# INSPECTOR GENERAL
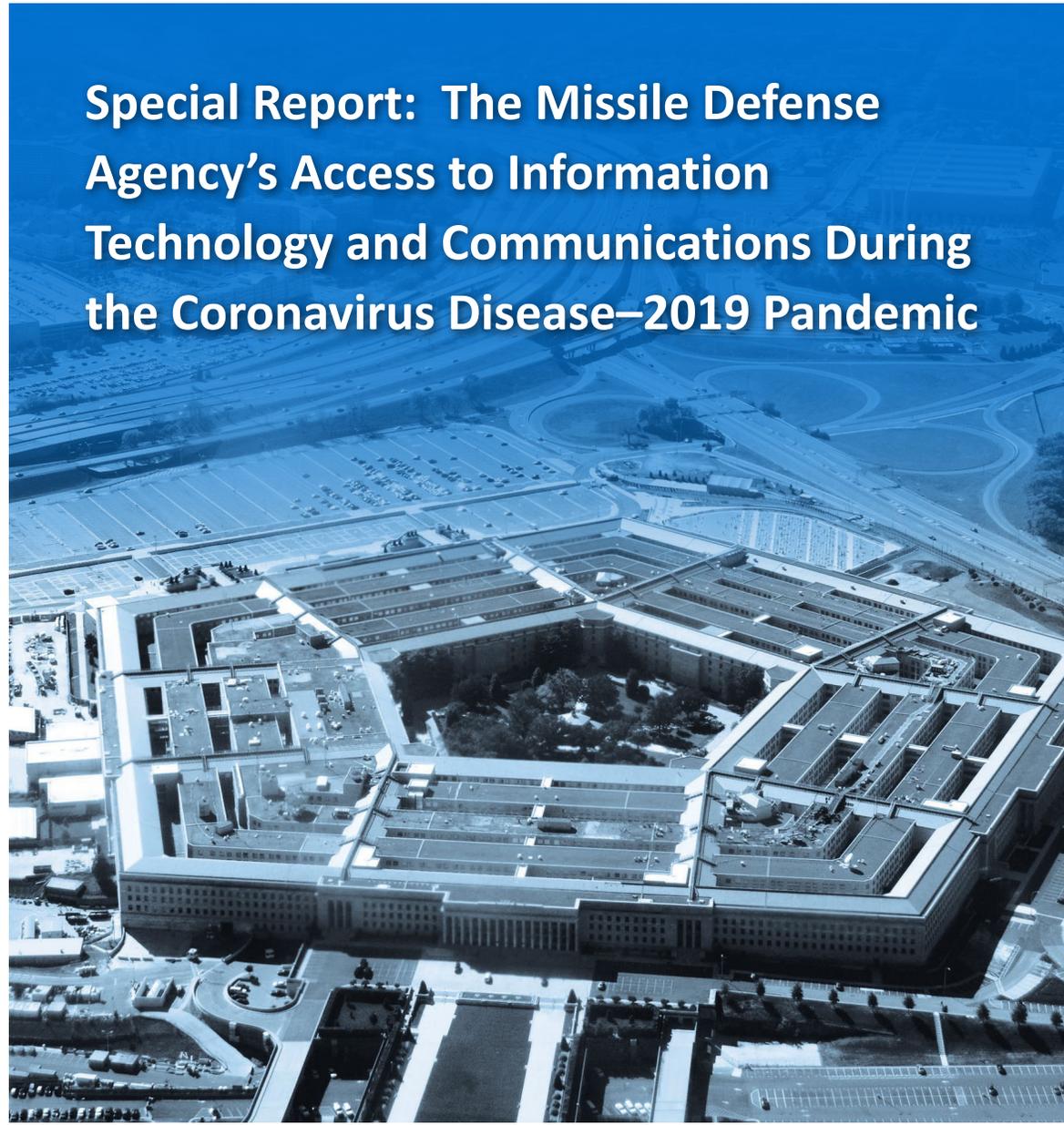
*U.S. Department of Defense*

## Special Report: The Missile Defense Agency's Access to Information Technology and Communications During the Coronavirus Disease–2019 Pandemic

INTEGRITY ★ INDEPENDENCE ★ EXCELLENCE

**INSPECTOR GENERAL**
**DEPARTMENT OF DEFENSE**
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August 13, 2021

MEMORANDUM FOR DIRECTOR, MISSILE DEFENSE AGENCY

SUBJECT: Special Report: The Missile Defense Agency's Access to Information Technology
and Communications During the Coronavirus Disease–2019 Pandemic
(Report No. DODIG-2021-113)

This special report provides the results of the survey conducted in support of the
DoD Office of Inspector General's Evaluation of Access to Department of Defense
Information Technology and Communications During the Coronavirus Disease–2019 Pandemic
(Report No. DODIG-2021-065) specific to the Missile Defense Agency. We present analysis
of key aspects of the survey as well as the complete survey responses for the Missile Defense
Agency. The parent report was published on March 30, 2021, and is available at https://www.
dodig.mil/reports.html/Article/2557812/ evaluation-of-access-to-department-of-defense-
information-technology-and-commun/.

If you have any questions, please contact me at ██████████████████

Carol N. Gorman
Assistant Inspector General for Audit
Cyberspace Operations

# Special Report
# DoD Office of Inspector General

*The Missile Defense Agency's Access to Technology and Communications During the Coronavirus Disease–2019 Pandemic*

## Purpose

The purpose of this special report is to provide the Missile Defense Agency (MDA) with MDA-specific responses from the survey conducted in mid-August 2020 in support of the Evaluation of Access to Department of Defense Information Technology and Communications During the Coronavirus Disease–2019 Pandemic (Report No. DODIG-2021-065).

## Background

On January 31, 2020, the Secretary of Health and Human Services declared a public health emergency due to confirmed cases of coronavirus disease–2019 (COVID-19) in the United States.[1]  On March 11, 2020, the World Health Organization declared the COVID-19 outbreak a pandemic, and on March 13, 2020, the President declared the COVID-19 pandemic a national emergency as COVID-19 continued to spread across the country.[2]  On March 15, 2020, to protect the health and safety of the workforce, the Acting Director of the Office of Management and Budget issued a memorandum asking all Federal Executive Branch departments and agencies to offer maximum telework flexibilities to all eligible personnel.[3]  Two days later, on March 17, 2020, the Office of Management and Budget issued a memorandum directing agencies to begin implementing policies and procedures to safeguard the health and safety of Federal workplaces, including maximizing telework for the Federal workforce, while ensuring that Government operations continue.[4]

### The DoD Transition to Maximum Telework

On March 8, 2020, the Office of the Under Secretary of Defense for Personnel and Readiness issued a memorandum that provided DoD Components with guidance for responding to the COVID-19 pandemic.[5]  The memorandum gave supervisors the discretion to allow personnel to telework, switch to a flexible work schedule, use various types of leave, or a combination

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[1]  U.S. Department of Health and Human Services, "Determination That a Public Health Emergency Exists," January 31, 2020.

[2]  President of the United States of America, Proclamation 9994, "Declaring a National Emergency Concerning the Novel Coronavirus Disease (COVID-19) Outbreak," March 13, 2020.  A pandemic is a global outbreak of a disease that occurs when a new virus emerges to infect people and can spread between people sustainably.

[3]  Executive Office of the President, Office of Management and Budget, Policy Memorandum M-20-15, "Updated Guidance for the National Capital Region on Telework Flexibilities in Response to Coronavirus," March 15, 2020.  Telework is a voluntary arrangement by which an employee or Service member performs their assigned official duties at an alternative worksite, such as at home.

[4]  Executive Office of the President, Office of Management and Budget, Policy Memorandum M-20-16, "Federal Agency Operational Alignment to Slow the Spread of Coronavirus COVID-19," March 17, 2020.

[5]  Under Secretary of Defense for Personnel and Readiness Memorandum, "Civilian Personnel Guidance for DoD Components in Responding to Coronavirus Disease 2019," March 8, 2020.

of these options.  The memorandum required DoD Components to review all civilian personnel positions to determine telework eligibility, establish or update telework agreements for as many personnel as possible, and conduct tests to determine if technology and processes were in place for effective telework.  Additionally, the memorandum instructed military commanders to consider maximizing the portion of their workforce that could perform their duties via telework, and to identify essential personnel who must report to their duty station during the pandemic.

In accordance with the Office of Management and Budget and Under Secretary of Defense for Personnel and Readiness memorandums, DoD Components began implementing maximum telework policies and procedures in March 2020.  On March 27, 2020, the Secretary of Defense issued a "Message to the Force", encouraging all DoD personnel to minimize person-to-person interaction and embrace social distancing and telework to protect Service members, DoD civilians, and their families during the pandemic while continuing DoD operations.[6]

## *Overview of Survey Methodology*

To determine the extent to which DoD Components provided access to DoD information technology and communications during the COVID-19 pandemic, we administered a survey in mid-August 2020, to a sample of 269,282 military and civilian personnel across the DoD, including 2,597 MDA personnel.[7]  We received a total of 56,057 responses, from 7,323 military and 48,734 civilian personnel, for an overall DoD response rate of 20.8 percent.  Of those responses, 1,494 responses were from MDA personnel for an overall MDA response rate of 57.5 percent.

The survey consisted of 43 questions divided into ten topics regarding the respondents':

1. demographic information, including their DoD Component and career field;

2. telework frequency before and after the transition to maximum telework;

3. experience accessing their DoD Component's network and communications tools during the first 2 weeks of maximum telework and at the time of the survey;

4. information technology equipment needed and used;

5. software applications needed and used;

6. need to access classified information;

7. Component's information technology support;

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[6]  Secretary of Defense Memorandum, "Message to the Force – COVID-19 Response," March 27, 2020.

[7]  We sent survey invitations to a statistical sample of personnel from the Army, Marine Corps, Navy, and Air Force.  We sent survey invitations to all personnel from the other DoD Components, with some exclusions, such as contractors, personnel from other Government agencies and personnel without e-mail addresses.  For a full discussion of the scope and methodology for the survey and evaluation, please refer to Appendix A of the parent report, Report No. DODIG-2021-065, "DoD Office of Inspector General's Evaluation of Access to Department of Defense Information Technology and Communications During the Coronavirus Disease–2019 Pandemic," available at https://www.dodig.mil/reports.html/Article/2557812/evaluation-of-access-to-department-of-defense-information-technology-and-commun/.

8. productivity during maximum telework;

9. opinion on the future of telework; and

10. final comments on maximum telework.

Because the DoD Components transitioned to maximum telework at various times after March 15, 2020, we did not specify a beginning date for maximum telework but instead asked survey respondents to answer the questions based on the date that their Component transitioned to maximum telework.[8] We also asked respondents about their teleworking experiences "currently" or "to the present" which was August 5-26, 2020, when the survey was open.

The survey was voluntary and respondents were not required to answer all questions. We designed the survey to skip irrelevant questions based on the respondent's previous answers; therefore, not every respondent answered every question. For example, if the survey respondent answered "No" to the question, "From the time your Component transitioned to maximum telework to the present, have you teleworked at any time?" the survey would skip all the questions about teleworking during maximum telework. We present the information from the survey based on the number of responses to each question.

## *Methodology for Determining the MDA's Survey Responses*

To determine the survey responses from MDA personnel only, we filtered the 56,057 DoD survey responses for respondents who selected the MDA as their Component at the time of the survey. We identified 1,494 civilian personnel and 0 military personnel who selected or wrote in 'MDA' when asked which DoD Component they were affiliated with. See the Appendix for the survey questions and responses for MDA personnel.

## *Survey Responses and Bias of Survey Results*

We considered the potential bias associated with survey respondents' responses (response bias) and those individuals that did not respond to the survey or to a question in the survey (non-response bias). Specifically, individuals in a survey sample could differ in a statistically meaningful way based on an existing predisposition. As a result, it is more likely that we heard from respondents who had significant issues with their information technology equipment and communications. Consequently, the results are likely to be skewed and biased toward those that have issues. We do not know, nor are we able to calculate, how prevalent response bias and non-response bias are in the survey data.

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[8] For the purposes of this evaluation, we referred to the maximum telework period as the period from March 15, 2020, through August 26, 2020.

# Survey Responses: Missile Defense Agency

## Telework Frequency Before and After the MDA's Transition to Maximum Telework

Of the 1,484 MDA survey respondents who answered this question, 1,457 (98.2 percent) of survey respondents reported that they had transitioned to full- or part-time telework during the COVID–19 pandemic.[9]  Prior to the mid-March 2020 transition to maximum telework, 107 (7.2 percent) of MDA survey respondents reported teleworking full-time, and 1,094 (73.6 percent) reported teleworking part-time.[10]  After the MDA's transition to maximum telework, 984 survey respondents (66.3 percent) reported teleworking full-time and 473 survey respondents (31.9 percent) reported teleworking part-time.  Figure 1 illustrates the transition of the MDA workforce toward telework before and after the maximum telework directives.

*Figure 1.  The MDA's Telework Status Before and After Transition to Maximum Telework*
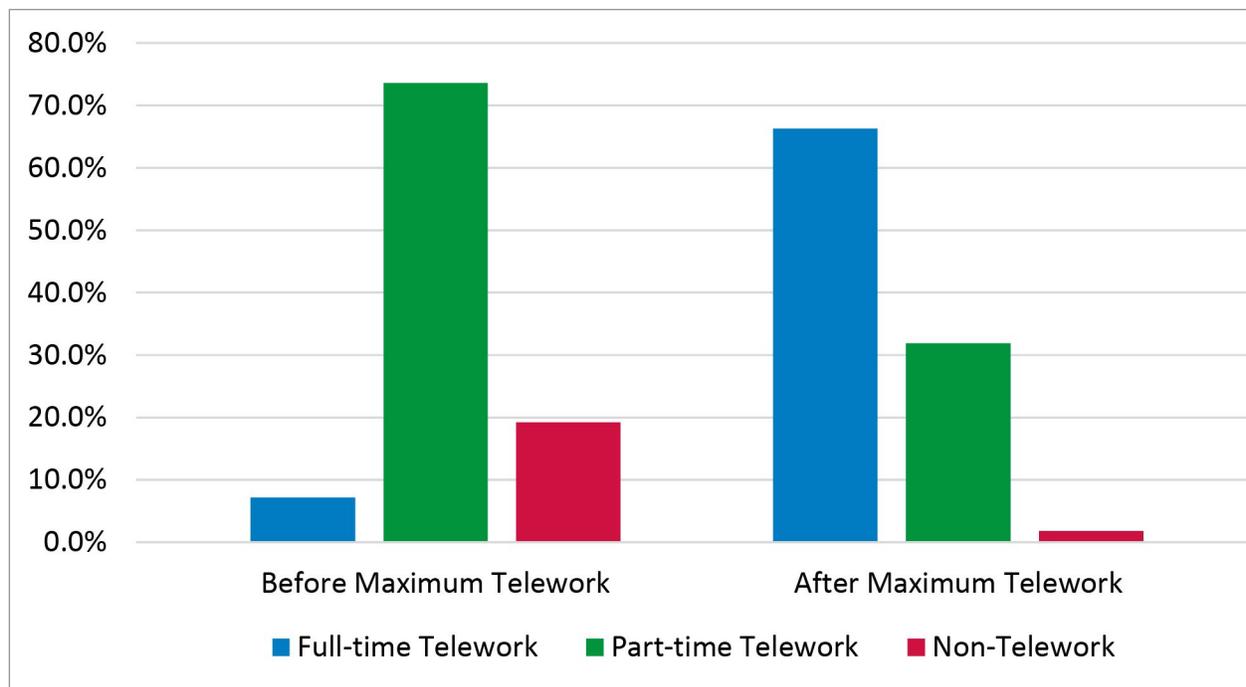


Source:  The DoD OIG.

## Access to the MDA's Network, Equipment, and Applications

MDA survey respondents most frequently cited that they had problems with intermittent connectivity and slow network speeds while teleworking.  During the first 2 weeks of teleworking, 9.5 percent of respondents stated that they experienced intermittent connectivity and 7.8 percent experienced slow network speeds often or very often.  Five months later,

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9   Respondents were not required to answer all questions; therefore, the number of responses differs for each question.

10   Part-time telework includes regularly scheduled part-time telework and situational (as needed) telework.

4.3 percent of respondents reported experiencing intermittent connectivity and 6.0 percent experienced slow network speeds often or very often.  Figure 2 illustrates the problems reported by survey respondents during the first 2 weeks of maximum telework and Figure 3 illustrates the decrease in reports of the same problems at the time of the survey.

*Figure 2.  Reports of MDA Network Problems During the First 2 Weeks of Maximum Telework*
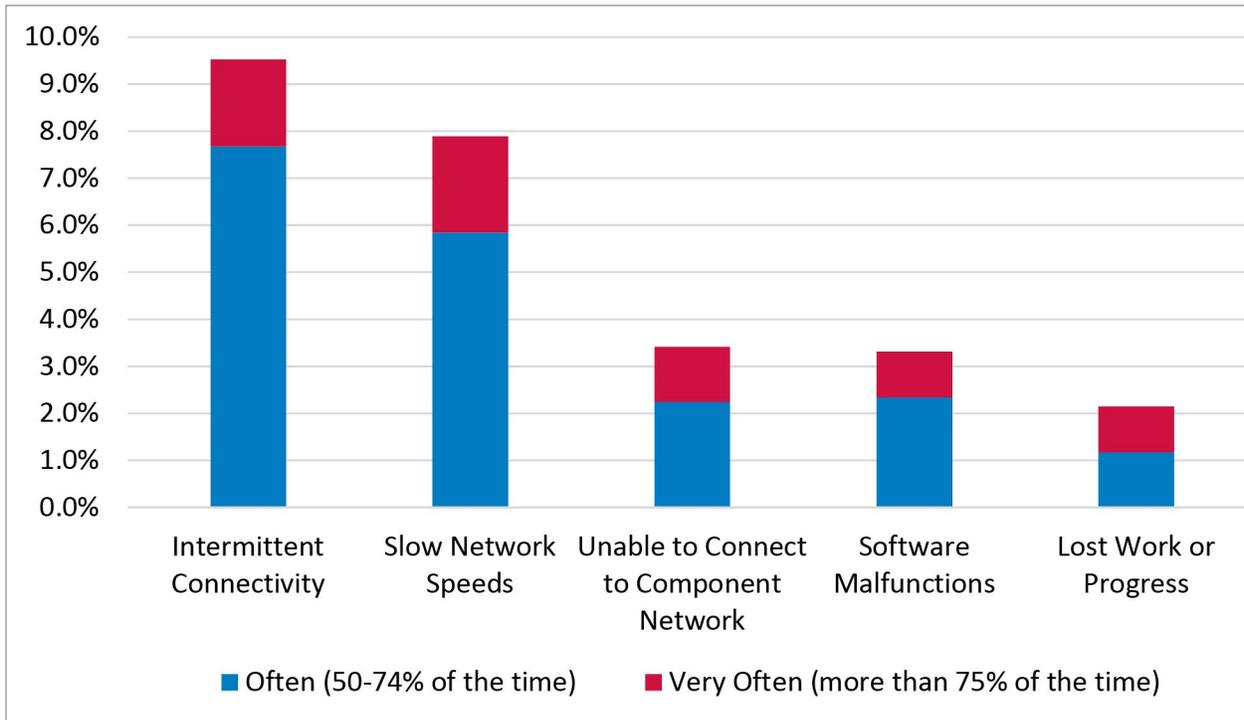


Source:  The DoD OIG.

*Figure 3.  Reports of MDA Network Problems in August 2020*
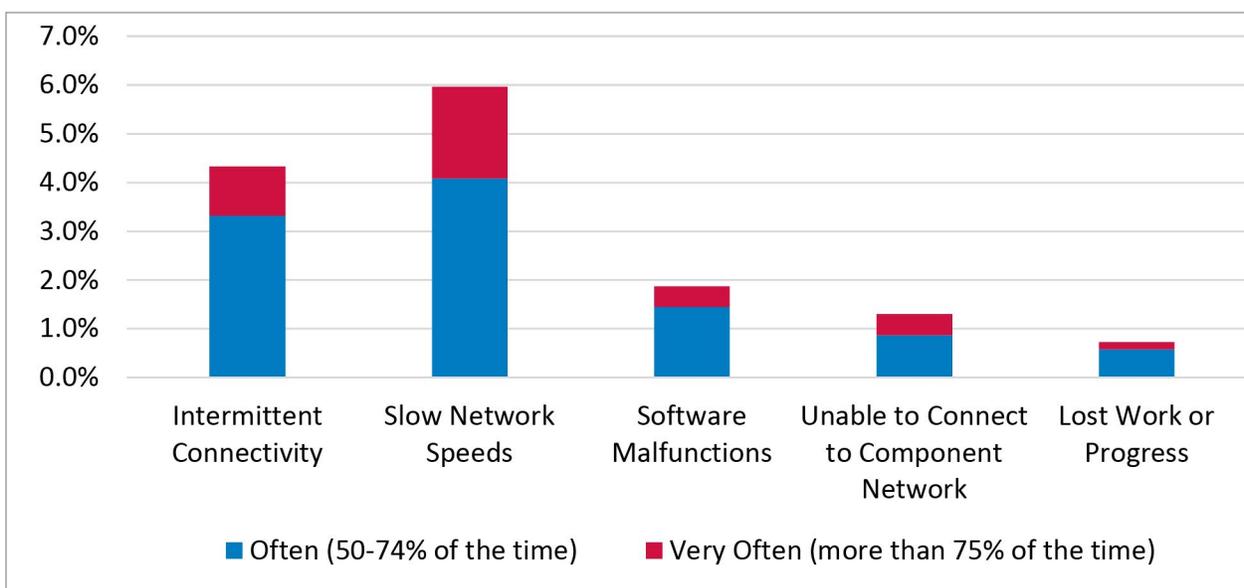


Source:  The DoD OIG.

Of the 682 respondents who reported that they did not have some or all of the Government-furnished equipment they needed to begin teleworking immediately, the most commonly requested items were headsets (559 responses), Government-furnished monitors (294 responses), and printers (158 responses) as illustrated in Figure 4. With the exception of headsets and Government-furnished laptops, the majority of equipment requests had not been fulfilled at the time of the survey in August 2020.

*Figure 4. Government-Furnished Equipment That MDA Survey Respondents Stated They Needed to Telework, and Time of Receipt*

Legend:
- ■ I need this equipment, but have not yet received this equipment.
- ■ I received this equipment after the first 2 weeks of maximum telework.
- ■ I received this equipment during the first 2 weeks of maximum telework.
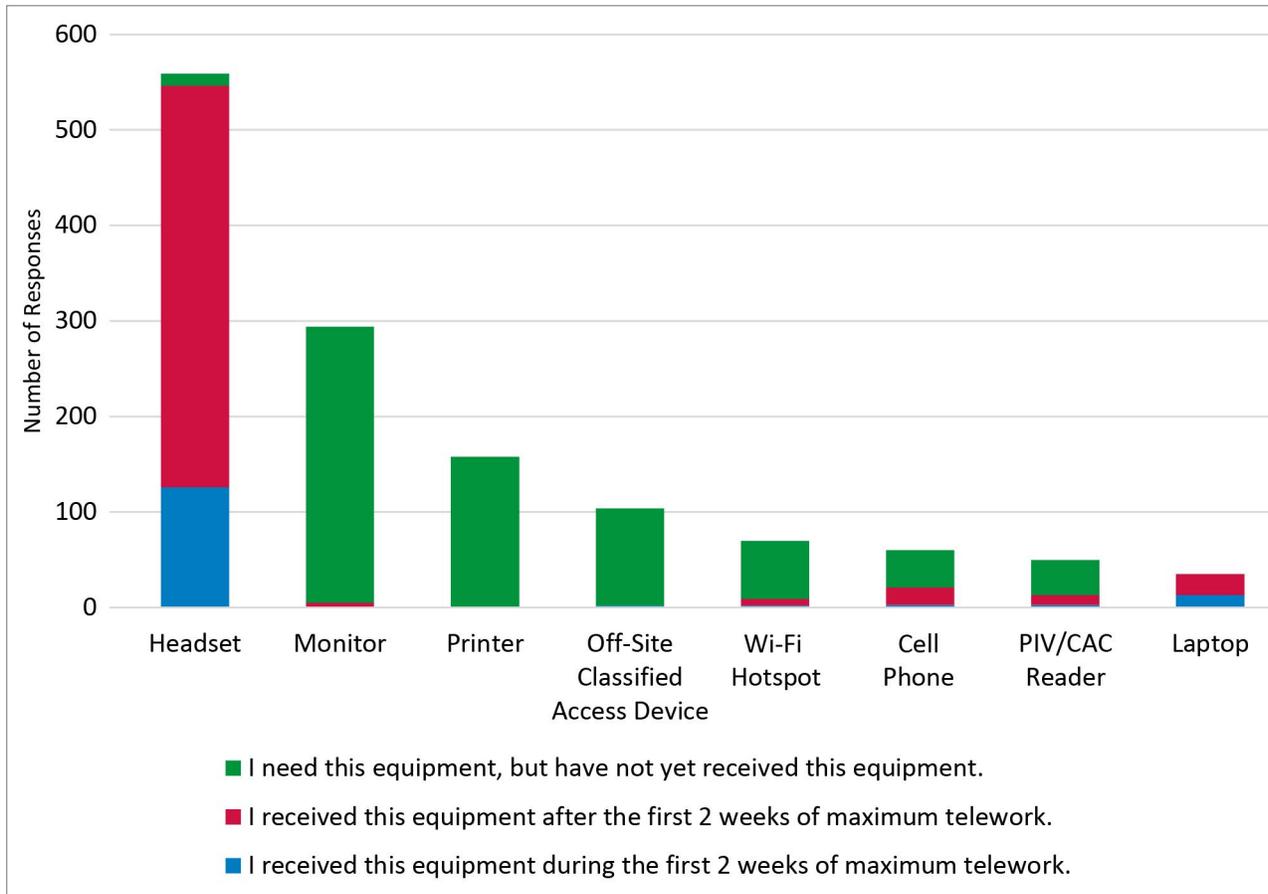
Of the 133 respondents who reported that they did not have some or all of the applications they needed to begin teleworking immediately, the most commonly reported applications that respondents requested were voice teleconferencing applications (68 responses), video conferencing applications (65 responses) and file sharing applications (51 responses), as illustrated in Figure 5.

*Figure 5. The MDA's Most Requested Applications and Time of Receipt*
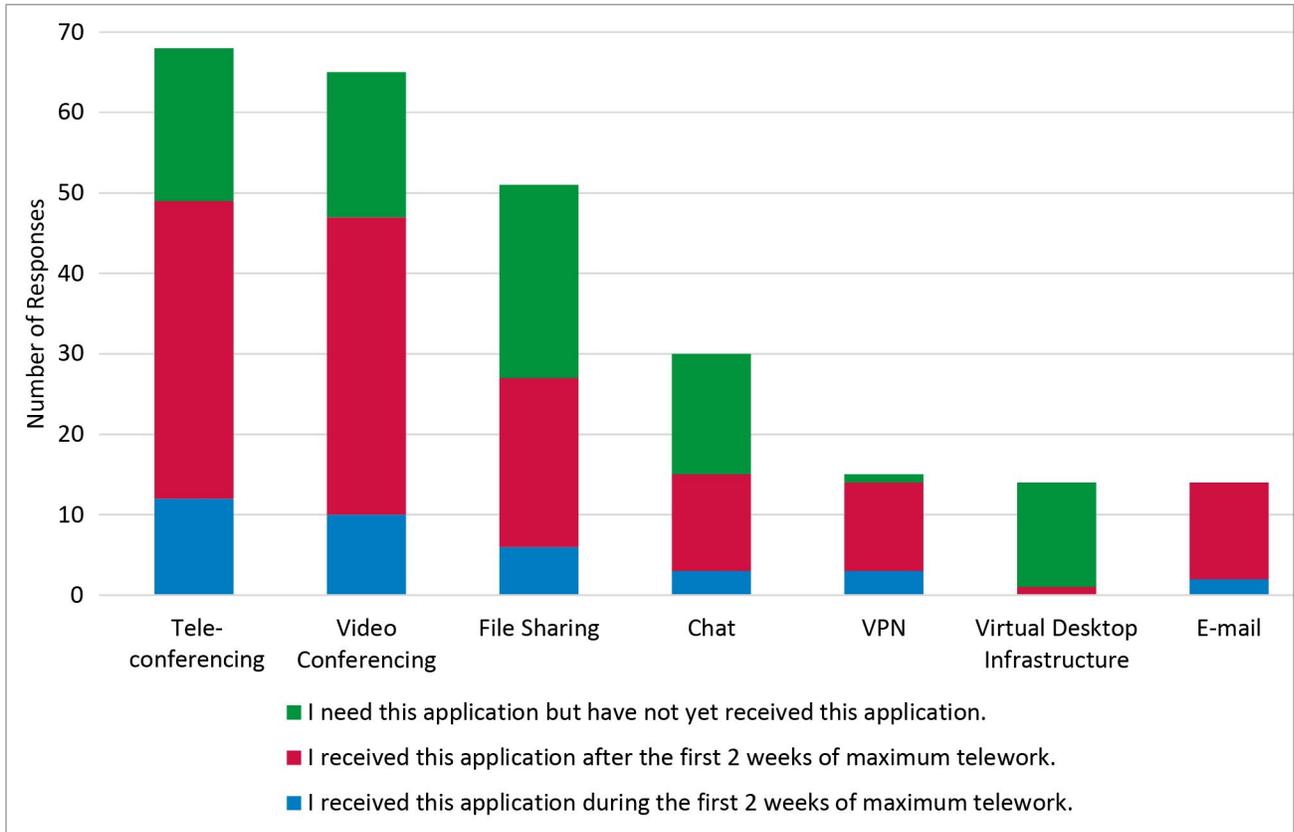


Source:  The DoD OIG.

## Improvements Necessary for Successful Telework

We asked survey respondents to identify what improvements they felt were needed to successfully telework.[11]  Figure 6 illustrates these responses.  MDA survey respondents most frequently stated that additional Government-furnished equipment was needed.  However, many survey respondents also cited the need for management buy-in and support of telework and increased access to classified information while teleworking.

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[11]   Survey respondents could provide more than one answer.

*Figure 6.  Improvements Needed For Successful Telework at MDA*



Legend:
- ■ Additional Government-furnished equipment (such as laptops, monitors, or mobile devices)
- ■ Management buy-in and support of telework
- ■ Increased access to classified information while teleworking
- ■ Increased voice and teleconferencing/video conferencing capacity
- ■ Improved connectivity to Component network
- ■ Additional collaborations tools (such as CVR, SharePoint, or Microsoft Teams)
- ■ None
- ■ Ability to use personal equipment for DoD work
- ■ Better IT support or help desk support
- ■ (Other) Micellaneous
- ■ (Other) Additional Government-furnished furniture
- ■ (Other) Standardized telework procedures/expectations/hours

X-axis: Number of Responses

Source: The DoD OIG.

## Reported Effects of Telework

We asked survey respondents to rate whether their productivity level had increased, remained the same, or decreased while teleworking during the COVID-19 pandemic compared to their productivity level before maximum telework. As illustrated in Figure 7, of the 1,402 responses, 37.8 percent reported that 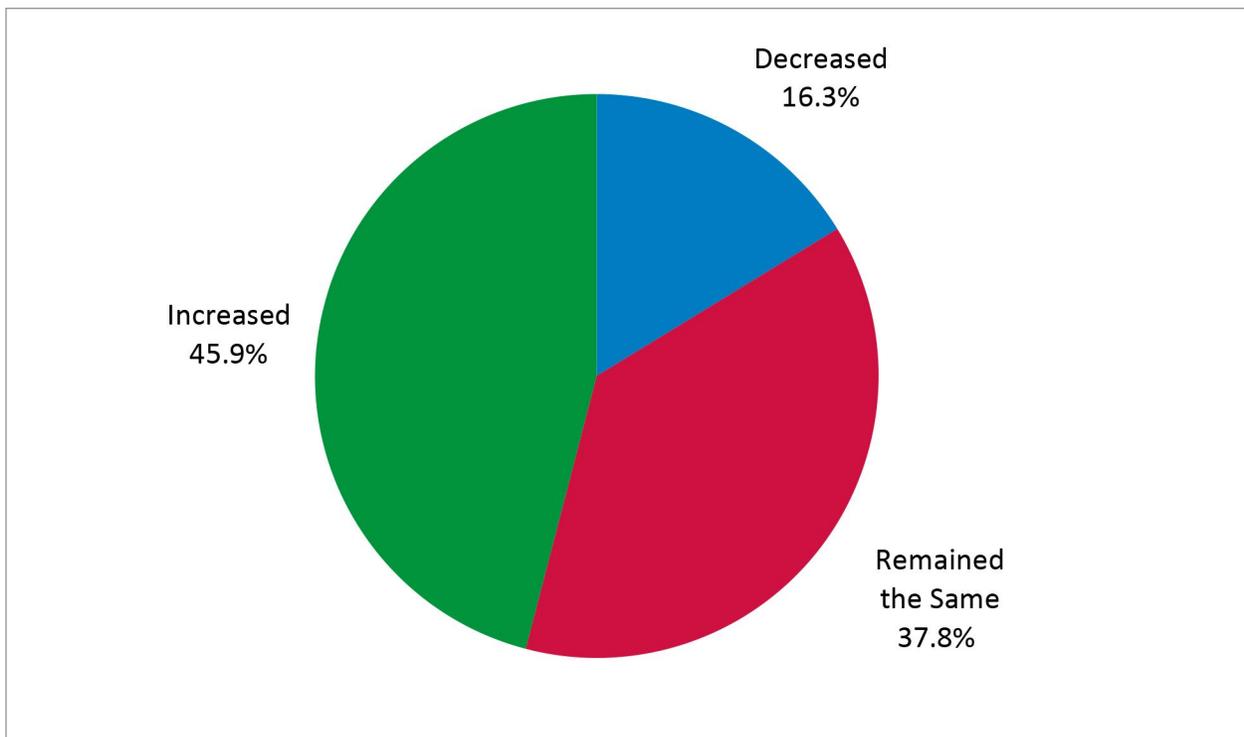their productivity remained the same; 45.9 percent reported that their productivity increased while teleworking; and 16.3 percent felt their productivity had decreased while working remotely.

*Figure 7. MDA Respondents' Reported Productivity Level During Maximum Telework*



Source: The DoD OIG.

Overall, survey respondents provided positive remarks about their telework experience. Of the participants providing written comments at the end of our survey, 165 comments were positive remarks while 49 were negative remarks. The majority of the positive remarks were on the topics of flexibility (55 comments), productivity (51 comments), and better work-life balance (51 comments).

The majority of the negative responses were about increased workloads (11 comments), colleagues' productivity (6 comments), and information technology support (5 comments).

Finally, we asked survey respondents what aspects of teleworking, if any, they would like to see continue after the end of maximum telework.[12]  As illustrated in Figure 8, regular telework as part of their work schedule was the most common aspect reported by 1,189 respondents. Many respondents also enjoy commuting less often (904 responses), a better work-life balance (823 responses), and more flexible work hours (753 responses) because of maximum telework.

*Figure 8.  Aspects of Teleworking That Respondents Would Like to Continue*
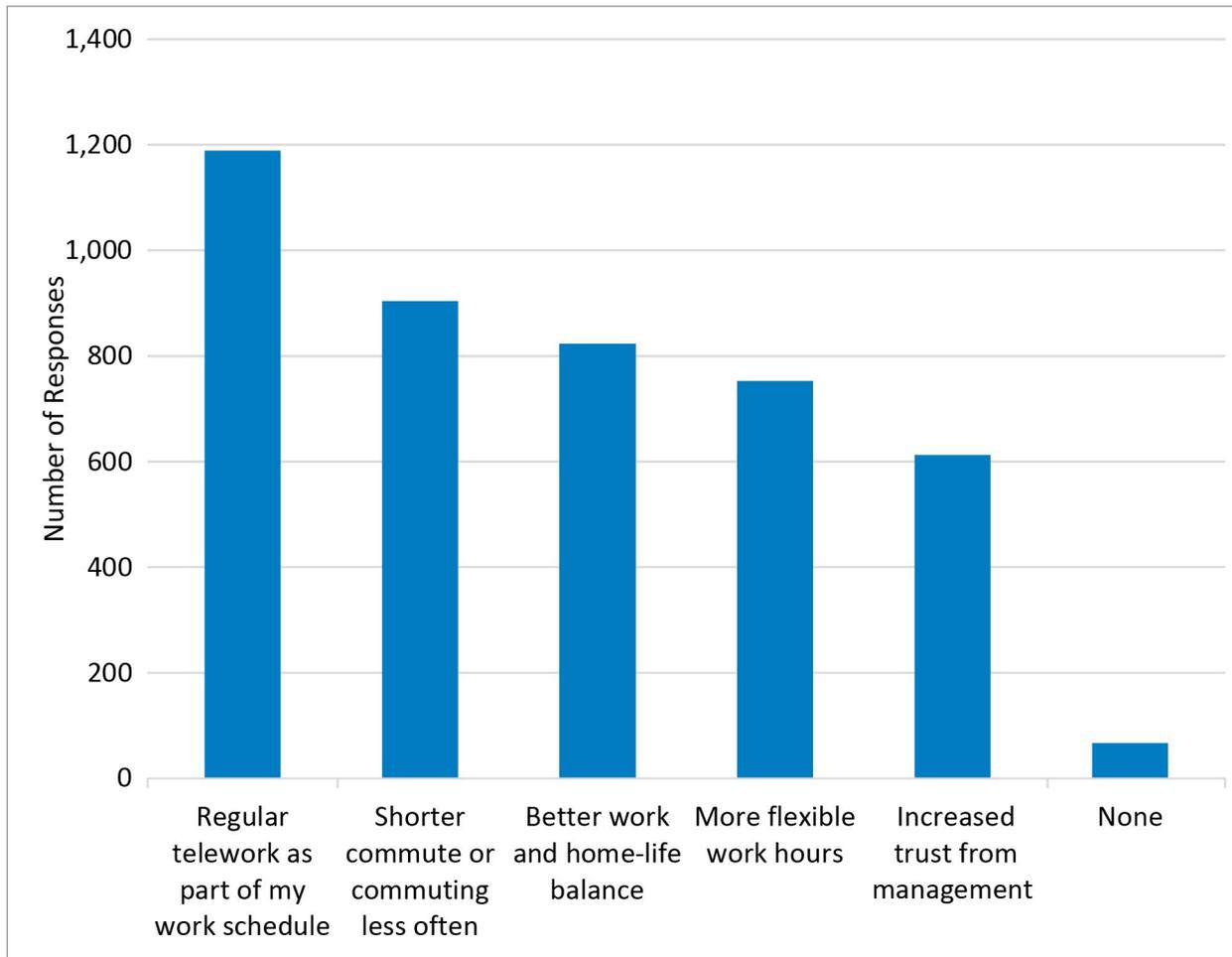


Source: The DoD OIG.

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[12]  Survey respondents could provide more than one answer.

# Appendix B

## DoD OIG COVID-19 Telework Survey and MDA Responses

| Question | Answer Options | Number of Responses |
|---|---|---|
| *Demographic Information* | | |
| 1. Please select your DoD Affiliation. *(If you have more than one affiliation, please choose the affiliation that corresponds with the e-mail address used for your survey invitation.)* | | |
| *Choose one* | Military | 0 |
| | Civilian | 1,494 |
| 2. Which Military Service are you affiliated with? *(Answer this question if you answered "Military" to question 1. If you have more than one affiliation, please choose the affiliation that corresponds with the e-mail address used for your survey invitation.)* | | |
| *Choose one* | Army (Active Duty) | 0 |
| | Army (National Guard) | 0 |
| | Army (Reserve) | 0 |
| | Marine Corps (Active Duty) | 0 |
| | Marine Corps (Reserve) | 0 |
| | Navy (Active Duty) | 0 |
| | Navy (Reserve) | 0 |
| | Air Force (Active Duty) | 0 |
| | Air Force (National Guard) | 0 |
| | Air Force (Reserve) | 0 |
| | Space Force | 0 |
| 3. If you were NOT working for your Military Service when it transitioned to maximum telework, please select the Component you were working for. *(Answer this question if you answered "Military" to question 1. If you have more than one affiliation, please choose the affiliation that corresponds with the e-mail address used for your survey invitation.)* | | |
| *Choose one* | Missile Defense Agency | 0 |
| 4. Which Component are you affiliated with? *(Answer this question if you answered "Civilian" to question 1. If you have more than one affiliation, please choose the affiliation that corresponds with the e-mail address used for your survey invitation.)* | | |
| *Choose one* | Missile Defense Agency | 1,489 |
| | Other (open text) | 5 |

| Question | Answer Options | Number of Responses |
|---|---|---|
| 5. What career field were you working in when your Component transitioned to maximum telework? *(Please choose the category that best fits your job title.)* | | |
| *Choose one* | Accounting, Auditing, Budgeting | 164 |
| | Administrative Support | 38 |
| | Arts, Communication, Media | 5 |
| | Aviation | 1 |
| | Business Operations (including Purchasing, Contracting Officers) | 318 |
| | Combat | 0 |
| | Computers and Information Technology | 80 |
| | Construction and Engineering | 258 |
| | Education | 0 |
| | Electronics and Electrical | 33 |
| | Facilities and Equipment | 12 |
| | Food Service | 2 |
| | Human Resources | 27 |
| | Inspections, Investigations, Enforcement, and Compliance | 10 |
| | Intelligence and Combat Support | 25 |
| | Legal and Law Enforcement | 16 |
| | Mechanical and Industrial Technology | 10 |
| | Medical, Hospital, Dental, and Emergency | 0 |
| | Musician | 0 |
| | Ministry, Religious Programs | 0 |
| | Sciences (Physical, Biological, Social, Mathematical, Space) | 84 |
| | Service Industries (other than food services) | 1 |
| | Transportation and Logistics | 42 |
| | Veterinary Medical Sciences | 0 |
| | Other career field (open text) | 367 |

| Question | Answer Options | Number of Responses |
|---|---|---|
| **Telework Status** | | |
| 6. Before your Component transitioned to maximum telework, how often did you telework? | | |
| *Choose one* | I teleworked full-time. | 107 |
| | I teleworked on a scheduled, part-time basis. | 1,060 |
| | I teleworked as needed (situational telework). | 34 |
| | I declined to telework. | 84 |
| | I was not allowed to telework. | 176 |
| | Not applicable | 25 |
| 7. From the time your Component transitioned to maximum telework to the present, have you teleworked at any time? | | |
| *Choose one* | Yes | 1,459 |
| | No | 27 |
| 8. From the time your Component transitioned to maximum telework to the present, how frequently have you teleworked? *(Only answer this question if you selected "Yes" that you teleworked at any time since your Component transitioned to maximum telework to question 7.)* | | |
| *Choose one* | I teleworked full-time during that period. | 984 |
| | I teleworked most of the time and worked from my worksite some of the time. | 384 |
| | I teleworked half the time and worked from my worksite half of the time. | 28 |
| | I teleworked some of the time and worked from my worksite most of the time. | 61 |
| 9. Why have you been unable to telework during the COVID-19 pandemic? *(Only answer this question if you selected "No" that you did not telework at any time since your Component transitioned to maximum telework to question 7.)* | | |
| *Choose all that apply* | I do not have Internet access from home. | 1 |
| | I do not have the necessary equipment to telework. | 2 |
| | My work cannot be performed while teleworking. | 9 |
| | My Component does not allow me telework, even though I am eligible. | 2 |
| | My supervisor does not allow me to telework, even though I am eligible. | 0 |
| | I am not eligible to telework. | 5 |
| | I do not want to telework. | 1 |
| | I prefer not to answer. | 4 |

| Question | Answer Options | Number of Responses |
|---|---|---|
| **10.** Why did you telework for only part of the period from the time your Component transitioned to maximum telework to the present? *(Only answer this question if you did not select "I worked full-time during the period" to question 8.)* | | |
| *Choose all that apply* | I was able to telework more after connectivity to my Component network improved. | 9 |
| | I was able to telework more after software applications became available that improved the ability to collaborate with my co-workers. | 8 |
| | We split into teams and worked from the worksite in shifts to reduce contact and exposure to others. | 43 |
| | I required access to classified information or systems and returned to my worksite. | 401 |
| | I required access to documents and resources located at my worksite. | 83 |
| | I ran out of work that could be completed through telework and returned to work at my worksite. | 4 |
| | I ran out of work that could be completed through telework and went on leave. | 0 |
| | I am hoteling. | 0 |
| | (Other) I believe I should only telework part-time. | 4 |
| | (Other) I cannot telework full-time due to network reliability. | 4 |
| ***Network Accessibility and Teleconferencing*** | | |
| **11.** Please describe your experience for the following activities during the first 2 weeks after your Component transitioned to maximum telework: *(Only answer this question if you selected "Yes" that you teleworked at any time since your Component transitioned to maximum telework to question 7.)* | | |
| Remotely connecting to your Component network | | |
| *Choose one* | I did not have any problems. | 397 |
| | I had minor problems. | 659 |
| | I had some problems. | 295 |
| | I had many problems. | 82 |
| | I have never been able to use these services. | 1 |
| | Not applicable | 9 |
| Remotely using voice, teleconferencing, and video conferencing applications | | |
| *Choose one* | I did not have any problems. | 326 |
| | I had minor problems. | 517 |
| | I had some problems. | 319 |
| | I had many problems. | 224 |
| | I have never been able to use these services. | 13 |
| | Not applicable | 34 |

| Question | Answer Options | Number of Responses |
|---|---|---|
| 12. Please estimate how frequently you experienced the following problems when remotely connecting to your Component's network during the first 2 weeks after your Component transitioned to maximum telework: *(Only answer this question if you selected you had problems remotely connecting to your Components Network or "I was never able to use these services" to question 11.)* | | |
| **Unable to connect to Component network** | | |
| *Choose one* | Never | 132 |
| | Rarely | 710 |
| | Sometimes | 148 |
| | Often | 23 |
| | Very Often | 12 |
| **Intermittent Connectivity to Component** | | |
| *Choose one* | Never | 36 |
| | Rarely | 642 |
| | Sometimes | 253 |
| | Often | 79 |
| | Very Often | 19 |
| **Slow Network Speeds** | | |
| *Choose one* | Never | 241 |
| | Rarely | 498 |
| | Sometimes | 207 |
| | Often | 60 |
| | Very Often | 21 |
| **Software malfunctions** | | |
| *Choose one* | Never | 339 |
| | Rarely | 533 |
| | Sometimes | 121 |
| | Often | 24 |
| | Very Often | 10 |
| **Lost work progress** | | |
| *Choose one* | Never | 491 |
| | Rarely | 443 |
| | Sometimes | 70 |
| | Often | 12 |
| | Very Often | 10 |

*DoD OIG COVID-19 Telework Survey and MDA Responses (cont'd)*

| Question | Answer Options | Number of Responses |
|---|---|---|
| 13. Please estimate how frequently you experienced the following problems when remotely using voice, teleconferencing, and video conferencing applications during the first 2 weeks after your Component transitioned to maximum telework: *(Only answer this question if you selected you had problems remotely using voice, teleconferencing, and video conferencing applications or "I have never been able to use these services" to question 11.)* | | |
| **Unable to connect to voice, teleconference, or video conference lines or applications** | | |
| *Choose one* | Never | 87 |
| | Rarely | 434 |
| | Sometimes | 243 |
| | Often | 166 |
| | Very Often | 117 |
| | Always | 20 |
| **Voice, teleconference, or video conference application malfunctions** | | |
| *Choose one* | Never | 174 |
| | Rarely | 496 |
| | Sometimes | 222 |
| | Often | 103 |
| | Very Often | 55 |
| | Always | 16 |
| **Voice, teleconference, or video conference cannot accommodate all attendees** | | |
| *Choose one* | Never | 163 |
| | Rarely | 379 |
| | Sometimes | 212 |
| | Often | 164 |
| | Very Often | 116 |
| | Always | 32 |
| 14. Please describe your current experience for the following activities: *(Only answer this question if you selected "Yes" that you teleworked at any time since your Component transitioned to maximum telework to question 7.)* | | |
| **Remotely connecting to your Component network** | | |
| *Choose one* | I did not have any problems. | 746 |
| | I had minor problems. | 584 |
| | I had some problems. | 96 |
| | I had many problems. | 15 |
| | I have never been able to use these services. | 0 |
| | Not applicable | 2 |

| Question | Answer Options | Number of Responses |
|---|---|---|
| Remotely using voice, teleconferencing, and video conferencing applications | | |
| *Choose one* | I did not have any problems. | 827 |
| | I had minor problems. | 498 |
| | I had some problems. | 97 |
| | I had many problems. | 13 |
| | I have never been able to use these services. | 2 |
| | Not applicable | 5 |
| 15. Please estimate how frequently you currently experience the following problems remotely connecting to your Component's network: *(Only answer this question if you selected you had problems remotely connecting to your Components Network or "I was never able to use these services" to question 14.)* | | |
| Unable to connect to Component network | | |
| *Choose one* | Never | 121 |
| | Rarely | 520 |
| | Sometimes | 40 |
| | Often | 6 |
| | Very Often | 3 |
| | Always | 0 |
| Intermittent Connectivity to Component | | |
| *Choose one* | Never | 32 |
| | Rarely | 554 |
| | Sometimes | 77 |
| | Often | 23 |
| | Very Often | 7 |
| | Always | 0 |
| Slow Network Speeds | | |
| *Choose one* | Never | 164 |
| | Rarely | 390 |
| | Sometimes | 92 |
| | Often | 28 |
| | Very Often | 7 |
| | Always | 6 |

*DoD OIG COVID-19 Telework Survey and MDA Responses (cont'd)*

| Question | Answer Options | Number of Responses |
|---|---|---|
| Software malfunctions | | |
| *Choose one* | Never | 226 |
| | Rarely | 399 |
| | Sometimes | 55 |
| | Often | 10 |
| | Very Often | 3 |
| | Always | 0 |
| Lost work progress | | |
| *Choose one* | Never | 329 |
| | Rarely | 328 |
| | Sometimes | 28 |
| | Often | 4 |
| | Very Often | 1 |
| | Always | 0 |
| 16. Please estimate how frequently you currently experience the following problems remotely using voice, teleconferencing, and video conferencing applications: *(Only answer this question if you selected you had problems remotely using voice, teleconferencing, and video conferencing applications or "I have never been able to use these services" to question 14.)* | | |
| Unable to connect to voice, teleconference, or video conference lines or applications | | |
| *Choose one* | Never | 112 |
| | Rarely | 441 |
| | Sometimes | 41 |
| | Often | 10 |
| | Very Often | 4 |
| | Always | 2 |
| Voice, teleconference, or video conference application malfunctions | | |
| *Choose one* | Never | 85 |
| | Rarely | 451 |
| | Sometimes | 59 |
| | Often | 11 |
| | Very Often | 4 |
| | Always | 0 |

| Question | Answer Options | Number of Responses |
|---|---|---|
| **Voice, teleconference, or video conference cannot accommodate all attendees** | | |
| *Choose one* | Never | 184 |
| | Rarely | 365 |
| | Sometimes | 40 |
| | Often | 11 |
| | Very Often | 8 |
| | Always | 1 |
| ***Equipment*** | | |
| 17. When your Component transitioned to maximum telework, did you have the Government-furnished equipment you needed to begin teleworking immediately? *(Only answer this question if you selected "Yes" that you teleworked at any time since your Component transitioned to maximum telework to question 7.)* | | |
| *Choose one* | Yes | 753 |
| | Some, but not all | 608 |
| | No | 74 |
| 18. What equipment did you need in order to telework during the COVID-19 pandemic and when did you receive it? *(Only answer this question if you selected "Some, but not all" or "No" to question 17.)* | | |
| Government-furnished laptop | | |
| *Choose one* | I did not need this equipment. | 23 |
| | I already had this equipment. | 613 |
| | I received this equipment during the first 2 weeks of maximum telework. | 13 |
| | I received this equipment after the first 2 weeks of maximum telework. | 22 |
| | I need this equipment but have not received it yet. | 0 |
| Government-furnished monitor | | |
| *Choose one* | I did not need this equipment. | 333 |
| | I already had this equipment. | 39 |
| | I received this equipment during the first 2 weeks of maximum telework. | 1 |
| | I received this equipment after the first 2 weeks of maximum telework. | 4 |
| | I need this equipment but have not received it yet. | 289 |

*DoD OIG COVID-19 Telework Survey and MDA Responses (cont'd)*

| Question | Answer Options | Number of Responses |
|---|---|---|
| **Government-furnished cell phone** | | |
| *Choose one* | I did not need this equipment. | 241 |
| | I already had this equipment. | 367 |
| | I received this equipment during the first 2 weeks of maximum telework. | 3 |
| | I received this equipment after the first 2 weeks of maximum telework. | 18 |
| | I need this equipment but have not received it yet. | 39 |
| **Government-furnished printer** | | |
| *Choose one* | I did not need this equipment. | 501 |
| | I already had this equipment. | 2 |
| | I received this equipment during the first 2 weeks of maximum telework. | 0 |
| | I received this equipment after the first 2 weeks of maximum telework. | 1 |
| | I need this equipment but have not received it yet. | 157 |
| **Government-furnished headset** | | |
| *Choose one* | I did not need this equipment. | 25 |
| | I already had this equipment. | 94 |
| | I received this equipment during the first 2 weeks of maximum telework. | 126 |
| | I received this equipment after the first 2 weeks of maximum telework. | 420 |
| | I need this equipment but have not received it yet. | 13 |
| **Government-furnished Wi-Fi hotspot** | | |
| *Choose one* | I did not need this equipment. | 509 |
| | I already had this equipment. | 81 |
| | I received this equipment during the first 2 weeks of maximum telework. | 2 |
| | I received this equipment after the first 2 weeks of maximum telework. | 7 |
| | I need this equipment but have not received it yet. | 61 |

| Question | Answer Options | Number of Responses |
|---|---|---|
| Government-furnished external PIV/CAC reader | | |
| *Choose one* | I did not need this equipment. | 471 |
| | I already had this equipment. | 144 |
| | I received this equipment during the first 2 weeks of maximum telework. | 3 |
| | I received this equipment after the first 2 weeks of maximum telework. | 10 |
| | I need this equipment but have not received it yet. | 37 |
| Government-furnished device for classified domain offsite access | | |
| *Choose one* | I did not need this equipment. | 560 |
| | I already had this equipment. | 2 |
| | I received this equipment during the first 2 weeks of maximum telework. | 2 |
| | I received this equipment after the first 2 weeks of maximum telework. | 0 |
| | I need this equipment but have not received it yet. | 102 |
| 19. Is there any other equipment, not mention in question 18, that you needed in order to telework during the COVID-19 pandemic? If so, please list the equipment you needed and when you received it. | | |
| Government-furnished audio/visual equipment | | |
| *Comments (open text)* | I already had this equipment. | 7 |
| | I received this equipment during the first 2 weeks of maximum telework. | 9 |
| | I received this equipment after the first 2 weeks of maximum telework. | 11 |
| | I need this equipment but have not received it yet. | 2 |
| | I requested this equipment but was denied. | 34 |
| Government-furnished accessories | | |
| *Comments (open text)* | I already had this equipment. | 2 |
| | I received this equipment during the first 2 weeks of maximum telework. | 0 |
| | I received this equipment after the first 2 weeks of maximum telework. | 1 |
| | I need this equipment but have not received it yet. | 0 |
| | I requested this equipment but was denied. | 32 |

| Question | Answer Options | Number of Responses |
|---|---|---|
| **Government-furnished office supplies** | | |
| *Comments (open text)* | I already had this equipment. | 0 |
| | I received this equipment during the first 2 weeks of maximum telework. | 0 |
| | I received this equipment after the first 2 weeks of maximum telework. | 0 |
| | I need this equipment but have not received it yet. | 0 |
| | I requested this equipment but was denied. | 2 |
| **Government-furnished furniture** | | |
| *Comments (open text)* | I already had this equipment. | 1 |
| | I received this equipment during the first 2 weeks of maximum telework. | 0 |
| | I received this equipment after the first 2 weeks of maximum telework. | 0 |
| | I need this equipment but have not received it yet. | 1 |
| | I requested this equipment but was denied. | 6 |
| 20. From the time your Component transitioned to maximum telework to the present, what electronic devices have you used to perform your work (official DoD business) while teleworking? *(Only answer this question if you selected "Yes" that you teleworked at any time since your Component transitioned to maximum telework to question 7.)* | | |
| *Choose all that apply* | Government-furnished laptop or computer | 1,432 |
| | Government-furnished monitor | 41 |
| | Government-furnished cell phone | 816 |
| | Government-furnished printer | 8 |
| | Government-furnished headset | 1,280 |
| | Government-furnished Wi-Fi hotspot | 143 |
| | Government-furnished external PIV/CAC reader | 187 |
| | Government-furnished device for classified domain offsite access | 9 |
| | Personal laptop or computer | 91 |
| | Personal monitor | 595 |
| | Personal cell phone | 593 |
| | Personal printer | 38 |
| | Personal headset | 128 |
| | (Other) Government-furnished accessories | 125 |
| | (Other) Personal Wi-Fi hotspot | 16 |
| | (Other) Government-furnished audio/visual equipment | 128 |

| Question | Answer Options | Number of Responses |
|---|---|---|
| **21.** Why are you using your personal equipment to perform your work (official DoD business)? *(Only answer this question if you selected that you used personal equipment to perform your work since your Component transitioned to maximum telework to the present to question 20.)* | | |
| *Choose all that apply* | I was not issued Government-furnished equipment. | 522 |
| | It is more convenient to use my personal equipment. | 237 |
| | My Component permits use of personal equipment for my DoD work. | 255 |
| | I experience better network connections on my personal equipment. | 99 |
| | I am able to use features unavailable on Government-furnished devices. | 98 |
| | (Other) I was told I could not bring Government-furnished equipment home. | 28 |
| **22.** Please describe your experience using the following equipment when your Component transitioned to maximum telework. *(Only answer this question if you selected "Yes" that you teleworked at any time since your Component transitioned to maximum telework to question 7.)* | | |
| Government-furnished laptop | | |
| *Choose one* | I did not have any problems. | 804 |
| | I had minor problems. | 475 |
| | I had some problems. | 125 |
| | I had many problems. | 27 |
| | I have never been able to use this equipment successfully. | 1 |
| | Not applicable | 1 |
| Government-furnished monitor | | |
| *Choose one* | I did not have any problems. | 57 |
| | I had minor problems. | 8 |
| | I had some problems. | 2 |
| | I had many problems. | 0 |
| | I have never been able to use this equipment successfully. | 1 |
| | Not applicable | 1,196 |
| Government-furnished cell phone | | |
| *Choose one* | I did not have any problems. | 583 |
| | I had minor problems. | 170 |
| | I had some problems. | 61 |
| | I had many problems. | 13 |
| | I have never been able to use this equipment successfully. | 1 |
| | Not applicable | 528 |

*DoD OIG COVID-19 Telework Survey and MDA Responses (cont'd)*

| Question | Answer Options | Number of Responses |
|---|---|---|
| **Government-furnished printer** | | |
| *Choose one* | I did not have any problems. | 16 |
| | I had minor problems. | 2 |
| | I had some problems. | 0 |
| | I had many problems. | 1 |
| | I have never been able to use this equipment successfully. | 1 |
| | Not applicable | 1,229 |
| **Government-furnished headset** | | |
| *Choose one* | I did not have any problems. | 1,135 |
| | I had minor problems. | 104 |
| | I had some problems. | 23 |
| | I had many problems. | 6 |
| | I have never been able to use this equipment successfully. | 0 |
| | Not applicable | 128 |
| **Government-furnished Wi-Fi hotspot** | | |
| *Choose one* | I did not have any problems. | 101 |
| | I had minor problems. | 28 |
| | I had some problems. | 6 |
| | I had many problems. | 5 |
| | I have never been able to use this equipment successfully. | 3 |
| | Not applicable | 1,116 |
| **Government-furnished external PIV/CAC reader** | | |
| *Choose one* | I did not have any problems. | 194 |
| | I had minor problems. | 39 |
| | I had some problems. | 10 |
| | I had many problems. | 1 |
| | I have never been able to use this equipment successfully. | 1 |
| | Not applicable | 1,030 |

| Question | Answer Options | Number of Responses |
|---|---|---|
| **Government-furnished device for classified domain offsite access** | | |
| *Choose one* | I did not have any problems. | 17 |
| | I had minor problems. | 4 |
| | I had some problems. | 1 |
| | I had many problems. | 1 |
| | I have never been able to use this equipment successfully. | 1 |
| | Not applicable | 1,232 |
| **Personal Laptop** | | |
| *Choose one* | I did not have any problems. | 100 |
| | I had minor problems. | 8 |
| | I had some problems. | 4 |
| | I had many problems. | 0 |
| | I have never been able to use this equipment successfully. | 0 |
| | Not applicable | 1,136 |
| **Personal monitor** | | |
| *Choose one* | I did not have any problems. | 575 |
| | I had minor problems. | 25 |
| | I had some problems. | 2 |
| | I had many problems. | 3 |
| | I have never been able to use this equipment successfully. | 1 |
| | Not applicable | 681 |
| **Personal cell phone** | | |
| *Choose one* | I did not have any problems. | 560 |
| | I had minor problems. | 44 |
| | I had some problems. | 13 |
| | I had many problems. | 3 |
| | I have never been able to use this equipment successfully. | 1 |
| | Not applicable | 663 |

*DoD OIG COVID-19 Telework Survey and MDA Responses (cont'd)*

| Question | Answer Options | Number of Responses |
|---|---|---|
| **Personal printer** | | |
| *Choose one* | I did not have any problems. | 54 |
| | I had minor problems. | 4 |
| | I had some problems. | 3 |
| | I had many problems. | 0 |
| | I have never been able to use this equipment successfully. | 2 |
| | Not applicable | 1,183 |
| **Personal headset** | | |
| *Choose one* | I did not have any problems. | 145 |
| | I had minor problems. | 8 |
| | I had some problems. | 3 |
| | I had many problems. | 1 |
| | I have never been able to use this equipment successfully. | 1 |
| | Not applicable | 1,087 |
| ***Applications*** | | |
| 23. When your Component transitioned to maximum telework, did you have access to the applications you needed to begin teleworking immediately (for example, Virtual Private Network (VPN), teleconferencing, and file sharing applications)? *(Only answer this question if you selected "Yes" that you teleworked at any time since your Component transitioned to maximum telework to question 7.)* | | |
| *Choose one* | Yes | 1,283 |
| | Some, but not all the applications I needed. | 116 |
| | No | 17 |
| 24. What software applications did you need in order to telework during the COVID-19 pandemic and when did you receive it? *(Only answer this question if you selected "No" or "Some, but not all" that you did not have all applications needed to begin teleworking to question 23.)* | | |
| **Virtual Private Network (VPN)** | | |
| *Choose one* | I did not need this application. | 7 |
| | I already had this application. | 108 |
| | I received this application during the first 2 weeks of maximum telework. | 3 |
| | I received this application after the first 2 weeks of maximum telework. | 11 |
| | I need this application but have not received it yet. | 1 |

*DoD OIG COVID-19 Telework Survey and MDA Responses (cont'd)*

| Question | Answer Options | Number of Responses |
|---|---|---|
| **Virtual Desktop Infrastructure (VDI)** | | |
| *Choose one* | I did not need this application. | 96 |
| | I already had this application. | 16 |
| | I received this application during the first 2 weeks of maximum telework. | 0 |
| | I received this application after the first 2 weeks of maximum telework. | 1 |
| | I need this application but have not received it yet. | 13 |
| **File sharing applications** | | |
| *Choose one* | I did not need this application. | 36 |
| | I already had this application. | 42 |
| | I received this application during the first 2 weeks of maximum telework. | 6 |
| | I received this application after the first 2 weeks of maximum telework. | 21 |
| | I need this application but have not received it yet. | 24 |
| **Voice and teleconferencing** | | |
| *Choose one* | I did not need this application. | 26 |
| | I already had this application. | 37 |
| | I received this application during the first 2 weeks of maximum telework. | 12 |
| | I received this application after the first 2 weeks of maximum telework. | 37 |
| | I need this application but have not received it yet. | 19 |
| **Video conferencing** | | |
| *Choose one* | I did not need this application. | 41 |
| | I already had this application. | 23 |
| | I received this application during the first 2 weeks of maximum telework. | 10 |
| | I received this application after the first 2 weeks of maximum telework. | 37 |
| | I need this application but have not received it yet. | 18 |

| Question | Answer Options | Number of Responses |
|---|---|---|
| Chat services | | |
| *Choose one* | I did not need this application. | 58 |
| | I already had this application. | 36 |
| | I received this application during the first 2 weeks of maximum telework. | 3 |
| | I received this application after the first 2 weeks of maximum telework. | 12 |
| | I need this application but have not received it yet. | 15 |
| E-mail | | |
| *Choose one* | I did not need this application. | 11 |
| | I already had this application. | 105 |
| | I received this application during the first 2 weeks of maximum telework. | 2 |
| | I received this application after the first 2 weeks of maximum telework. | 12 |
| | I need this application but have not received it yet. | 0 |
| 25. Are there any other applications not mention in question 24, that you needed in order to telework during the COVID-19 pandemic? If so, please list the applications you needed and when you received it. | | |
| Job-specific Applications | | |
| *Comments (open text)* | I did not need this application. | 0 |
| | I already had this application. | 0 |
| | I received this application during the first 2 weeks of maximum telework. | 1 |
| | I received this application after the first 2 weeks of maximum telework. | 0 |
| | I need this application but have not received it yet. | 2 |
| Miscellaneous | | |
| *Comments (open text)* | I did not need this application. | 0 |
| | I already had this application. | 0 |
| | I received this application during the first 2 weeks of maximum telework. | 0 |
| | I received this application after the first 2 weeks of maximum telework. | 0 |
| | I need this application but have not received it yet. | 5 |

| Question | Answer Options | Number of Responses |
|---|---|---|
| 26. Please rate your skill at using the following applications when your Component transitioned to maximum telework: *(Only answer this question if you selected "Yes" that you teleworked at any time since your Component transitioned to maximum telework to question 7.)* | | |
| **Virtual Private Network (VPN)** | | |
| *Choose one* | Not applicable | 19 |
| | Very Poor | 11 |
| | Poor | 26 |
| | Average | 178 |
| | Good | 397 |
| | Very Good | 784 |
| **Virtual Desktop Infrastructure (VDI)** | | |
| *Choose one* | Not applicable | 1,047 |
| | Very Poor | 13 |
| | Poor | 15 |
| | Average | 68 |
| | Good | 79 |
| | Very Good | 152 |
| **File sharing applications** | | |
| *Choose one* | Not applicable | 368 |
| | Very Poor | 21 |
| | Poor | 58 |
| | Average | 197 |
| | Good | 298 |
| | Very Good | 463 |
| **Voice and teleconferencing** | | |
| *Choose one* | Not applicable | 354 |
| | Very Poor | 31 |
| | Poor | 48 |
| | Average | 222 |
| | Good | 314 |
| | Very Good | 431 |

| Question | Answer Options | Number of Responses |
|---|---|---|
| Video conferencing | | |
| *Choose one* | Not applicable | 526 |
| | Very Poor | 22 |
| | Poor | 52 |
| | Average | 190 |
| | Good | 259 |
| | Very Good | 346 |
| Chat services | | |
| *Choose one* | Not applicable | 552 |
| | Very Poor | 15 |
| | Poor | 37 |
| | Average | 125 |
| | Good | 221 |
| | Very Good | 436 |
| E-mail | | |
| *Choose one* | Not applicable | 12 |
| | Very Poor | 1 |
| | Poor | 8 |
| | Average | 81 |
| | Good | 319 |
| | Very Good | 987 |
| 27. Have you used any alternative solutions, such as video conferencing software or file sharing applications other than those made available by your Component, to perform your work while teleworking during the COVID-19 pandemic? | | |
| *Choose one* | Yes | 178 |
| | No | 1,237 |

| Question | Answer Options | Number of Responses |
|---|---|---:|
| 28. Please explain what alternate solution(s) you have used and why. *(Only answer this question if you selected "Yes" that you have used alternate solutions other than those made available by your Component to perform your work while teleworking to question 27.)* | | |
| **Commercial Video Conferencing** | | |
| *Comments (open text)* | Availability | 1 |
| | Usability/compatibility | 14 |
| | Directed to use by supervisor | 24 |
| | Ease of collaboration while teleworking | 42 |
| | Working with non-DoD teams | 39 |
| | Service too slow on DoD network | 45 |
| | Security compliance | 24 |
| **Commercial Chat/Teleconferencing** | | |
| *Comments (open text)* | Availability | 0 |
| | Usability/compatibility | 9 |
| | Directed to use by supervisor | 13 |
| | Ease of collaboration while teleworking | 12 |
| | Working with non-DoD teams | 6 |
| | Service too slow on DoD network | 10 |
| | Security compliance | 8 |
| **Personal Computer** | | |
| *Comments (open text)* | Availability | 1 |
| | Usability/compatibility | 4 |
| | Directed to use by supervisor | 9 |
| | Ease of collaboration while teleworking | 25 |
| | Working with non-DoD teams | 21 |
| | Service too slow on DoD network | 19 |
| | Security compliance | 9 |

*DoD OIG COVID-19 Telework Survey and MDA Responses (cont'd)*

| Question | Answer Options | Number of Responses |
|---|---|---|
| **Personal Phone** | | |
| *Comments (open text)* | Availability | 0 |
| | Usability/compatibility | 6 |
| | Directed to use by supervisor | 6 |
| | Ease of collaboration while teleworking | 14 |
| | Working with non-DoD teams | 8 |
| | Service too slow on DoD network | 11 |
| | Security compliance | 3 |
| **Social Media** | | |
| *Comments (open text)* | Availability | 1 |
| | Usability/compatibility | 0 |
| | Directed to use by supervisor | 1 |
| | Ease of collaboration while teleworking | 1 |
| | Working with non-DoD teams | 0 |
| | Service too slow on DoD network | 1 |
| | Security compliance | 0 |
| **Services Hosted by non-DoD teams** | | |
| *Comments (open text)* | Availability | 0 |
| | Usability/compatibility | 24 |
| | Directed to use by supervisor | 14 |
| | Ease of collaboration while teleworking | 12 |
| | Working with non-DoD teams | 4 |
| | Service too slow on DoD network | 13 |
| | Security compliance | 9 |
| **Government Solutions** | | |
| *Comments (open text)* | Availability | 1 |
| | Usability/compatibility | 14 |
| | Directed to use by supervisor | 41 |
| | Ease of collaboration while teleworking | 16 |
| | Working with non-DoD teams | 10 |
| | Service too slow on DoD network | 19 |
| | Security compliance | 9 |

| Question | Answer Options | Number of Responses |
|---|---|---|
| **Access to Classified Information** | | |
| 29. From the time your Component transitioned to maximum telework to the present, have you required access to classified information to perform a significant portion or key aspect of your work? *(Only answer this question if you selected "Yes" that you teleworked at any time since your Component transitioned to maximum telework to question 7.)* | | |
| *Choose one* | Yes | 544 |
| | No | 869 |
| 30. Do you have off-site access to classified information (for example, from your home or mobile device)? *(Only answer this question if you selected "Yes" that you required access to classified information to perform a significant portion or key aspects of your work while teleworking to question 29.)* | | |
| *Choose one* | Yes | 13 |
| | No | 531 |
| **Support** | | |
| 31. From the time your component transitioned to maximum telework to present, what guidance or policies regarding teleworking have you reviewed? *(Only answer this question if you selected "Yes" that you teleworked at any time since your Component transitioned to maximum telework to question 7.)* | | |
| *Choose all that apply* | How to connect to your component network | 1,120 |
| | How to use applications (such as Virtual Private Network (VPN), Virtual Desktop Infrastructure (VDI), teleconferencing, Microsoft SharePoint, or Commercial Virtual Remote (CVR).) | 755 |
| | How to use Government-furnished equipment | 49 |
| | Acceptable use for Government-furnished equipment | 1,099 |
| | Using your personal equipment for government work (such as "do's and don'ts" of using your personal computer, phone, printer, or scanner.) | 27 |
| | Protecting unclassified, FOUO, or CUI information while teleworking. | 1,290 |
| | I have not reviewed any guidance or policies regarding teleworking. | 27 |
| | Miscellaneous Guidance/Policies | 44 |
| | I met the telework training/agreement requirements. | 44 |
| 32. Why have you not reviewed any telework guidance or policies? *(Only answer this question if you selected that you received any guidance or policies regarding teleworking to question 31.)* | | |
| *Choose all that apply* | I was not provided any telework guidance or policies. | 4 |
| | I did not feel the need to review the telework guidance or policies provided to me. | 4 |
| | I reviewed the telework guidance and policies before the beginning of maximum telework and was already familiar with the information. | 21 |

| Question | Answer Options | Number of Responses |
|---|---|---|
| 33. Please describe the ability of your component's IT support or desk to resolve any problems during the COVID-19 pandemic: *(Only answer this question if you selected "Yes" that you teleworked at any time since your Component transitioned to maximum telework to question 7.)* | | |
| **During the first 2 weeks of maximum telework** | | |
| *Choose one* | Very able (your problem was resolved) | 739 |
| | Somewhat able (your problem was resolved, but resolution was slightly delayed) | 368 |
| | Neither able, nor unable | 27 |
| | Somewhat unable (your problem was resolved, but it required escalation or was delayed) | 87 |
| | Unable (your problem was not resolved) | 20 |
| | Not applicable | 156 |
| **Currently** | | |
| *Choose one* | Very able (your problem was resolved) | 1,003 |
| | Somewhat able (your problem was resolved, but resolution was slightly delayed) | 165 |
| | Neither able, nor unable | 26 |
| | Somewhat unable (your problem was resolved, but it required escalation or was delayed) | 20 |
| | Unable (your problem was not resolved) | 14 |
| | Not applicable | 158 |
| ***Impact of Telework*** | | |
| 34. Do you have work that you are unable to complete because you are teleworking during the COVID-19 pandemic? *(Only answer this question if you selected "Yes" to Question 7 that you teleworked at any time since your Component transitioned to maximum telework.)* | | |
| *Choose one* | yes | 394 |
| | No | 1,006 |
| 35. Why are you unable to complete some work because you are teleworking? *(Only answer this question if you selected "Yes" to Question 34 that you had work that you were unable to complete because you were teleworking.)* | | |
| *Choose all that apply* | I require access to classified information or systems. | 323 |
| | I require access to documents or resources located at my workspace. | 118 |
| | I need to meet in person with my team to complete my work. | 65 |
| | I need to meet in person with clients, vendors, and others to complete my work. | 78 |
| | Travel restrictions have prevented me from completing some work. | 112 |
| | (Other) I cannot reliably access the network while teleworking. | 3 |

| Question | Answer Options | Number of Responses |
|---|---|---|
| **36. How would you rate the importance of the work you are unable to complete because you are teleworking?** *(Only answer this question if you selected "Yes" to Question 34 that you had work that you were unable to complete because you were teleworking.)* | | |
| *Choose one* | Not important | 3 |
| | Slightly important | 56 |
| | Moderately important | 142 |
| | Important | 103 |
| | Very important | 87 |
| **37. Compared to my productivity level before maximum telework, my productivity level has ____ while teleworking during the COVID-19 pandemic.** *(Only answer this question if you selected "Yes" to Question 7 that you teleworked at any time since your Component transitioned to maximum telework.)* | | |
| *Choose one* | Increased | 644 |
| | Remained the same | 530 |
| | Decreased | 228 |
| *Themes from comments (open text)* | Access | 138 |
| | Balance | 48 |
| | Commute | 94 |
| | Connectivity | 43 |
| | Environment | 193 |
| | Focus | 187 |
| | Meetings | 130 |
| | Productivity | 477 |
| | Team | 123 |
| | Time | 213 |
| | Fewer interruptions | 199 |
| | Fewer meetings | 196 |
| | No commute | 101 |
| | Better health | 66 |
| | More efficient | 215 |
| | No commute and better health | 121 |

| Question | Answer Options | Number of Responses |
|---|---|---|
| 38. From the time your component transitioned to maximum telework to the present, have you adjusted your work schedule while teleworking (for example, working early in the morning or late at night)? *(Only answer this question if you selected "Yes" that you teleworked at any time since your Component transitioned to maximum telework to question 7.)* | | |
| *Choose one* | Yes | 379 |
| | No | 641 |
| | Sometimes | 383 |
| 39. Why have you needed to adjust your work schedule while teleworking during the COVID-19 pandemic? *(Only answer this question if the following conditions are met: Answer was 'Yes' or 'Sometimes' that you adjusted your work schedule while teleworking to question 38.)* | | |
| *Choose all that apply* | Connectivity to component network is better in the early morning or late at night. | 150 |
| | I need to care for other members of my household during the day. | 239 |
| | I need to share the internet bandwidth at home with other members of my household (such as your spouse, roommates, or children who are also working or learning online). | 116 |
| | (Other) I prefer these hours. | 320 |
| | (Other) My work hours are dictated by customer needs. | 143 |
| | (Other) Workload has increased. | 84 |
| **Future of Telework** | | |
| 40. What aspects of teleworking, if any, would you like to see continue after the maximum telework orders are lifted? | | |
| *Choose all that apply* | Regular telework as part of my work schedule | 1,189 |
| | More flexible work hours | 753 |
| | Better work and home-life balance | 823 |
| | Shorter commute or commuting less offer | 904 |
| | Increased trust from management | 613 |
| 41. What improvements, if any, are needed for you to successfully telework? | | |
| *Choose all that apply* | Improved connectivity to component network | 268 |
| | Additional government-furnished equipment (such as laptops, monitors, or mobile devices) | 811 |
| | Ability to use personal equipment for DoD work | 157 |
| | Additional collaborations tools (such as CVR, SharePoint, or Microsoft Teams) | 266 |
| | Increased voice and telecommunications conferencing capacity | 324 |
| | Increased access to classified information while teleworking | 400 |
| | Better IT support or help desk support | 117 |

| Question | Answer Options | Number of Responses |
|---|---|---|
| *Choose all that apply* | Management buy-in and support of telework | 464 |
| | None | 218 |
| | (Other) Standardized telework procedures/expectations/hours | 17 |
| | (Other) Additional Government-furnished furniture | 18 |
| | (Other) Miscellaneous | 23 |
| **42. What additional equipment do you need to successfully telework?** | | |
| *Choose all that apply* | Government-furnished laptop or computer | 30 |
| | Government-furnished monitor | 694 |
| | Government-furnished cell phone | 132 |
| | Government-furnished printer | 356 |
| | Government-furnished headset | 27 |
| | Government-furnished Wi-Fi hotspot (wireless internet connectivity device) | 137 |
| | Government-furnished external PIV/CAC reader (external, plug-in PIV/CAC readers, NOT the PIV/CAC reader built into your laptop) | 56 |
| | Government-furnished device for classified domain offsite access (such as DoD Mobility Classified Capability-Secret or DoD Mobility Classified Capability-Top Secret that enable Government-owned mobile devices to access the classified Secret or Top Secret DoD Information Network telephone and information services) | 220 |
| | (Other) Government-furnished ergonomic equipment | 13 |
| | (Other) Government-furnished computer accessories | 7 |
| | (Other) Government-furnished external memory device | 4 |
| | (Other) Government-furnished office supplies | 30 |
| | (Other) Government-furnished furniture | 30 |
| **43. Is there anything else you'd like to share about your telework experience during the COVID 19 pandemic?** | | |
| *Themes from comments (open text)* | Overall positive sentiment | 165 |
| | Overall negative sentiment | 49 |
| | Cannot telework | 2 |
| | Should telework | 2 |
| | Management dislikes telework (negative) | 2 |
| | Telework culture (negative) | 3 |
| | Bad managing (negative) | 4 |
| | Management support (positive) | 9 |

| Question | Answer Options | Number of Responses |
|---|---|---|
| *Themes from comments (open text)* | Telework abuse (negative) | 3 |
| | No commute (positive) | 23 |
| | More work (negative) | 11 |
| | Colleague productivity (positive) | 3 |
| | Colleague productivity (negative) | 6 |
| | Productivity (positive) | 51 |
| | Work-life balance (positive) | 51 |
| | Work-life balance (negative) | 3 |
| | Morale (positive) | 2 |
| | Morale (negative) | 2 |
| | Flexibility | 55 |
| | Communication (positive) | 2 |
| | Communication (negative) | 2 |
| | IT support (positive) | 3 |
| | IT support (negative) | 5 |

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### U.S. Department of Defense

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