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Preliminary frameworks and models for telework maturity within organisations

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Qualitative frame

Telework is a binary model of non-ICT work. Telework is a three-part framework: i) work that is process, product, and/or output of a digital form; ii) created out of digital environments of space and place; and iii) with resources that is written, reading, audio, and video applications of a digital form. Telework, thus, is a transformative work practice and one that is a level of significance, equal to an enhancement of, or an improvement to, the pre-telework state of that work. Telework would also be left as an option to job(s). Examples of process and output transformations include: writing to typing, paper reports to digital documents, filing cabinets to databases, and human interaction within the physical framework to online interactions within digital frameworks such as emails, forums, bulletin boards, VoIP (Voice over Internet Protocol) and streaming video. Compared to non-ICT related work forms, telework is a superstructure, and thus unique in terms of three concurrent, aspects: i) the capability to work at relatively higher standards of continuity that is, at any time, as a synchronous communication, to connect, operate and interact with others, ii) the capability to work at any place, and iii) a minimum, akin to, or consistent with organisational standards of non-ICT product, process, and output.

Metrics and KPIs within qualitative frame

Qualitative units of telework as above represent identifiable units of working in light of developing research such that we have parameters within which to target our investigation. Councils would be representative of potential case studies for research owing in large part to metrics and KPIs that are established within this sector as per government protocol. Metrics and KPIs would provide a measure of teleworking as well as provide us in terms of the impact of telework for an organisation. We would further post data in a meaningful form in terms of themes and taxonomies.

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