**Telework maturity within organisations.**

**Qualitative frame**

Telework is a binary model of non-ICT work. Telework is a three-part frame: 1) work that is process, product and/or output of a digital form; 2) created out of digital environments of space and place; and 3) with resources that is, writing, reading, audio and video applications of a digital form. Telework thus, is a transformative work in process and context that is, at a level of significance, equal to an enhancement of, or an improvement to, the pre-transformational state of that work. Telework would be left to its own devices and complexities and job function(s). Examples of process and output transformations include: writing, typing, paper reports to digital documents, spreadsheets, databases and human interaction within a 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 as a technological infrastructure is unique in terms of three concurrent aspects: 1) the capability to work at relatively higher standards of continuity that is, at any time and as per asynchronous communication, to connect, operate and interact with others, 2) the capability to work at any place and/or time, notably, at a distance from the designated or traditional, office place and space, and 3) at a minimum, akin to, or consistent with organisational standards of non-ICT process, product and/or output.

**Metrics and KPIs within qualitative frame**

Qualitative units of telework as per above represent identifiable units of working process, product and output such that we have parameters within which to target our investigation. Councils would be representative of potential case studies for research being 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 progress and thus feed our research in terms of the impact of telework for an organisation. We would further posit data in a meaningful form in terms of themes and taxonomies.

**Telework maturity**

Whilst telework is not a new concept or reality (World at Work, 2009. Cited In: Sener and Bhat, 2009, p.1) over many years it has not delivered widely in terms of modernisation of the workplace (Pyöriä, 2011, p.386). Explaining levels of technological innovation in terms of adoption rates and advancement has each contributed to and centred the infrastructure layer (see figure 2) of the transformation process. Today, the infrastructure layer has materialised to the extent that it now has present a sustainable platform for telework to exist in terms of longevity. As the size of each macro level layers correlates to time, subsequent layers would be formed in decreasing time scales. To avoid being left behind, the focus for teleworking now switches to strategic, and human resource capabilities within the organisation to adopt and implement teleworking sooner rather than later, in order to maintain position and continuity ahead. Early positioning may also be a potential added advantage in terms of employment contracts and agreements to establish telework as an official working practice. Governance (see Gruber, 2010) would form two functions: firstly, a protection mechanism that is, to make official the teleworking infrastructure that is available to, and operating to the benefit of the organisation. Secondly, to promote and create an environment that is hospitable to telework that is, an alignment to a community of teleworking practice, namely, layer 3. Thus, governance would be a driving force of change. The transformer model would be a key tool for an assessment of the maturity of an organisation to telework in terms of viability and feasibility.

**Themes and taxonomy**

Taxonomies of telework would add to existing literature as there is no common framework of terms other than three broad categories namely, individual (human resource), organisation and environment (see Daniels et al., 2001). Taxonomies (figure 1) are derived from a review of a standardised and applicable framework in terms of language for interpretation of research conducted at various organisations. We fine fits of telework (as reported in (Wirt and Wirth, 2006, p.522) and w) favourable outcomes with regard to the budget deficit (Kbset, 2010). To note, each of the low level taxonomies further divides into sub categories. We find taxonomies to be a comprehensive language form; to utilise with regard to case analysis and findings. Furthermore, we utilise a transformer model (figure 2 above) to assess data and feedback to stakeholders of an organisation.