



STATE OF WISCONSIN  
**Legislative Audit Bureau**  
NONPARTISAN • INDEPENDENT • ACCURATE

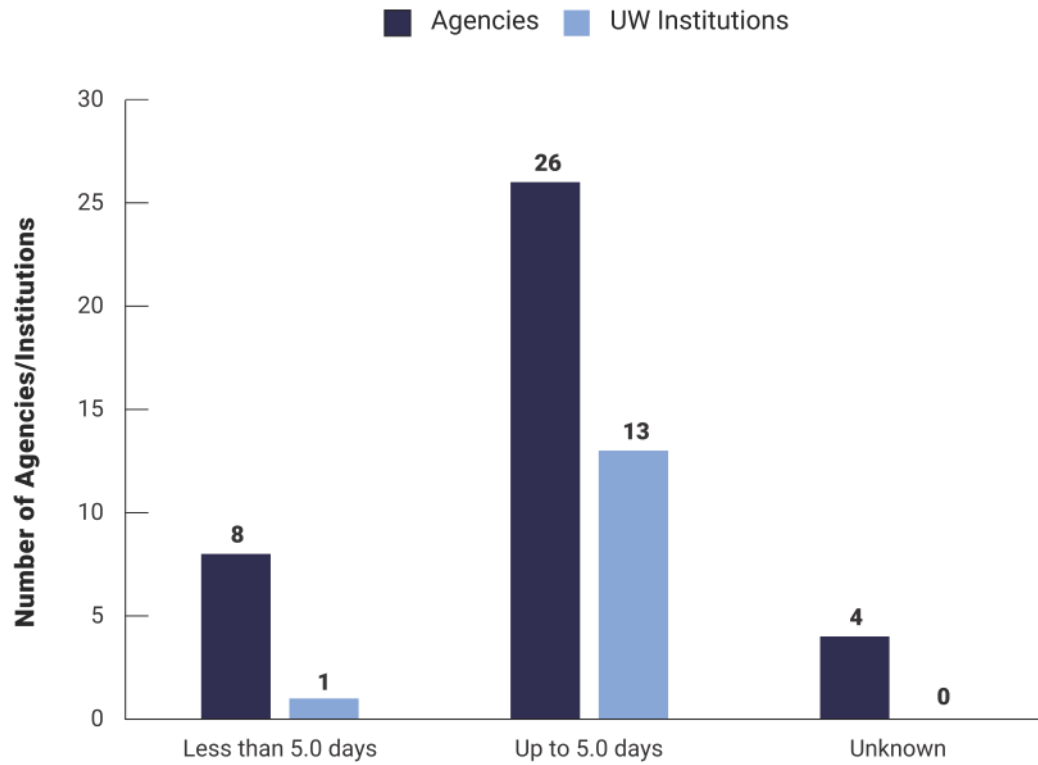
Hearing Date  
March 19, 2024

# Telework, Space Management, and Risk Management

(reports 23-22 and 23-23)



## Maximum Number of Days per Week That Agency and UW Institution Policies Allowed Employees to Telework <sup>1</sup>



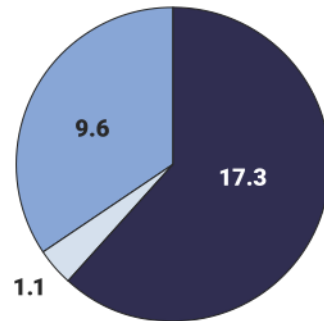
<sup>1</sup> According to the telework policies provided to us. Four agencies indicated they did not have such policies.



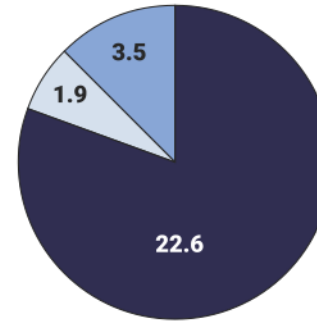
## Average Number of 28 Best Practices That Were Included in Agency and UW Institution Policies and Blank Agreements<sup>1</sup>

■ Included    □ Partially Included    □ Not Included

**Agencies**



**UW Institutions**



<sup>1</sup> As indicated by the telework policies and blank agreements provided to us. Four agencies indicated they did not have telework policies or agreements and, as a result, we determined that none of the best practices were included.



# Effects of Telework on Operations

In response to our survey, 22 of 38 agencies, as well as 7 of 14 UW institutions, indicated telework somewhat or considerably increases the efficiency of their operations.

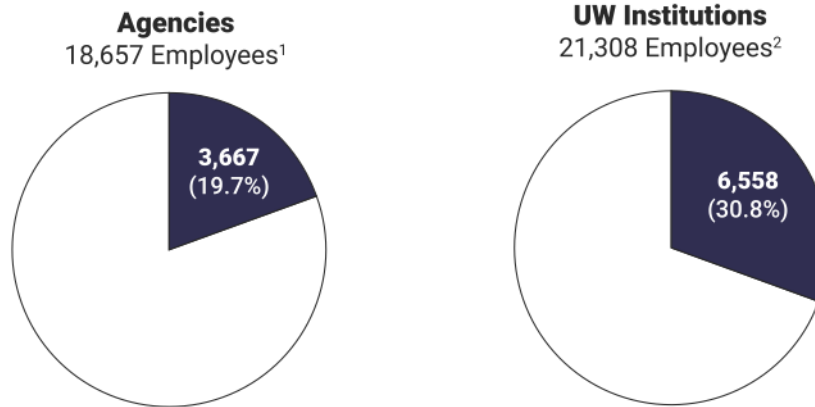
Most agencies and UW institutions indicated they had not assessed in writing the effects of telework on their operations.



## Employees with Agreements at 15 Agencies We Selected and at UW Institutions

Agencies: January 1, 2023 | UW Institutions: April 5, 2023

■ Number of Employees with Agreements



<sup>1</sup> According to the State's human resources system.

<sup>2</sup> According to UW's human resources system as of January 1, 2023.



# Extent of Telework Among State Employees

We found that:

- 3,439 agency employees each used their key cards at four buildings an average of 1.3 days per week; and
- 186 UW System Administration employees each used their key cards at two buildings an average of 1.5 days per week.



# Extent of Telework Among State Employees

Among employees who resided two hours or more away from their headquarters on January 1, 2023:

- 148 agency employees were expected to work at their headquarters three days or more per week; and
- 657 UW employees were expected to work at their headquarters three days or more per week.



# Potentially Ineligible Travel Reimbursements

We found potentially ineligible travel reimbursements, including:

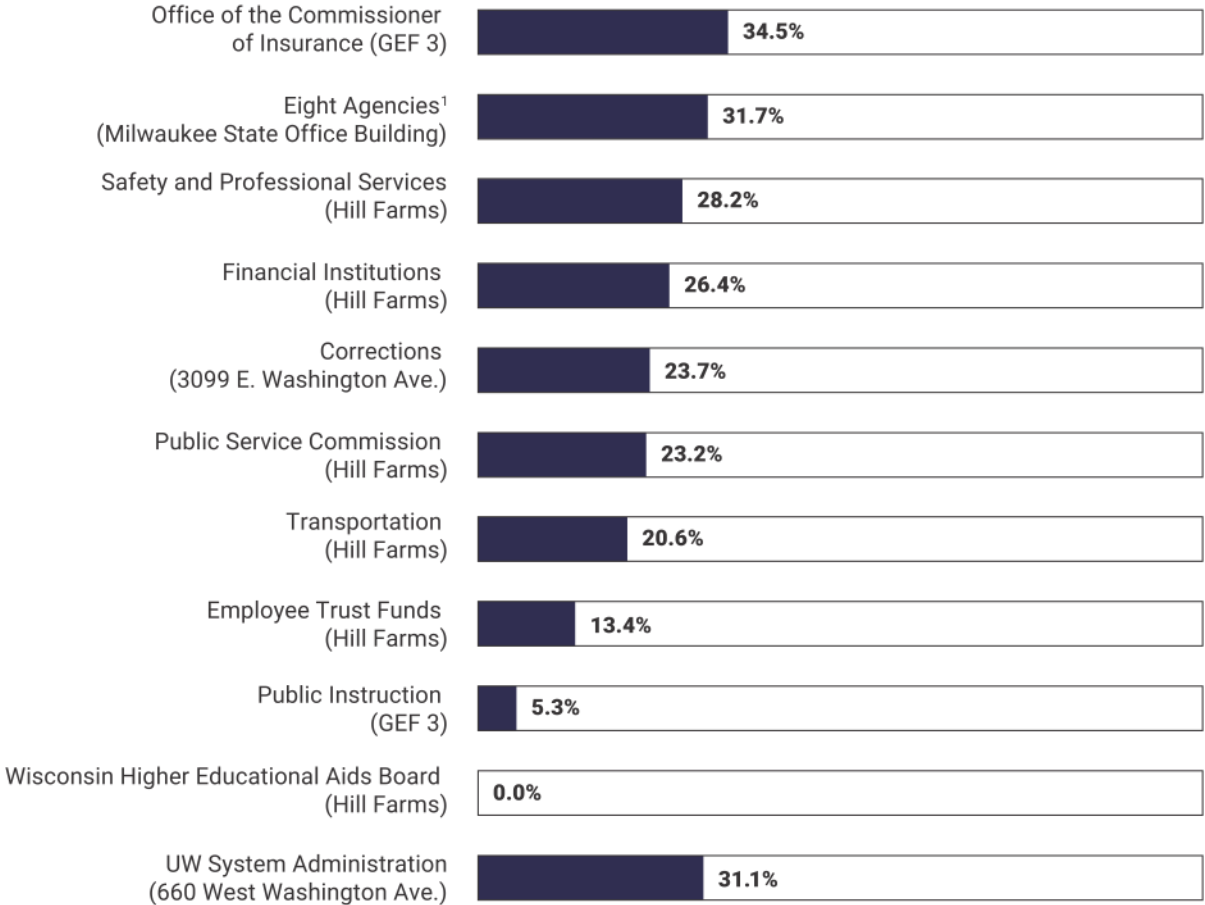
- \$9,400 that was paid to 4 agency employees; and
- \$89,900 that was paid to 72 UW employees.





**Average Proportion of Workstations in Use at 15 Agencies and UW System Administration during Our Site Visits**

Based on six visits per agency and to UW System Administration in July 2023 and August 2023



<sup>1</sup> Includes the departments of Administration, Children and Families, Corrections, Health Services, Revenue, Transportation, Workforce Development, and the Office of the State Public Defender.

# Employee Use of Key Cards at Buildings

We found that from January 1, 2023, through June 2, 2023:

- employees at 12 agencies each used their key cards at buildings where they were headquartered an average of 1.9 days or less per week; and
- UW System Administration employees used their key cards at two buildings where they were headquartered an average of 2.6 days per week or less.



# Consolidation of Office Space

DOA's *Vision 2030* is a multi-year plan for consolidating state office space.

UW System Administration had not developed a plan to consolidate office space at the time of our audit.



# Consolidation of Office Space

The State could consider additional consolidation of office space. For example:

- Key card data indicated DOT used the equivalent of 56.5 percent of its consolidated space on the single day when the most employees were in the office during the five-month period we analyzed.
- Our six site visits indicated DOT used 48.6 percent of its consolidated space.



# Consolidation of Office Space

Key card data indicated UW System Administration used the equivalent of 52.2 percent of one building's space on the single day when the most employees were in the office during the five-month period we analyzed.

Our six site visits indicated UW System Administration used 45.3 percent of this building's space.



# Improving Space Management

We recommend DOA make improvements to *Vision 2030*.

We recommend UW System Administration work with the Board of Regents to develop an office space consolidation plan.



# Risk Management for IT

Our review found:

- 36 concerns at 10 state agencies; and
- 8 concerns at 5 UW institutions.

We communicated our concerns to DOA and UW System Administration and recommend they report on their progress at addressing these concerns.



# Future Considerations

We provide:

- 14 recommendations to DOA;
- 14 recommendations to UW System Administration;
- 1 issue for the Legislature's consideration; and
- several questions pertaining to telework, space management, and risk management that may be considered in the future.







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