



DataCeutics, Inc.

The Leader in Clinical Information Technology

Working Remotely – Project Management Challenge, but Does it Improve Customer Satisfaction?

Working remotely on structured, well defined projects, and when a strong project methodology is in place, improves customer satisfaction by increasing work-output, reduces time to perform tasks, improves quality, simplifies project management, and eliminates office politics

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Pros

Communication Management

Forces communication to be short and poignant.

Not in physical proximity to another discourages spurious conversations

Scope Management

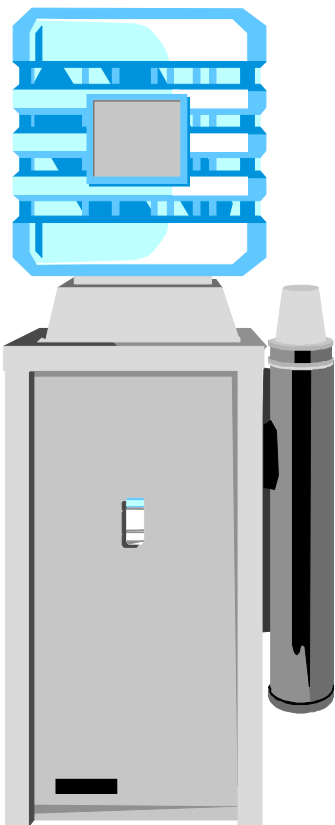
Scope creep can be eliminated

Eliminates “water cooler” changes to the project

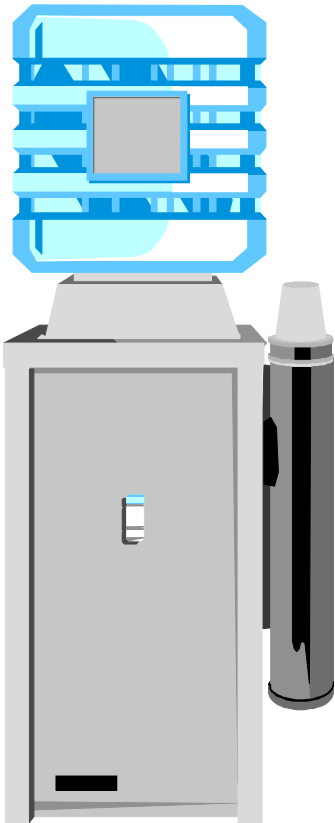
Time Management

More work completed in shorter time due to less interruptions

All work hours dedicated to project, quicker turn around.



Pros



Human Resources Management

Ability to have remote highly skilled worker participate on the project

Quality Management

Use of experienced workers regardless of location



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Cons



Planning

Only works for structured, well defined projects

Risk Management

Lacks coworker camaraderie

No informal support

Not realistic for inexperienced workers

Lessons Learned

Loss of consistent team members



Considerations for Project Management of Remote Worker:

(Process) + (Skill) + (Full Time Employee/Contractor) + (Location) + (# of measurable tasks) + (Complexity) = Successful Project

Process - All work must be project oriented. Each task, by project, must be tracked for time.

Skill - High Knowledge, High Skill, Specific Tasks, Internal Training

Full Time Employee/Contractor Full Time bills if working or not, Contractor may bill only when working.

Location – Full Time Employee on site or remote bills if have work or no work. Contractor on site bills if have work or no work, remote only bills when work.

Measurable Tasks Tasks must be similar to previously performed tasks that were time tracked.

Complexity Tasks must be similar to previously performed tasks that were time tracked.

Considerations for Full Time Employees vs Contractors:

Full Time Employee vs. Contractor

AN FTE is available approximately 220 days for work each year (assumes a 2 week vacation and 10 holidays).

For many companies, an FTE would also not be available for work during the week between Christmas and New Years -5 days (Company closed), mandatory training/conferences for each employee – 5 days, company meeting – 1 day, reviews – 2 days.

Because of these additional days when an FTE is not available, an FTE billable time is 80% vs. a Contractor, which is 95%.

Additional cost factors that must be considered for FTE's are: insurance, benefits, workman's comp, retirement, IT support and rent.

Considerations for Onsite vs Remote Workers:

Location

Following is a table presenting an FTE work status vs. a Contractor work status.

	Remote	On-Site	
<u>FTE</u>	No Work, Bill	No Work, Bill	
Contractor	No Work, don't bill	No Work, Bill	Due to Process issues and server issue, would save money at this point because the contractor doesn't bill when working remote if in between tasks.

Considerations for Onsite vs Remote Workers:

Onsite vs. Remote

Usual interruptions when onsite consist of:

- 1.coffee breaks,**
- 2.checking in with co-workers,**
- 3.hallway meetings,**
- 4.looking for people vs. leaving e-mail or voice mail,**
- 5.deciding on lunch,**
- 6.general conversation, and**
- 7.working situations and conditions.**

An onsite person is interrupted approximately one hour per day, 5 hours per week, or 13% of available work time.

The remote worker experiences approximately 15 minutes per day of interruptions, 1.25 hours per week or 3% of available work time.