employee engagement will also be evaluated. This pilot to expand the geographical area for TEAPP participation to Alaska and Hawaii will be implemented to last until December 31, 2020. All TEAPP guidelines and the underlying telework agreement rules will remain in effect except as outlined in this document.

Patents (POPA) Pilot Implementation

- 1) The Alaska and Hawaii (A&H) pilot will run until December 31, 2020.
- 2) The A&H pilot will consist of up to 10 slots for patent examiners (POPA) in each state, Alaska and Hawaii. Patent employees who currently have approved work sites in Alaska and Hawaii as of the implementation date of these guidelines will be assigned one of the 10 pilot slots.
- 3) Applications for the A&H pilot will be accepted using the TEAPP application.
- 4) Implementation of the A&H pilot will have two phases:
 - a) Phase 1 – During the initial implementation phase, available slots in the pilot will be assigned to eligible employees according to seniority. Phase 1 will run for 1 month from the announcement of the pilot.
 - b) Phase 2 – After completion of the initial phase, any remaining slots will be assigned to eligible employees on a first-come, first-served basis.
- 5) Conditional Assignment of Pilot Slots
 - a) Pilot participation slots for new applicants will be conditionally assigned for a period of up to 3 months from the selection notification date to allow employees to secure a residence in the state that meets work site requirements of the underlying full-time telework program and TEAPP.
 - b) Once the work site requirements have been met, the employee will be approved to participate in the pilot.
 - c) If applicant cannot meet the pilot requirements within the 3 month period, the conditional slot assignment will be forfeited and the slot will become available for other applicants. The applicant may reapply in order to be considered again for the pilot.
- 6) The number of available pilot slots for each state can be found on the TEAPP website ([LINK](#)).
- 7) Eligibility requirements to participate in the A&H pilot in the Patents business unit:
 - a) Must be a Patent examiner;
 - b) Must meet all eligibility requirements of their underlying full-time telework agreement, and
 - c) Must be participating in full-time telework before application for a slot in the A&H pilot.
- 8) Pilot participants agree to take part in testing the performance of IT system tools by joining the UCDC. Participants will provide feedback on their work experience from the pilot work sites through the UCDC and by taking occasional surveys on the IT functionality.

- 9) Worksite locations in Alaska and Hawaii are limited to those areas that can provide internet access that complies with the Agency's remote access standards.
- 10) Patent employees are responsible for obtaining and maintaining compliant internet service from an internet service provider (ISP) that meets all of the current agency telework ISP requirements.
 - a) The ISP must be Cable or FIOS broadband internet access.
 - b) The internet service must be capable of at least 15 Mbps download and 4 Mbps upload throughput speed. Participants are encouraged to secure the highest level of internet service available in their location in order to provide the most reliable connection for voice over IP (VoIP) telephone service, collaboration software, and other PTONet network services.
 - c) DSL, WiMAX, WiFi, cellular (3G, 4G), dial-up, or satellite based internet services are not acceptable.
 - d) Before moving to Alaska and Hawaii, new pilot participants will confirm with the Internet service provider that there is an Internet plan that works with a VPN in the location where the employee plans to move.
- 11) Participants must adhere to the TEAPP guidelines and the provisions of their underlying full-time telework (hoteling) program including the use of all mandatory equipment.
 - a) Participants must use the USPTO-issued SOHO router to connect to the network
 - b) A wired (cable) connection into the SOHO router is required for the VPN
- 12) Patent pilot participant's work schedule will be within the agency program rules for the Increased Flex Program (IFP) and on local time with the following exceptions:
 - a) The Core hour for all POPA employees remains Thursdays at 1:00 – 2:00 pm Eastern Time.
 - b) OCIO Maintenance Hours are Monday – Thursday 12:00 AM – 5:30 AM ET; Friday – Saturday 10:00 PM – 9:00 AM ET; and Sunday 10:00 PM – 5:30 AM ET. Employees should avoid working during this time if possible since systems availability cannot be assured. Employees who choose to work at times within the IFP schedule time band for their time zone that overlap the CIO maintenance hours are working at their own risk.
- 13) Employees participating in the pilot are responsible for attending all mandatory meetings and required training sessions and attend programs at Alexandria headquarters and regional offices as required. The USPTO will provide a choice of times for large-scale virtual training in order to facilitate employees in different time zones, if feasible. If not feasible, employees participating in the A&H pilot are expected to adjust their work schedule to attend training.
 - a) Management approval is required to work hours outside the IFP time band and approval will be for business reasons.
- 14) The delivery of equipment and supplies to pilot work sites will take longer than normal due to the distance from headquarters and time zone differences. Delivery to these states is expected to take two to three days depending on when the issue is reported to the service desk. Participants are encouraged to report equipment issues as soon as practicable and are expected to flex their work schedules to accommodate equipment shipping associated with the pilot. Pilot participants are eligible for computer downtime consistent with current Agency policy.

Trademarks (NTEU 245) Pilot Implementation

- 1) The Alaska and Hawaii (A&H) pilot will run until December 31, 2020.
- 2) The A&H pilot participation slots for NTEU 245 will be made available within 6 months of the beginning of the pilot. The number of slots for the NTEU 245 bargaining unit will be separate from and additional to the slots for POPA and NTEU 243 participants.
- 3) Applications for the A&H pilot will be accepted using the TEAPP application.
- 4) Implementation of the A&H pilot will have two phases:
 - a) Phase 1 – Evaluation of bargaining unit interest and research and testing of temporary alternate worksites in Hawaii and/or Alaska.
 - b) Phase 2 – After completion of the initial phase, the number of slots will be determined and assigned to eligible employees as specified in Section 8.e.(iii) of the TEAPP Operating Procedures.
- 5) Selection of A&H Pilot Participants and Conditional Assignment of Pilot Slots
 - a) If there are more applicants than slots for the A&H pilot, applicants will be chosen in the same way that the initial and subsequent TEAPP participants are chosen as per TEAPP Operating Procedures in Sections 8.e. (iii).
 - b) Applicants in NTEU 245 will be subject to the same conditional acceptance in the TEAPP Operating Procedures in Sections 8.e. (iii) except the conditional period for establishing an address and moving will be three months instead of four months due to the short period of the pilot.
 - c) Current TEAPP participants must apply for the A&H pilot and will be considered the same as other eligible bargaining unit members for the purposes of selection into the A&H pilot.
- 6) The number of available pilot slots for each state can be found on the TEAPP website ([LINK](#)).
- 7) Eligibility requirements to participate in the A&H pilot:
 - a) Must be a member of the NTEU 245 bargaining unit;
 - b) Must meet all eligibility requirements of their underlying full-time telework agreement, and
 - c) Must be participating in full-time telework before application for a slot in the A&H pilot as per underlying agreement.
- 8) Pilot participants agree to take part in testing the performance of IT system tools and will provide feedback on their work experience including occasional surveys on the IT functionality.
- 9) Worksite locations in Alaska and Hawaii are limited to those areas that can provide internet access that complies with the Internet Service Level Requirements Agreement and use that complies with the USPTO Rules of the Road.
 - a) The ISP must be Cable or FIOS broadband internet access.
 - b) The internet service must be capable of at least 15 Mbps download and 4 Mbps upload throughput speed.
 - c) Participants providing their own Internet service are encouraged to secure the highest level of internet service available in their location in order to provide the most reliable connection. Such participants must confirm with the ISP that the service will support the USPTO VPN.

- d) DSL, WiMAX, WiFi, cellular (3G,4G), dial-up, or satellite based internet services are not acceptable.
 - e) Trademark management will study the feasibility of government provisioning of internet service in consultation with NTEU 245.
- 10) Participants must adhere to the TEAPP guidelines and the provisions of their underlying full-time telework (hoteling) program including the use of all mandatory equipment.
- a) Participants must use the USPTO-issued SOHO router to connect to the network
 - b) A wired (cable) connection into the SOHO router is required for the VPN
- 11) Work Schedules
- a) NTEU 245 pilot participants' work schedules will be within the agency program rules for IFP and Eastern Time scheduling from 5:30 am-10 pm, unless otherwise noticed of expanded system availability.
 - i) The core hour for all NTEU 245 employees remains Tuesday from 1 pm-2 pm Eastern Time.
- 12) Employees participating in the pilot are responsible for attending all mandatory meetings and required training sessions and attending programs at Alexandria headquarters and regional offices as required. Employees participating in the A&H pilot are expected to adjust their work schedule to attend training.
- 13) The delivery of equipment and supplies to pilot work sites will take longer than normal due to the distance from headquarters and time zone differences. Delivery to these states is expected to take two to three days depending on when the issue is reported to the service desk. Participants are encouraged to report equipment issues as soon as practicable and are expected to flex their work schedules to accommodate equipment shipping associated with the pilot. Pilot participants are eligible for system downtime consistent with current policy, and as discussed as part of this pilot program.
- a) Where System Downtime is appropriate for time spent waiting for replacement equipment, System Downtime will be available for up to 8 hours per day where the employee cannot work to meet the threshold hours before adjustments are provided to Production. Participants must discuss with supervisors and mitigate lost production time by performing other assigned work, if feasible. Thereafter participants may be granted up to 4 hours per whole day of System Downtime or up to half the time the equipment is unavailable. However, circumstances of delay in replacing equipment and/or remaining work schedule for the biweek will be considered in permitting more System Downtime on a case-by-case basis.
- 14) The A&H pilot will be evaluated to determine the continued feasibility of approving USPTO work sites in these states without diminishing employee's performance and the USPTO's ability to serve the public and fulfill its mission. Factors that will be reviewed during the pilot evaluation will include but are not limited to:
- a) Availability of compliant Internet service.
 - b) Employees work experience - Connectivity and functionality of IT tools and systems.
 - c) Employee availability in time zones for stakeholder interaction, managers coaching and oversight, meetings, and training.
 - d) Additional cost for employee travel, supplies, and equipment.

Pilot Implementation for NTEU 243

- 1) The Alaska and Hawaii (A&H) pilot will run until December 31, 2020.
- 2) Participation slots for NTEU 243 will be made available within 6 months of the beginning of the pilot.
- 3) The A&H pilot will consist of up to 5 slots for NTEU 243 in each state, Alaska and Hawaii.
- 4) Applications for the A&H pilot will be accepted using the TEAPP application.
- 5) Implementation of the A&H pilot will have two phases:
 - a) Phase 1 – During the initial implementation phase, available slots in the pilot will be assigned to eligible employees according to seniority. Phase 1 will run for 1 month from when the pilot is made available to NTEU 245 employees.
 - b) Phase 2 – After completion of the initial phase, any remaining slots will be assigned to eligible employees on a first-come, first-served basis.
- 6) Conditional Assignment of Pilot Slots
 - a) Applicants in NTEU 243 will be subject to the same conditional acceptance in the TEAPP Operating Procedures in Section 8.
- 7) The number of available pilot slots for each state can be found on the TEAPP website ([LINK](#)).
- 8) Eligibility requirements to participate in the A&H pilot:
 - a) Must be a member of the NTEU 243 bargaining unit;
 - b) Must meet all eligibility requirements of their underlying full-time telework agreement, and
 - c) Must be participating in full-time telework before application for a slot in the A&H pilot.
- 9) Pilot participants agree to take part in testing the performance of IT system tools and will provide feedback on their work experience including occasional surveys on the IT functionality.
- 10) Worksite locations in Alaska and Hawaii are limited to those areas that can provide internet access that complies with the Agency's remote access standards.
- 11) If internet service is not provisioned by the Office, Pilot participants are responsible for obtaining and maintaining compliant internet service from an internet service provider (ISP) that meets all of the current agency telework ISP requirements.
 - a) The ISP must be Cable or FIOS broadband internet access.
 - b) The internet service must be capable of at least 15 Mbps download and 4 Mbps upload throughput speed. Participants are encouraged to secure the highest level of internet service available in their location in order to provide the most reliable connection for voice over IP (VoIP) telephone service, collaboration software, and other PTONet network services.
 - c) DSL, WiMAX, WiFi, cellular (3G,4G), dial-up, or satellite based internet services are not acceptable.
 - d) New pilot participants will confirm with the Internet service provider before moving to Alaska and Hawaii that there is an Internet plan that works with a VPN in the location where the employee plans to move.

- 12) Participants must adhere to the TEAPP guidelines and the provisions of their underlying full-time telework (hoteling) program including the use of all mandatory equipment.
 - a) Participants must use the USPTO-issued SOHO router to connect to the network
 - b) A wired (cable) connection into the SOHO router is required for the VPN
- 13) Work Schedules
 - a) NTEU 243 pilot participant's work schedule will be within the underlying agency program rules for IFP for this bargaining unit.
 - b) The core hour for all NTEU 243 employees remains Tuesday from 1 pm-2 pm Eastern Time.
- 14) Employees participating in the pilot are responsible for attending all mandatory meetings and required training sessions and attend programs at Alexandria headquarters and regional offices as required. The USPTO will provide a choice of times for large-scale virtual training in order to facilitate employees in different time zones, if feasible. If not feasible, employees participating in the A&H pilot are expected to adjust their work schedule to attend training.
- 15) The delivery of equipment and supplies to pilot work sites will take longer than normal due to the distance from headquarters and time zone differences. Delivery to these states is expected to take two to three days depending on when the issue is reported to the service desk. Participants are encouraged to report equipment issues as soon as practicable and are expected to flex their work schedules to accommodate equipment shipping associated with the pilot. Pilot participants are eligible for computer downtime consistent with current Agency policy, or as particularly negotiated by a business unit as part of this pilot program.
- 16) The A&H pilot will be evaluated to determine the continued feasibility of approving USPTO work sites in these states without diminishing employee's performance and the USPTO's ability to serve the public and fulfill its mission. Factors that will be reviewed during the pilot evaluation will include but are not limited to:
 - a) Availability of compliant Internet service connection
 - b) Employees work experience - Connectivity and functionality of IT tools and systems.
 - c) Employee availability in time zones for stakeholder interaction, managers coaching and oversight, meetings, and training.
 - d) Additional cost for employee travel, supplies, and equipment.

Evaluation of A&H Pilot

- 1) At the conclusion of the A&H pilot, an evaluation will be conducted to determine the continued feasibility of approving USPTO work sites in these states without diminishing employee's performance and the USPTO's ability to serve the public and fulfill its mission. Factors that will be reviewed during the pilot evaluation will include but are not limited to:
 - a) Availability of compliant Internet service.
 - b) Employees work experience - Connectivity and functionality of IT tools and systems.
 - c) Employee availability in time zones for stakeholder interaction, managers coaching and oversight, meetings, and training.
 - d) Additional cost for employee travel, supplies, and equipment.