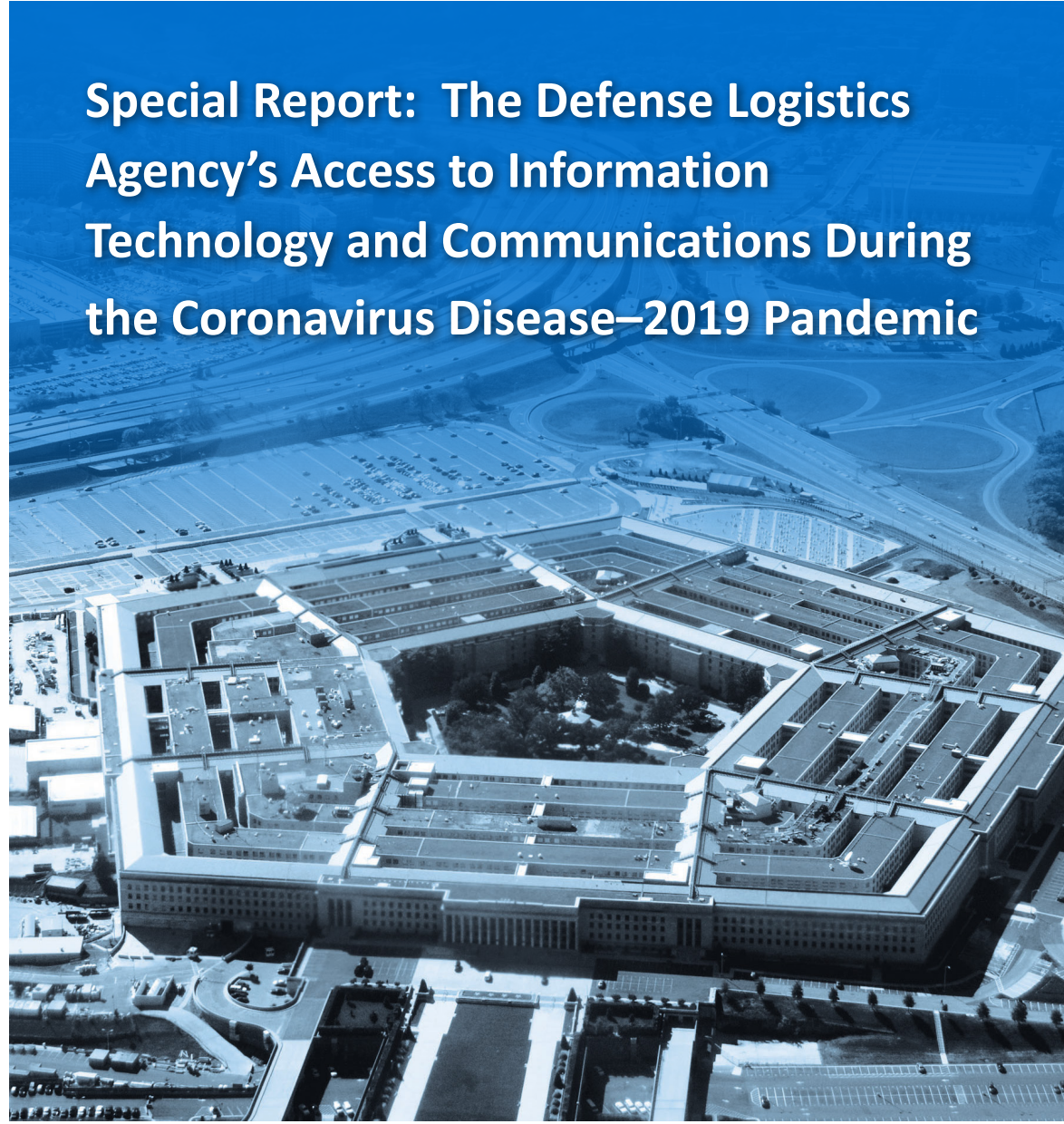




INSPECTOR GENERAL

U.S. Department of Defense

AUGUST 12, 2021



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

INTEGRITY ★ INDEPENDENCE ★ EXCELLENCE





**INSPECTOR GENERAL
DEPARTMENT OF DEFENSE
4800 MARK CENTER DRIVE
ALEXANDRIA, VIRGINIA 22350-1500**

August 12, 2021

MEMORANDUM FOR DIRECTOR, DEFENSE LOGISTICS AGENCY

SUBJECT: Special Report: The Defense Logistics Agency's Access to Information Technology and Communications During the Coronavirus Disease-2019 Pandemic (Report No. DODIG-2021-112)

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 Defense Logistics Agency. We present analysis of key aspects of the survey as well as the complete survey responses for the Defense Logistics 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 [REDACTED]

A handwritten signature in black ink that reads "Carol N. Gorman".

Carol N. Gorman
Assistant Inspector General for Audit
Cyberspace Operations





Special Report

DoD Office of Inspector General

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

Purpose

The purpose of this special report is to provide the Defense Logistics Agency (DLA) with DLA-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

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. The Defense Logistics Agency (DLA) initiated maximum telework on March 17, 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 24,332 DLA 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, 9,001 responses were from DLA personnel for an overall DLA response rate of 37.0 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;

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 DLA’s Survey Responses

To determine the survey responses from DLA personnel only, we filtered the 56,057 DoD survey responses for respondents who selected the DLA as their Component at the time of the survey. We identified 8,992 civilian personnel and 9 military personnel who selected or wrote in ‘DLA’ when asked which DoD Component they were affiliated with. See the Appendix for the survey questions and responses for DLA 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.

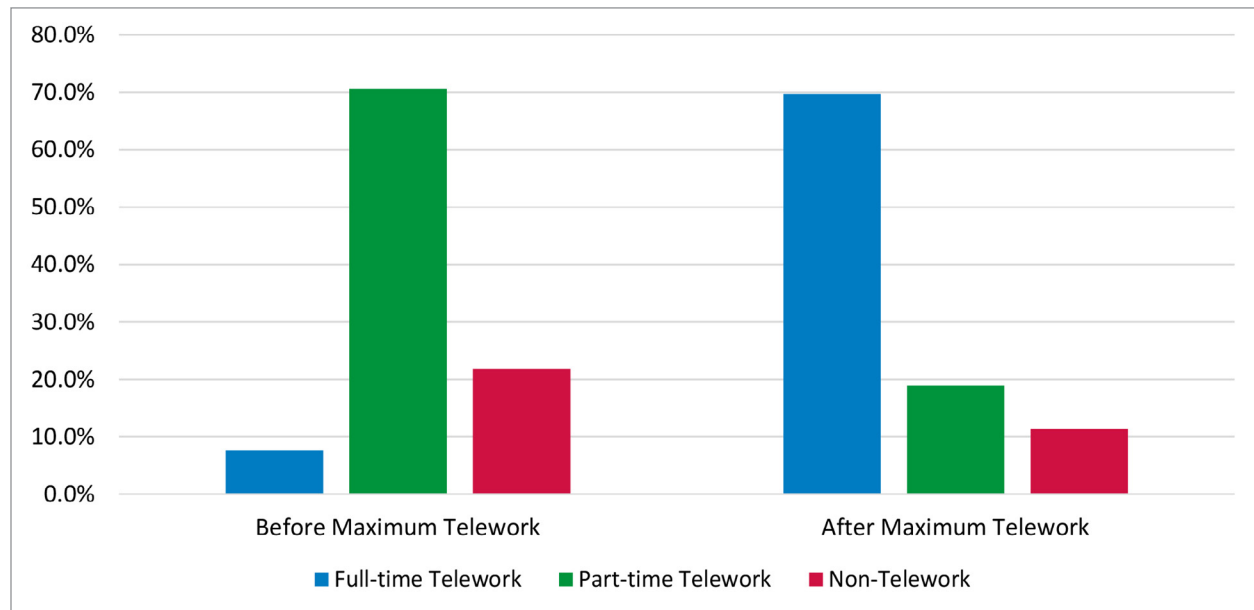
⁸ For the purposes of this evaluation, we referred to the maximum telework period as the period from March 15, 2020, through August 26, 2020.

Survey Responses: Defense Logistics Agency

Telework Frequency Before and After the DLA's Transition to Maximum Telework

Of the 8,920 DLA survey respondents who answered this question, 7,907 (88.7 percent) 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, 678 (7.6 percent) of DLA survey respondents reported teleworking full-time, and 6,300 (70.6 percent) reported teleworking part-time.¹⁰ After the DLA's transition to maximum telework, 6,215 survey respondents (69.7 percent) reported teleworking full-time and 1,692 survey respondents (19.0 percent) reported teleworking part-time. Figure 1 illustrates the transition of the DLA workforce toward telework before and after the maximum telework directives.

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



Source: The DoD OIG.

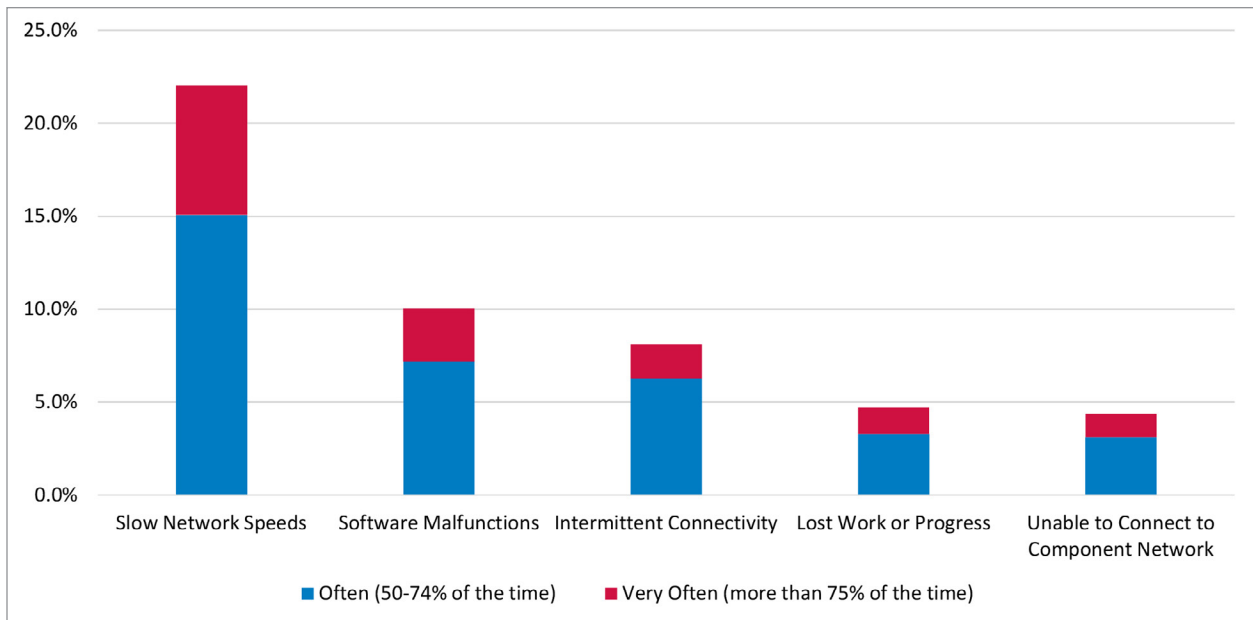
⁹ Respondents were not required to answer all questions; therefore, the number of responses differs for each question.

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

Access to the DLA’s Network, Equipment, and Applications

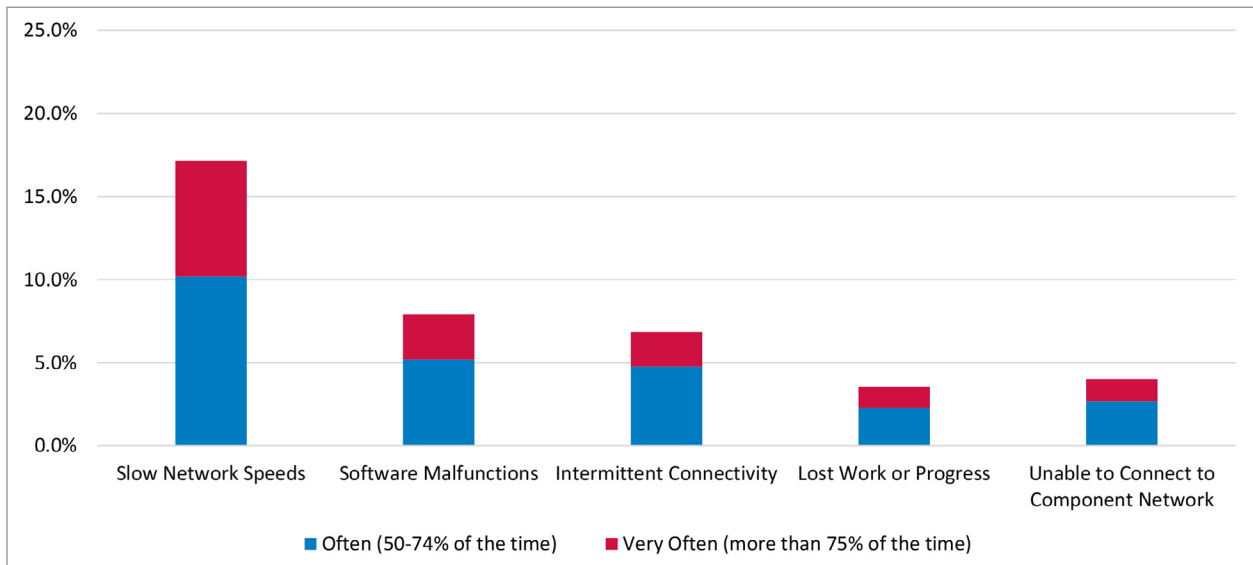
DLA survey respondents most frequently cited that they had problems with slow network speeds while teleworking. During the first 2 weeks of teleworking, 22.1 percent of respondents stated that they experienced slow network speeds often or very often. Five months later, 17.2 percent of respondents reported experiencing 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 DLA Network Problems During the First 2 Weeks of Maximum Telework



Source: The DoD OIG.

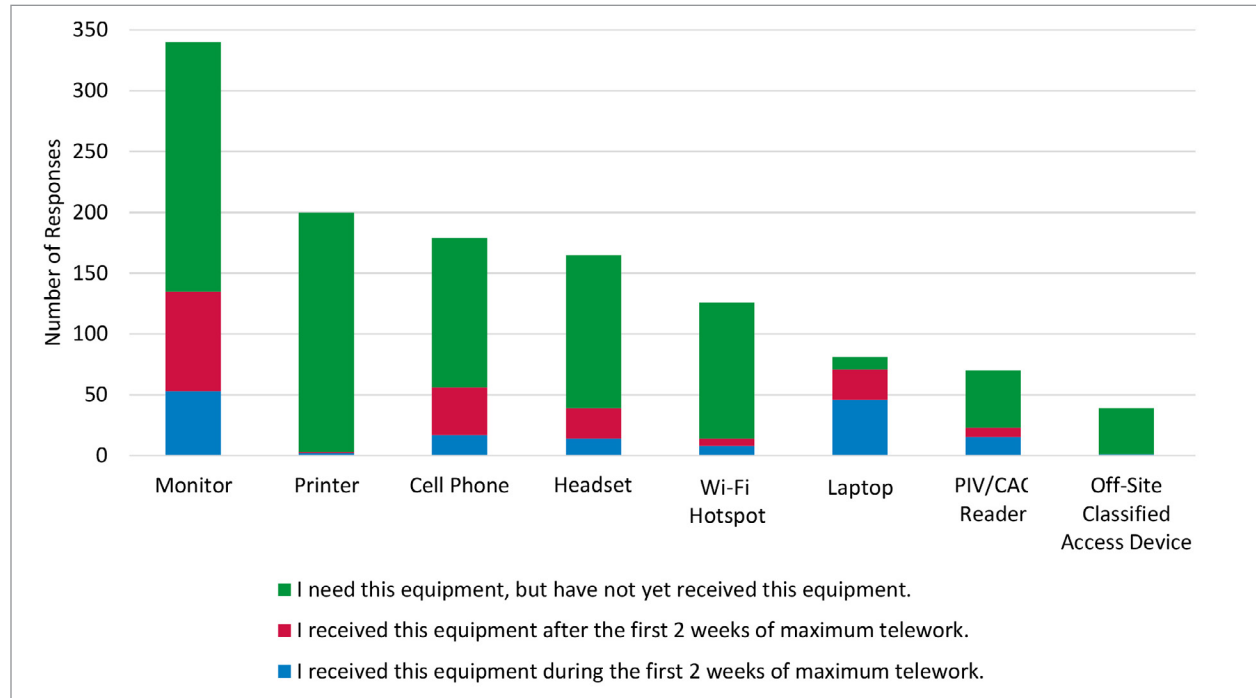
Figure 3. Reports of DLA Network Problems in August 2020



Source: The DoD OIG.

Of the 685 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 Government-furnished monitors (340 responses), printers (200 responses), and cell phones (179 responses) as illustrated in Figure 4. With the exception of Government-furnished laptops, the majority of equipment requests had not been fulfilled at the time of the survey in August 2020.

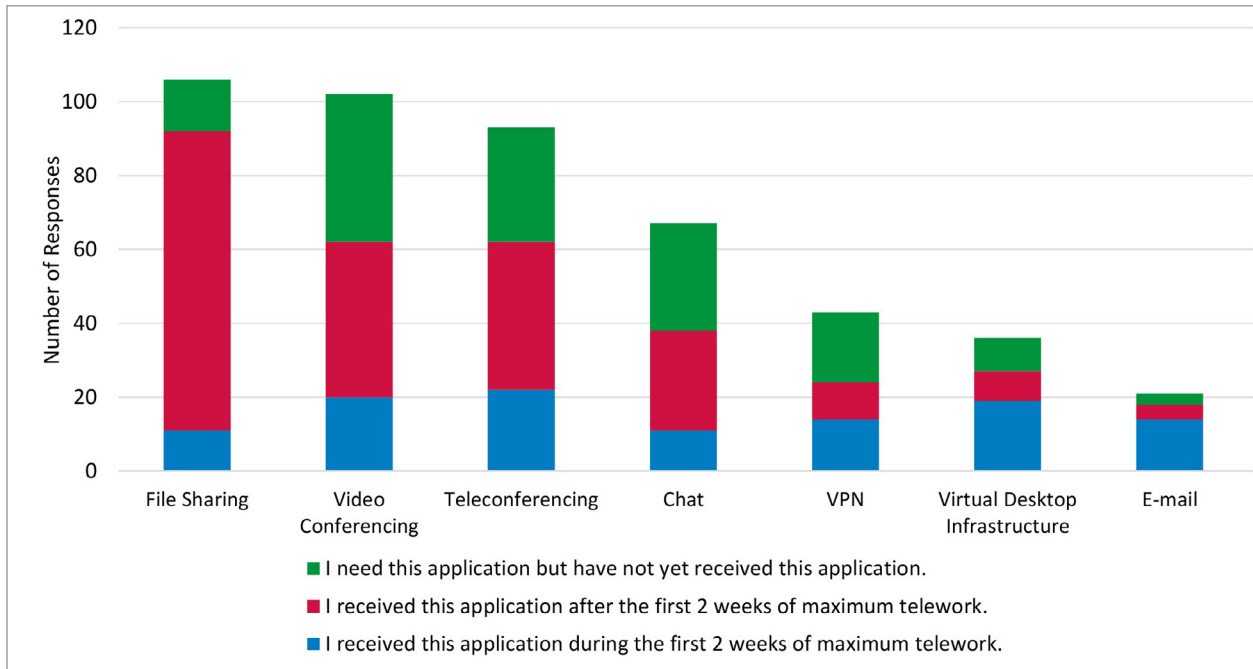
Figure 4. Government-Furnished Equipment That DLA Survey Respondents Stated They Needed to Telework, and Time of Receipt



Source: The DoD OIG.

Of the 348 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 file sharing applications (106 responses), video conferencing applications (102 responses), and voice teleconferencing applications (93 responses), as illustrated in Figure 5.

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

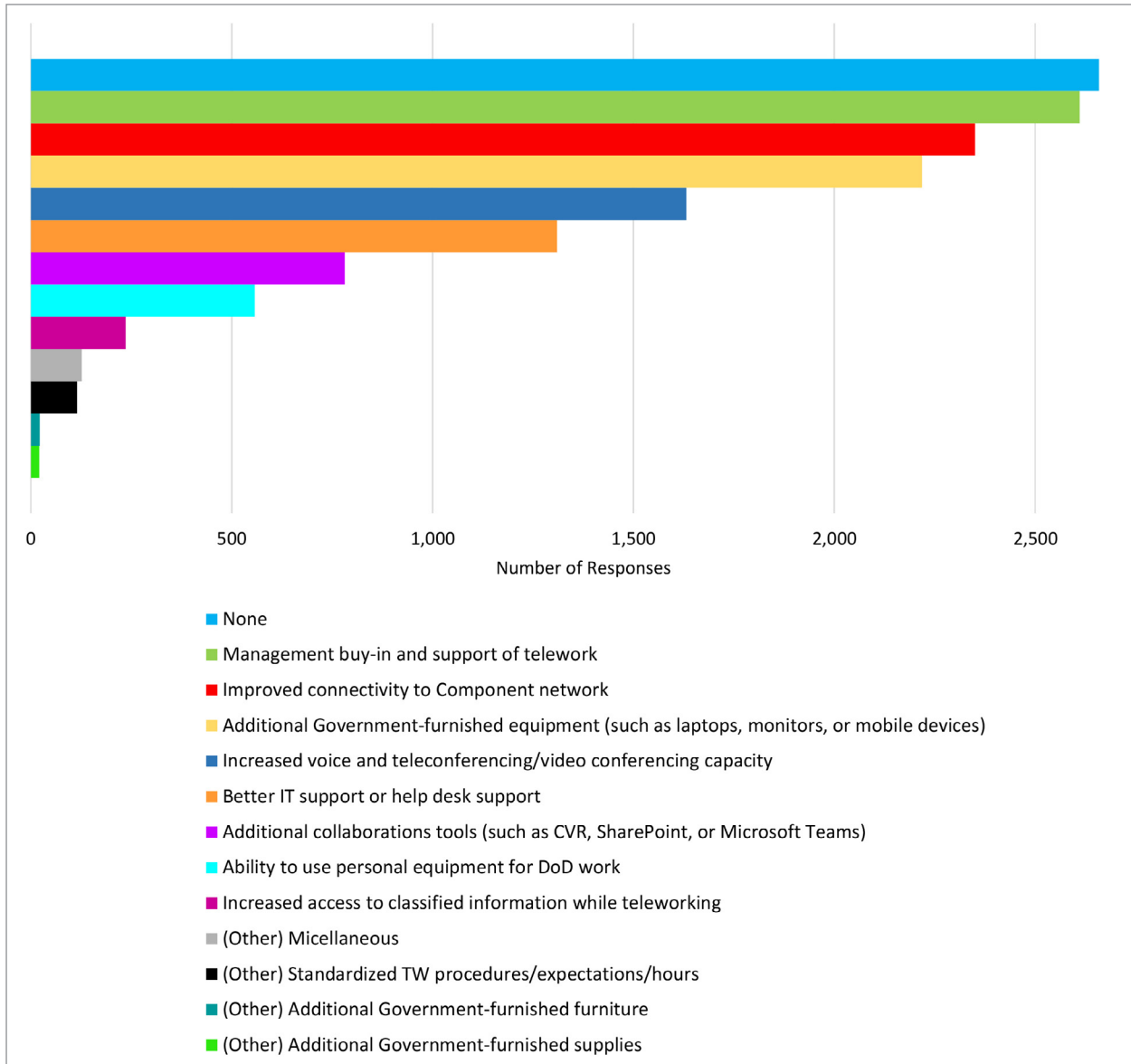


Source: The DoD OIG.

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. DLA survey respondents most frequently stated that no improvements were needed. However, many survey respondents also cited the need for management buy-in and support of telework and improved connectivity to the DLA network.

Figure 6. Improvements Needed For Successful Telework at DLA



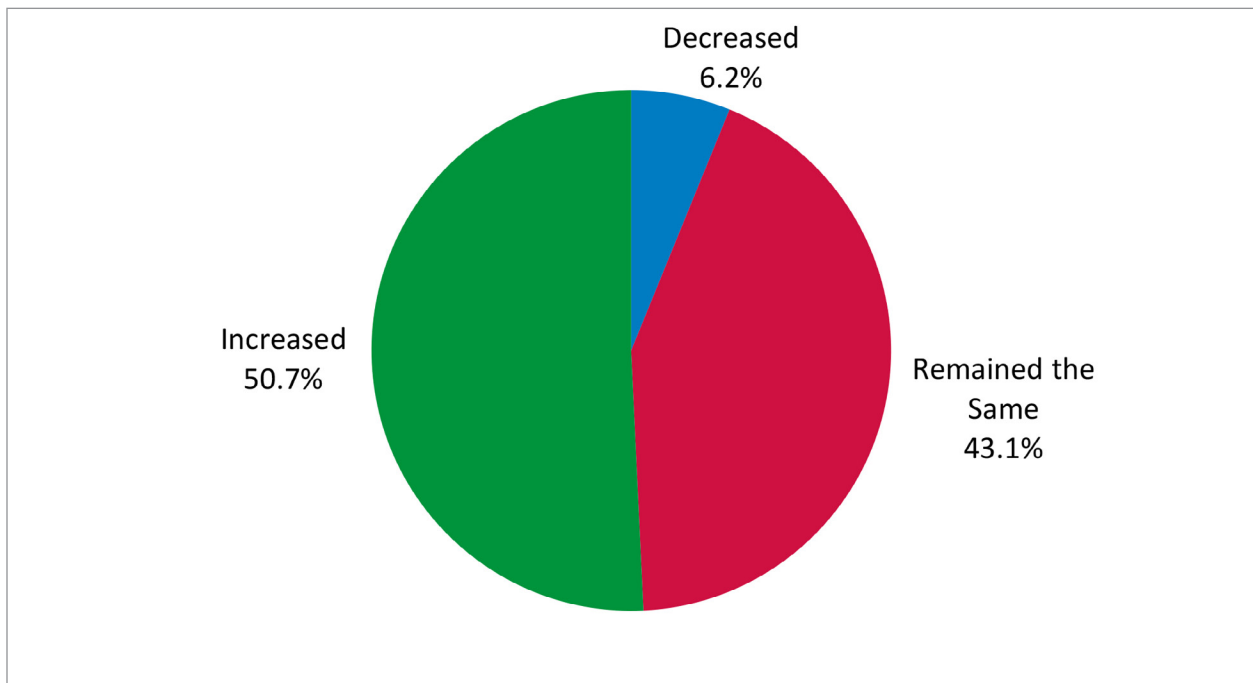
Source: The DoD OIG.

¹¹ Survey respondents could provide more than one answer.

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 7,563 responses, 43.1 percent reported that their productivity remained the same; 50.7 percent reported that their productivity increased while teleworking; and 6.2 percent felt their productivity had decreased while working remotely.

Figure 7. DLA Respondents' Reported Productivity Level During Maximum Telework



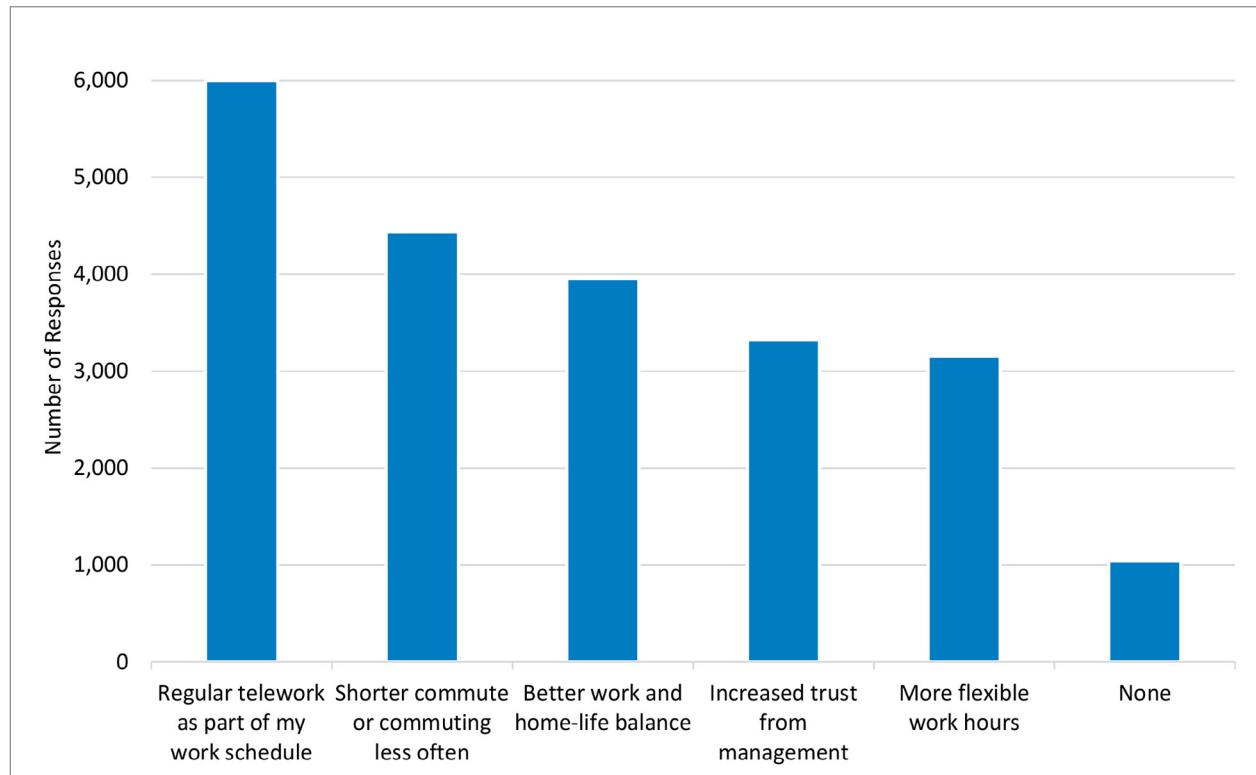
Source: The DoD OIG.

Overall, survey respondents provided positive remarks about their telework experience. Of the participants providing written comments at the end of our survey, 907 comments were positive remarks while 227 were negative remarks. The majority of the positive remarks were on the topics of productivity (321 comments), better work-life balance (287 comments), and flexibility (209 comments).

The majority of the negative responses were about information technology support (89 comments), issues related to management (88 comments), and increased workloads (52 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 6,001 respondents. Many respondents also enjoy commuting less often (4,439 responses), a better work-life balance (3,959 responses), and increased trust from management (3,325 responses) because of maximum telework.

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



Source: The DoD OIG.

¹² Survey respondents could provide more than one answer.

Appendix

DoD OIG COVID-19 Telework Survey and DLA Responses

Question	Answer Options	Number of Responses
Demographic Information		
1. Please select your DoD Affiliation. <i>(If you have more than one affiliation, please choose the affiliation that corresponds with the e-mail address used for your survey invitation.)</i>		
Choose one	Military	9
	Civilian	8,992
2. Which Military Service are you affiliated with? <i>(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.)</i>		
Choose one	Army (Active Duty)	4
	Army (National Guard)	0
	Army (Reserve)	0
	Marine Corps (Active Duty)	0
	Marine Corps (Reserve)	0
	Navy (Active Duty)	4
	Navy (Reserve)	1
	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. <i>(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.)</i>		
Choose one	Defense Logistics Agency	9
4. Which Component are you affiliated with? <i>(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.)</i>		
Choose one	Defense Logistics Agency	8,960
	Other (open text)	32
5. What career field were you working in when your Component transitioned to maximum telework? <i>(Please choose the category that best fits your job title.)</i>		
Choose one	Accounting, Auditing, Budgeting	445
	Administrative Support	503

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

Question	Answer Options	Number of Responses
	Arts, Communication, Media	40
	Aviation	633
	Business Operations (including Purchasing, Contracting Officers)	2,143
	Combat	3
	Computers and Information Technology	733
	Construction and Engineering	124
	Education	31
	Electronics and Electrical	62
	Facilities and Equipment	133
	Food Service	35
	Human Resources	365
	Inspections, Investigations, Enforcement, and Compliance	179
	Intelligence and Combat Support	29
	Legal and Law Enforcement	133
	Mechanical and Industrial Technology	72
	Medical, Hospital, Dental, and Emergency	56
	Musician	0
	Ministry, Religious Programs	0
	Sciences (Physical, Biological, Social, Mathematical, Space)	55
	Service Industries (other than food services)	44
	Transportation and Logistics	1,378
	Veterinary Medical Sciences	1
	Other career field (open text)	1,800
Telework Status		
6. Before your Component transitioned to maximum telework, how often did you telework?		
<i>Choose one</i>	I teleworked full-time.	678
	I teleworked on a scheduled, part-time basis.	4,241
	I teleworked as needed (situational telework).	2,059
	I declined to telework.	341
	I was not allowed to telework.	1,070
	Not applicable	535
7. From the time your Component transitioned to maximum telework to the present, have you teleworked at any time?		
<i>Choose one</i>	Yes	7,914
	No	1,013

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

Question	Answer Options	Number of Responses
8. From the time your Component transitioned to maximum telework to the present, how frequently have you teleworked? <i>(Only answer this question if you selected "Yes" that you teleworked at any time since your Component transitioned to maximum telework to question 7.)</i>		
Choose one	I teleworked full-time during that period.	6,215
	I teleworked most of the time and worked from my worksite some of the time.	863
	I teleworked half the time and worked from my worksite half of the time.	304
	I teleworked some of the time and worked from my worksite most of the time.	525
9. Why have you been unable to telework during the COVID-19 pandemic? <i>(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.)</i>		
Choose all that apply	I do not have Internet access from home.	14
	I do not have the necessary equipment to telework.	23
	My work cannot be performed while teleworking.	538
	My Component does not allow me telework, even though I am eligible.	30
	My supervisor does not allow me to telework, even though I am eligible.	3
	I am not eligible to telework.	390
	I do not want to telework.	62
	I prefer not to answer.	68
	(Other) Unreliable network access.	2
(Other) I was not told to telework.	3	
10. Why did you telework for only part of the period from the time your Component transitioned to maximum telework to the present? <i>(Only answer this question if you did not select "I worked full-time during the period" to question 8.)</i>		
Choose all that apply	I was able to telework more after connectivity to my Component network improved.	99
	I was able to telework more after software applications became available that improved the ability to collaborate with my co-workers.	51
	We split into teams and worked from the worksite in shifts to reduce contact and exposure to others.	497
	I required access to classified information or systems and returned to my worksite.	182
	I required access to documents and resources located at my worksite.	334
	I ran out of work that could be completed through telework and returned to work at my worksite.	40

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

Question	Answer Options	Number of Responses
	I ran out of work that could be completed through telework and went on leave.	6
	I am hoteling.	11
	(Other) I was told by my supervisor to only telework part-time.	5
	(Other) I believe I should only telework part-time.	5
	(Other) I cannot telework full-time due to network reliability.	7
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: <i>(Only answer this question if you selected "Yes" that you teleworked at any time since your Component transitioned to maximum telework to question 7.)</i>		
Remotely connecting to your Component network		
<i>Choose one</i>	I did not have any problems.	4,083
	I had minor problems.	2,376
	I had some problems.	1,023
	I had many problems.	266
	I have never been able to use these services.	15
	Not applicable	36
Remotely using voice, teleconferencing, and video conferencing applications		
<i>Choose one</i>	I did not have any problems.	3,172
	I had minor problems.	2,016
	I had some problems.	1,068
	I had many problems.	538
	I have never been able to use these services.	82
	Not applicable	840
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: <i>(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.)</i>		
Unable to connect to Component network		
<i>Choose one</i>	Never	497
	Rarely	2,407
	Sometimes	568
	Often	113
	Very Often	46

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

Question	Answer Options	Number of Responses
Intermittent Connectivity to Component		
<i>Choose one</i>	Never	195
	Rarely	2,247
	Sometimes	913
	Often	229
	Very Often	67
Slow Network Speeds		
<i>Choose one</i>	Never	258
	Rarely	1,438
	Sometimes	1,150
	Often	550
	Very Often	254
Software malfunctions		
<i>Choose one</i>	Never	630
	Rarely	1,922
	Sometimes	730
	Often	262
	Very Often	104
Lost work progress		
<i>Choose one</i>	Never	1,425
	Rarely	1,663
	Sometimes	381
	Often	120
	Very Often	51
<p>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: <i>(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.)</i></p>		
Unable to connect to voice, teleconference, or video conference lines or applications		
<i>Choose one</i>	Never	514
	Rarely	1,847
	Sometimes	748
	Often	320
	Very Often	182
	Always	54

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

Question	Answer Options	Number of Responses
Voice, teleconference, or video conference application malfunctions		
Choose one	Never	435
	Rarely	1,790
	Sometimes	816
	Often	379
	Very Often	198
	Always	57
Voice, teleconference, or video conference cannot accommodate all attendees		
Choose one	Never	789
	Rarely	1,530
	Sometimes	688
	Often	338
	Very Often	231
	Always	81
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.	4,208
	I had minor problems.	2,562
	I had some problems.	781
	I had many problems.	173
	I have never been able to use these services.	5
	Not applicable	82
Remotely using voice, teleconferencing, and video conferencing applications		
Choose one	I did not have any problems.	4,141
	I had minor problems.	1,991
	I had some problems.	606
	I had many problems.	172
	I have never been able to use these services.	47
	Not applicable	804

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

Question	Answer Options	Number of Responses
15. Please estimate how frequently you currently experience the following problems remotely connecting to your Component's network: <i>(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.)</i>		
Unable to connect to Component network		
Choose one	Never	330
	Rarely	2,612
	Sometimes	403
	Often	94
	Very Often	37
	Always	9
Intermittent Connectivity to Component		
Choose one	Never	128
	Rarely	2,402
	Sometimes	718
	Often	167
	Very Often	60
	Always	12
Slow Network Speeds		
Choose one	Never	261
	Rarely	1,732
	Sometimes	894
	Often	355
	Very Often	155
	Always	88
Software malfunctions		
Choose one	Never	590
	Rarely	2,071
	Sometimes	547
	Often	181
	Very Often	78
	Always	17

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

Question	Answer Options	Number of Responses
Lost work progress		
<i>Choose one</i>	Never	1,401
	Rarely	1,699
	Sometimes	258
	Often	80
	Very Often	36
	Always	8
16. Please estimate how frequently you currently experience the following problems remotely using voice, teleconferencing, and video conferencing applications: <i>(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.)</i>		
Unable to connect to voice, teleconference, or video conference lines or applications		
<i>Choose one</i>	Never	471
	Rarely	1,828
	Sometimes	336
	Often	82
	Very Often	51
	Always	35
Voice, teleconference, or video conference application malfunctions		
<i>Choose one</i>	Never	283
	Rarely	1,801
	Sometimes	471
	Often	134
	Very Often	72
	Always	43
Voice, teleconference, or video conference cannot accommodate all attendees		
<i>Choose one</i>	Never	719
	Rarely	1,509
	Sometimes	354
	Often	102
	Very Often	57
	Always	49

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

Question	Answer Options	Number of Responses
Equipment		
17. When your Component transitioned to maximum telework, did you have the Government- furnished equipment you needed to begin teleworking immediately? <i>(Only answer this question if you selected "Yes" that you teleworked at any time since your Component transitioned to maximum telework to question 7.)</i>		
Choose one	Yes	7,052
	Some, but not all	521
	No	164
18. What equipment did you need in order to telework during the COVID-19 pandemic and when did you receive it? <i>(Only answer this question if you selected "Some, but not all" or "No" to question 17.)</i>		
Government-furnished laptop		
Choose one	I did not need this equipment.	43
	I already had this equipment.	545
	I received this equipment during the first 2 weeks of maximum telework.	46
	I received this equipment after the first 2 weeks of maximum telework.	25
	I need this equipment but have not received it yet.	10
Government-furnished monitor		
Choose one	I did not need this equipment.	212
	I already had this equipment.	117
	I received this equipment during the first 2 weeks of maximum telework.	53
	I received this equipment after the first 2 weeks of maximum telework.	82
	I need this equipment but have not received it yet.	205
Government-furnished cell phone		
Choose one	I did not need this equipment.	291
	I already had this equipment.	196
	I received this equipment during the first 2 weeks of maximum telework.	17
	I received this equipment after the first 2 weeks of maximum telework.	39
	I need this equipment but have not received it yet.	123
Government-furnished printer		
Choose one	I did not need this equipment.	447
	I already had this equipment.	11
	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.	1
	I need this equipment but have not received it yet.	197

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

Question	Answer Options	Number of Responses
Government-furnished headset		
<i>Choose one</i>	I did not need this equipment.	370
	I already had this equipment.	120
	I received this equipment during the first 2 weeks of maximum telework.	14
	I received this equipment after the first 2 weeks of maximum telework.	25
	I need this equipment but have not received it yet.	126
Government-furnished Wi-Fi hotspot		
<i>Choose one</i>	I did not need this equipment.	455
	I already had this equipment.	81
	I received this equipment during the first 2 weeks of maximum telework.	8
	I received this equipment after the first 2 weeks of maximum telework.	6
	I need this equipment but have not received it yet.	112
Government-furnished external PIV/CAC reader		
<i>Choose one</i>	I did not need this equipment.	441
	I already had this equipment.	152
	I received this equipment during the first 2 weeks of maximum telework.	15
	I received this equipment after the first 2 weeks of maximum telework.	8
	I need this equipment but have not received it yet.	47
Government-furnished device for classified domain offsite access		
<i>Choose one</i>	I did not need this equipment.	609
	I already had this equipment.	15
	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.	0
	I need this equipment but have not received it yet.	38
19. Is there any other equipment, not mentioned 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.		
<i>Comments (open text)</i>	I requested Government-furnished audio/video equipment, but was denied.	3
	I requested Government-furnished accessories, but was denied.	26
	I requested office supplies, but was denied.	5
	I requested Government-furnished furniture, but was denied.	2

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

Question	Answer Options	Number of Responses
<p>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? <i>(Only answer this question if you selected "Yes" that you teleworked at any time since your Component transitioned to maximum telework to question 7.)</i></p>		
<p><i>Choose all that apply</i></p>	Government-furnished laptop or computer	7,624
	Government-furnished monitor	1,744
	Government-furnished cell phone	3,667
	Government-furnished printer	72
	Government-furnished headset	1,118
	Government-furnished Wi-Fi hotspot	413
	Government-furnished external PIV/CAC reader	695
	Government-furnished device for classified domain offsite access	20
	Personal laptop or computer	553
	Personal monitor	1,737
	Personal cell phone	2,631
	Personal printer	1,222
	Personal headset	815
	(Other) Government-furnished accessories	271
	(Other) Personal Wi-Fi hotspot	57
(Other) Government-furnished audio/visual equipment	41	
<p>21. Why are you using your personal equipment to perform your work (official DoD business)? <i>(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.)</i></p>		
<p><i>Choose all that apply</i></p>	I was not issued Government-furnished equipment.	2,017
	It is more convenient to use my personal equipment.	1,494
	My Component permits use of personal equipment for my DoD work.	579
	I experience better network connections on my personal equipment.	483
	I am able to use features unavailable on Government- furnished devices.	298
	(Other) I was told I could not bring Government-furnished equipment home.	42

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

Question	Answer Options	Number of Responses
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		
<i>Choose one</i>	I did not have any problems.	4,373
	I had minor problems.	2,191
	I had some problems.	805
	I had many problems.	238
	I have never been able to use this equipment successfully.	13
	Not applicable	102
Government-furnished monitor		
<i>Choose one</i>	I did not have any problems.	1,765
	I had minor problems.	110
	I had some problems.	31
	I had many problems.	7
	I have never been able to use this equipment successfully.	9
	Not applicable	4,583
Government-furnished cell phone		
<i>Choose one</i>	I did not have any problems.	2,569
	I had minor problems.	767
	I had some problems.	270
	I had many problems.	74
	I have never been able to use this equipment successfully.	20
	Not applicable	3,191
Government-furnished printer		
<i>Choose one</i>	I did not have any problems.	118
	I had minor problems.	23
	I had some problems.	3
	I had many problems.	5
	I have never been able to use this equipment successfully.	12
	Not applicable	6,004

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

Question	Answer Options	Number of Responses
Government-furnished headset		
<i>Choose one</i>	I did not have any problems.	1,013
	I had minor problems.	104
	I had some problems.	31
	I had many problems.	18
	I have never been able to use this equipment successfully.	33
	Not applicable	5,149
Government-furnished Wi-Fi hotspot		
<i>Choose one</i>	I did not have any problems.	367
	I had minor problems.	89
	I had some problems.	22
	I had many problems.	10
	I have never been able to use this equipment successfully.	15
	Not applicable	5,718
Government-furnished external PIV/CAC reader		
<i>Choose one</i>	I did not have any problems.	804
	I had minor problems.	138
	I had some problems.	38
	I had many problems.	18
	I have never been able to use this equipment successfully.	9
	Not applicable	5,270
Government-furnished device for classified domain offsite access		
<i>Choose one</i>	I did not have any problems.	94
	I had minor problems.	20
	I had some problems.	3
	I had many problems.	2
	I have never been able to use this equipment successfully.	3
	Not applicable	6,059
Personal Laptop		
<i>Choose one</i>	I did not have any problems.	619
	I had minor problems.	106
	I had some problems.	18
	I had many problems.	7
	I have never been able to use this equipment successfully.	5
	Not applicable	5,444

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

Question	Answer Options	Number of Responses
Personal monitor		
<i>Choose one</i>	I did not have any problems.	1,817
	I had minor problems.	73
	I had some problems.	18
	I had many problems.	9
	I have never been able to use this equipment successfully.	11
	Not applicable	4,387
Personal cell phone		
<i>Choose one</i>	I did not have any problems.	2,652
	I had minor problems.	165
	I had some problems.	36
	I had many problems.	12
	I have never been able to use this equipment successfully.	7
	Not applicable	3,583
Personal printer		
<i>Choose one</i>	I did not have any problems.	1,192
	I had minor problems.	101
	I had some problems.	52
	I had many problems.	17
	I have never been able to use this equipment successfully.	38
	Not applicable	4,864
Personal headset		
<i>Choose one</i>	I did not have any problems.	915
	I had minor problems.	48
	I had some problems.	9
	I had many problems.	4
	I have never been able to use this equipment successfully.	11
	Not applicable	5,200
Application		
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.)		
<i>Choose one</i>	Yes	7,310
	Some, but not all the applications I needed.	253
	No	95

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

Question	Answer Options	Number of Responses
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.	117
	I already had this application.	159
	I received this application during the first 2 weeks of maximum telework.	14
	I received this application after the first 2 weeks of maximum telework.	10
	I need this application but have not received it yet.	19
Virtual Desktop Infrastructure (VDI)		
Choose one	I did not need this application.	58
	I already had this application.	229
	I received this application during the first 2 weeks of maximum telework.	19
	I received this application after the first 2 weeks of maximum telework.	8
	I need this application but have not received it yet.	9
File sharing applications		
Choose one	I did not need this application.	78
	I already had this application.	141
	I received this application during the first 2 weeks of maximum telework.	11
	I received this application after the first 2 weeks of maximum telework.	81
	I need this application but have not received it yet.	14
Voice and teleconferencing		
Choose one	I did not need this application.	129
	I already had this application.	103
	I received this application during the first 2 weeks of maximum telework.	22
	I received this application after the first 2 weeks of maximum telework.	40
	I need this application but have not received it yet.	31
Video conferencing		
Choose one	I did not need this application.	151
	I already had this application.	68
	I received this application during the first 2 weeks of maximum telework.	20
	I received this application after the first 2 weeks of maximum telework.	42
	I need this application but have not received it yet.	40

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

Question	Answer Options	Number of Responses
Chat services		
<i>Choose one</i>	I did not need this application.	156
	I already had this application.	95
	I received this application during the first 2 weeks of maximum telework.	11
	I received this application after the first 2 weeks of maximum telework.	27
	I need this application but have not received it yet.	29
E-mail		
<i>Choose one</i>	I did not need this application.	22
	I already had this application.	288
	I received this application during the first 2 weeks of maximum telework.	14
	I received this application after the first 2 weeks of maximum telework.	4
	I need this application but have not received it yet.	3
25. Are there any other applications not mentioned 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		
<i>Comments (open text)</i>	I did not need this application.	0
	I already had this application.	1
	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.	1
	I need this application but have not received it yet.	14
Miscellaneous		
<i>Comments (open text)</i>	I did not need this application.	0
	I already had this application.	2
	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.	0
	I need this application but have not received it yet.	12
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)		
<i>Choose one</i>	Not applicable	2,034
	Very Poor	51
	Poor	94
	Average	773
	Good	1,557
	Very Good	2,942

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

Question	Answer Options	Number of Responses
Virtual Desktop Infrastructure (VDI)		
<i>Choose one</i>	Not applicable	876
	Very Poor	93
	Poor	177
	Average	960
	Good	1,875
	Very Good	3,577
File sharing applications		
<i>Choose one</i>	Not applicable	1,459
	Very Poor	151
	Poor	274
	Average	1,353
	Good	1,821
	Very Good	2,475
Voice and teleconferencing		
<i>Choose one</i>	Not applicable	2,260
	Very Poor	181
	Poor	318
	Average	1,235
	Good	1,593
	Very Good	1,940
Video conferencing		
<i>Choose one</i>	Not applicable	3,566
	Very Poor	209
	Poor	326
	Average	1,095
	Good	1,048
	Very Good	1,227
Chat services		
<i>Choose one</i>	Not applicable	3,438
	Very Poor	145
	Poor	249
	Average	834
	Good	1,098
	Very Good	1,687

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

Question	Answer Options	Number of Responses
E-mail		
<i>Choose one</i>	Not applicable	89
	Very Poor	14
	Poor	62
	Average	602
	Good	1,722
	Very Good	5,116
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?		
<i>Choose one</i>	Yes	592
	No	7,062
28. Please explain what alternate solution(s) you have used and why. <i>(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.)</i>		
Commercial Video Conferencing		
<i>Comments (open text)</i>	Availability	3
	Usability/compatibility	61
	Directed to use by supervisor	82
	Ease of collaboration while teleworking	91
	Working with non-DoD teams	83
	Service not available on DoD network	1
	Service too slow on DoD network	149
	Security compliance	45
Commercial Chat/Teleconferencing		
<i>Comments (open text)</i>	Availability	2
	Usability/compatibility	26
	Directed to use by supervisor	27
	Ease of collaboration while teleworking	24
	Working with non-DoD teams	9
	Service not available on DoD network	1
	Service too slow on DoD network	28
	Security compliance	11

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

Question	Answer Options	Number of Responses
Commercial File Sharing		
<i>Comments (open text)</i>	Availability	0
	Usability/compatibility	0
	Directed to use by supervisor	1
	Ease of collaboration while teleworking	1
	Working with non-DoD teams	0
	Service not available on DoD network	0
	Service too slow on DoD network	0
	Security compliance	0
Personal Computer		
<i>Comments (open text)</i>	Availability	3
	Usability/compatibility	25
	Directed to use by supervisor	26
	Ease of collaboration while teleworking	38
	Working with non-DoD teams	21
	Service not available on DoD network	0
	Service too slow on DoD network	37
	Security compliance	9
Personal Printer		
<i>Comments (open text)</i>	Availability	0
	Usability/compatibility	0
	Directed to use by supervisor	2
	Ease of collaboration while teleworking	1
	Working with non-DoD teams	0
	Service not available on DoD network	0
	Service too slow on DoD network	1
	Security compliance	1

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

Question	Answer Options	Number of Responses
Personal Phone		
<i>Comments (open text)</i>	Availability	4
	Usability/compatibility	37
	Directed to use by supervisor	31
	Ease of collaboration while teleworking	34
	Working with non-DoD teams	16
	Service not available on DoD network	1
	Service too slow on DoD network	40
	Security compliance	7
Text Messaging		
<i>Comments (open text)</i>	Availability	1
	Usability/compatibility	1
	Directed to use by supervisor	3
	Ease of collaboration while teleworking	0
	Working with non-DoD teams	1
	Service not available on DoD network	0
	Service too slow on DoD network	3
	Security compliance	0
Social Media		
<i>Comments (open text)</i>	Availability	7
	Usability/compatibility	0
	Directed to use by supervisor	2
	Ease of collaboration while teleworking	3
	Working with non-DoD teams	2
	Service not available on DoD network	0
	Service too slow on DoD network	4
	Security compliance	0

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

Question	Answer Options	Number of Responses
Services Hosted by non-DoD teams		
<i>Comments (open text)</i>	Availability	0
	Usability/compatibility	86
	Directed to use by supervisor	50
	Ease of collaboration while teleworking	33
	Working with non-DoD teams	17
	Service not available on DoD network	2
	Service too slow on DoD network	37
	Security compliance	19
Government Solutions		
<i>Comments (open text)</i>	Availability	2
	Usability/compatibility	50
	Directed to use by supervisor	140
	Ease of collaboration while teleworking	34
	Working with non-DoD teams	32
	Service not available on DoD network	2
	Service too slow on DoD network	63
	Security compliance	20
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? <i>(Only answer this question if you selected "Yes" that you teleworked at any time since your Component transitioned to maximum telework to question 7.)</i>		
<i>Choose one</i>	Yes	393
	No	7,255
30. Do you have off-site access to classified information (for example, from your home or mobile device)? <i>(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.)</i>		
<i>Choose one</i>	Yes	91
	No	302

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

Question	Answer Options	Number of Responses
Support		
31. From the time your component transitioned to maximum telework to present, what guidance or policies regarding teleworking have you reviewed? <i>(Only answer this question if you selected "Yes" that you teleworked at any time since your Component transitioned to maximum telework to question 7.)</i>		
<i>Choose all that apply</i>	How to connect to your component network	3,666
	How to use applications (such as Virtual Private Network (VPN), Virtual Desktop Infrastructure (VDI), teleconferencing, Microsoft SharePoint, or Commercial Virtual Remote (CVR).)	2,595
	How to use Government-furnished equipment	272
	Acceptable use for Government-furnished equipment	3,526
	Using your personal equipment for government work (such as "do's and don'ts" of using your personal computer, phone, printer, or scanner.)	1,429
	Protecting unclassified, FOUO, or CUI information while teleworking.	4,756
	I have not reviewed any guidance or policies regarding teleworking.	1,429
	Miscellaneous Guidance/Policies	145
	I met the telework training/agreement requirements.	145
32. Why have you not reviewed any telework guidance or policies? <i>(Only answer this question if you selected that you received any guidance or policies regarding teleworking to question 31.)</i>		
<i>Choose all that apply</i>	I was not provided any telework guidance or policies.	39
	I did not feel the need to review the telework guidance or policies provided to me.	156
	I reviewed the telework guidance and policies before the beginning of maximum telework and was already familiar with the information.	1,263
33. Please describe the ability of your component's IT support or desk to resolve any problems during the COVID-19 pandemic: <i>(Only answer this question if you selected "Yes" that you teleworked at any time since your Component transitioned to maximum telework to question 7.)</i>		
During the first 2 weeks of maximum telework		
<i>Choose one</i>	Very able (your problem was resolved)	3,330
	Somewhat able (your problem was resolved, but resolution was slightly delayed)	1,315
	Neither able, nor unable	254
	Somewhat unable (your problem was resolved, but it required escalation or was delayed)	486
	Unable (your problem was not resolved)	106
	Not applicable	2,027

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

Question	Answer Options	Number of Responses
Currently		
<i>Choose one</i>	Very able (your problem was resolved)	4,048
	Somewhat able (your problem was resolved, but resolution was slightly delayed)	973
	Neither able, nor unable	239
	Somewhat unable (your problem was resolved, but it required escalation or was delayed)	314
	Unable (your problem was not resolved)	117
	Not applicable	1,752
Impact of Telework		
34. Do you have work that you are unable to complete because you are teleworking during the COVID-19 pandemic? <i>(Only answer this question if you selected "Yes" to Question 7 that you teleworked at any time since your Component transitioned to maximum telework.)</i>		
<i>Choose one</i>	Yes	715
	No	6,855
35. Why are you unable to complete some work because you are teleworking? <i>(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.)</i>		
<i>Choose all that apply</i>	I require access to classified information or systems.	125
	I require access to documents or resources located at my workspace.	455
	I need to meet in person with my team to complete my work.	121
	I need to meet in person with clients, vendors, and others to complete my work.	230
	Travel restrictions have prevented me from completing some work.	144
	Not Applicable	13
36. How would you rate the importance of the work you are unable to complete because you are teleworking? <i>(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.)</i>		
<i>Choose one</i>	Not important	26
	Slightly important	134
	Moderately important	189
	Important	201
	Very important	162

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

Question	Answer Options	Number of Responses
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	3,838
	Remained the same	3,258
	Decreased	467
Themes from comments (open text)	Access	117
	Balance	216
	Commute	330
	Connectivity	245
	Environment	1,071
	Focus	1,161
	Meetings	257
	Productivity	2,117
	Team	368
	Time	801
	Fewer interruptions	1,192
	Fewer meetings	565
	No commute	452
	Better health	339
	More efficient	808
No commute and better health	460	
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	1,500
	No	4,749
	Sometimes	1,324

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

Question	Answer Options	Number of Responses
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.)		
<i>Choose all that apply</i>	Connectivity to component network is better in the early morning or late at night.	664
	I need to care for other members of my household during the day.	554
	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).	280
	(Other) I prefer these hours.	1,411
	(Other) My work hours are dictated by customer needs.	483
	(Other) Workload has increased.	264
	(Other) Extra time for network issues.	8
Future of Telework		
40. What aspects of teleworking, if any, would you like to see continue after the maximum telework orders are lifted?		
<i>Choose all that apply</i>	Regular telework as part of my work schedule	6,001
	More flexible work hours	3,154
	Better work and home-life balance	3,959
	Shorter commute or commuting less offer	4,439
	Increased trust from management	3,325
41. What improvements, if any, are needed for you to successfully telework?		
<i>Choose all that apply</i>	Improved connectivity to component network	2,350
	Additional government-furnished equipment (such as laptops, monitors, or mobile devices)	2,218
	Ability to use personal equipment for DoD work	557
	Additional collaborations tools (such as CVR, SharePoint, or Microsoft Teams)	781
	Increased voice and telecommunications conferencing capacity	1,632
	Increased access to classified information while teleworking	236
	Better IT support or help desk support	1,310
	Management buy-in and support of telework	2,611
	None	2,659
	(Other) Standardized telework procedures/expectations/hours	115
	(Other) Additional Government-furnished furniture	22
	(Other) Additional Government-furnished supplies	21
(Other) Miscellaneous	126	

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

Question	Answer Options	Number of Responses
42. What additional equipment do you need to successfully telework?		
<i>Choose all that apply</i>	Government-furnished laptop or computer	235
	Government-furnished monitor	1,451
	Government-furnished cell phone	651
	Government-furnished printer	1,073
	Government-furnished headset	432
	Government-furnished Wi-Fi hotspot (wireless internet connectivity device)	487
	Government-furnished external PIV/CAC reader (external, plug-in PIV/CAC readers, NOT the PIV/CAC reader built into your laptop)	159
	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)	91
	(Other) Government-furnished ergonomic equipment	17
	(Other) Government-furnished computer accessories	12
	(Other) Government-furnished audio/visual equipment	7
	(Other) Government-furnished printer accessories	1
	(Other) Government-furnished external memory device	10
	(Other) Government-furnished office supplies	10
(Other) Government-furnished furniture	10	

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

Question	Answer Options	Number of Responses
43. Is there anything else you'd like to share about your telework experience during the COVID-19 pandemic?		
<i>Themes from comments (open text)</i>	Overall positive sentiment	907
	Overall negative sentiment	227
	Cannot telework	35
	Should telework	35
	Management dislikes telework (negative)	36
	Telework culture (negative)	40
	Bad managing (negative)	52
	Management support (positive)	62
	Telework abuse (negative)	43
	No commute (positive)	128
	More work (negative)	52
	Colleague productivity (positive)	38
	Colleague productivity (negative)	38
	Productivity (positive)	321
	Work-life balance (positive)	287
	Work-life balance (negative)	37
	Morale (positive)	35
	Morale (negative)	37
	Flexibility	209
	Communication (positive)	35
Communication (negative)	37	
IT support (positive)	35	
IT support (negative)	89	



Whistleblower Protection

U.S. DEPARTMENT OF DEFENSE

Whistleblower Protection safeguards DoD employees against retaliation for protected disclosures that expose possible fraud, waste, and abuse in Government programs. For more information, please visit the Whistleblower webpage at <http://www.dodig.mil/Components/Administrative-Investigations/Whistleblower-Reprisal-Investigations/Whistleblower-Reprisal/> or contact the Whistleblower Protection Coordinator at Whistleblowerprotectioncoordinator@dodig.mil

For more information about DoD OIG reports or activities, please contact us:

Congressional Liaison

703.604.8324

Media Contact

public.affairs@dodig.mil; 703.604.8324

DoD OIG Mailing Lists

www.dodig.mil/Mailing-Lists/

Twitter

www.twitter.com/DoD_IG

DoD Hotline

www.dodig.mil/hotline



DEPARTMENT OF DEFENSE | INSPECTOR GENERAL

4800 Mark Center Drive
Alexandria, VA 22350-1500
www.dodig.mil
DoD Hotline 1.800.424.9098

