



ATLANTA

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#20 Tools for Collaborative and Interactive Workplace Solutions

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Speakers

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Janise Nichols, *GSA*





Tools for Collaborative and Interactive Workplace Solutions:
The Renaissance of the Workplace Interior

Workplace
Solutions
Library



Sound
Matters
Acoustics
Tool

The
Sustainable
Facilities
Tool

Creating healthful, productive workplaces requires us to:

- Push sustainable practices beyond large mechanical systems & expert-led construction projects.
- Engage building tenants & occupants in the process of creating high-performance workplaces
- Capture & shape the net effect of everyday projects and behaviors that occur without the oversight of design & Workplace professionals
- Allow end-users to engage in experiential learning & problem solving regardless of their previous knowledge level



Martha Johnson has put us on a diet

“We are at a huge tipping point with regard to our cultural and societal notions about workplace.”



Martha Johnson, Administrator GSA



Under-utilized asset

bloated workspace

optimizing the asset

with trim, fit space
creating human energy
while saving fossil energy

GSA’s extreme challenge is to consolidate three major GSA locations in DC into 1800 F St, NW which will virtually triple the current density.

Three new GSA tools that leverage collaborative, immersive 3-D technologies that allow users to see & address problems endemic in the modern workplace.

1) The Workplace Solutions Library: (www.Workplacesolutionslibrary.com)

- Slim down footprint *while improving workplace quality*. Identify workstyles & translate them to appropriate space design that affords *workable mobility*, + appropriate furniture choices + tools to support change management.

2) Sound Matters: Acoustic Comfort for the New Workplace:

- Specify designs & products & modify human behavior to achieve workplaces that furnish acoustic comfort . Features cost-effective sound mitigation strategies & tips on workplace behavior modification & workplace layout.

3) Sustainable Facilities Tool: (www.sftool.gov):

- Frame sustainability information for all & enable wise sustainable facilities choices



Workplace
Solutions
Library



Figuring out the workplace for what the broad range of Federal workers need to accomplish their mission (*rather than what they want*) could easily result in space reductions of **at least 20%**, for the Federal Government while yielding a more supportive work environment (DEGW)

Too good to be true?

Listen up!




DHS Consolidation in the NCR

A large International Agency

INTRODUCTION

Imagine if...
we reduced our current Planning USF/pp for DHS NCR:

from **219** USF/pp  to **154** USF/pp

Assuming no growth in people, DHS NCR would be able to save

2.1 Million SF

GSA DHS NCR Mobility Readiness Study Gensler

INTRODUCTION

Imagine if...
we reduced our current Planning USF/pp for DHS NCR:

*That's more than **≈30%** of the overall DHS NCR real estate portfolio.*

And at a average of \$45/sf cost, DHS NCR would save per year:

\$94.5 Million

GSA DHS NCR Mobility Readiness Study Gensler

INITIAL SPACE'S REQUEST:
660, 000 SQ. FT. !!!
(USING TRADITIONAL APPROACH)

POTENTIAL SAVINGS:
290, 500 SQ FT @\$50/SQ FT=
\$14.5 MILLION A YEAR IN RENT SAVINGS!



The President has put the Government on a (Measurable) Space Diet: **GSA** is here to foster a healthy one

Presidential Memo

Disposing of Unneeded Federal Real Estate - June 2010

'Agencies shall...take immediate steps to make better use of remaining real property assets as measured by **utilization** and **occupancy rates, annual operating cost, energy efficiency, and sustainability**. The guidance shall include agency-specific targets to achieve **\$3 billion** in cost savings ...'

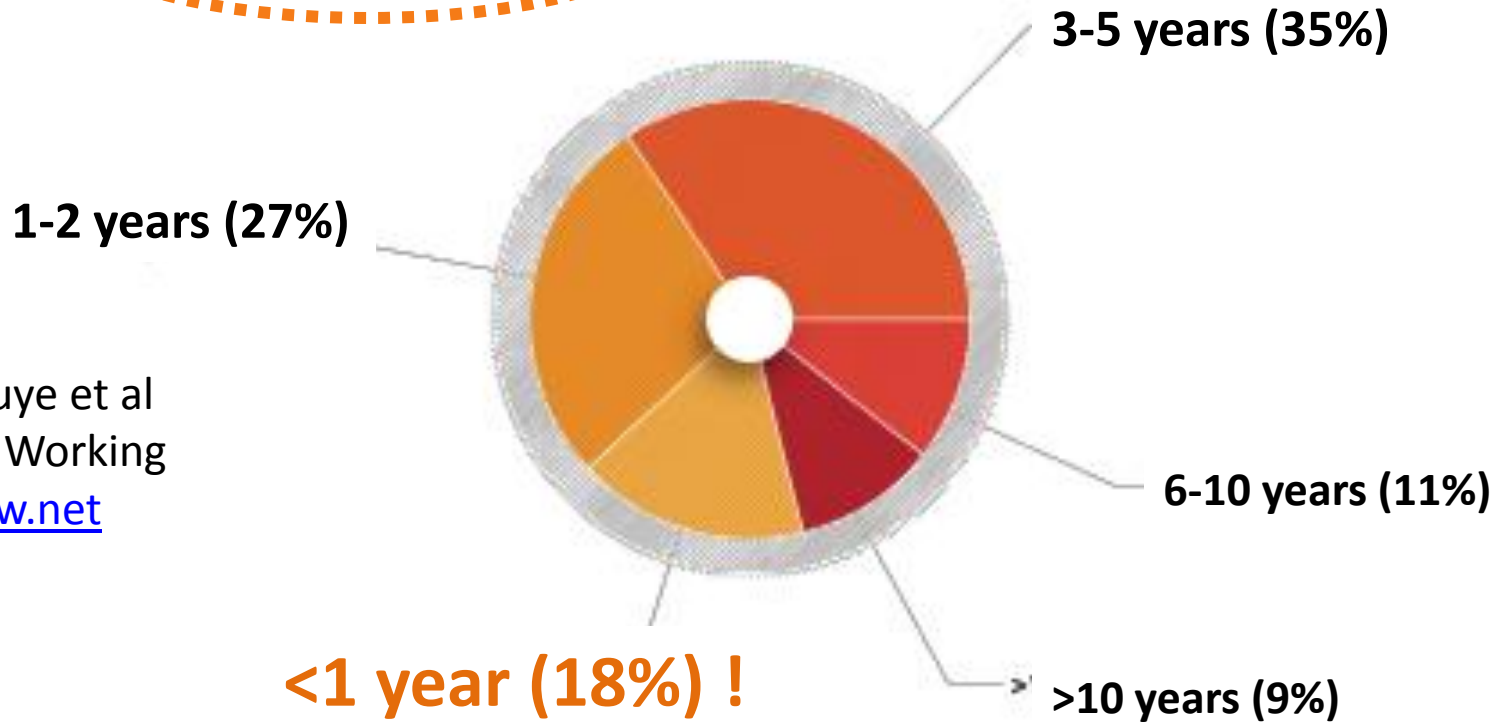




Work has changed – and it isn't going back!

Alter

Escalating adoption



Credit: Joe Ouye et al
New Ways of Working
www.newwow.net
April 2010

ALTERNATIVE WORKPLACE PROGRAM LENGTH

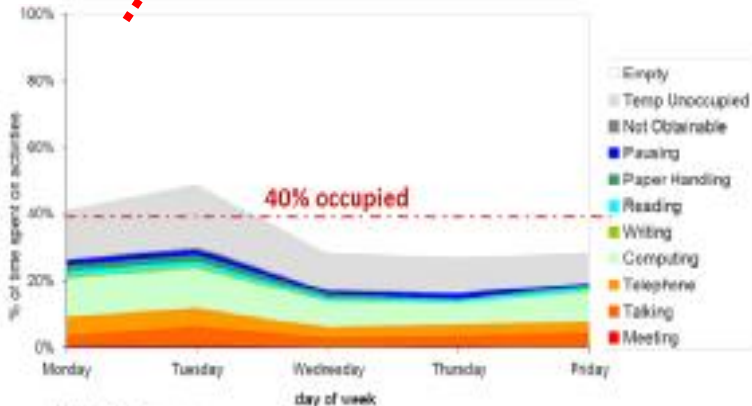
"DOES YOUR WORKPLACE ENERGIZE YOU?"



First step in a space diet:
Understanding the Cause and Effect of the bloated workplace

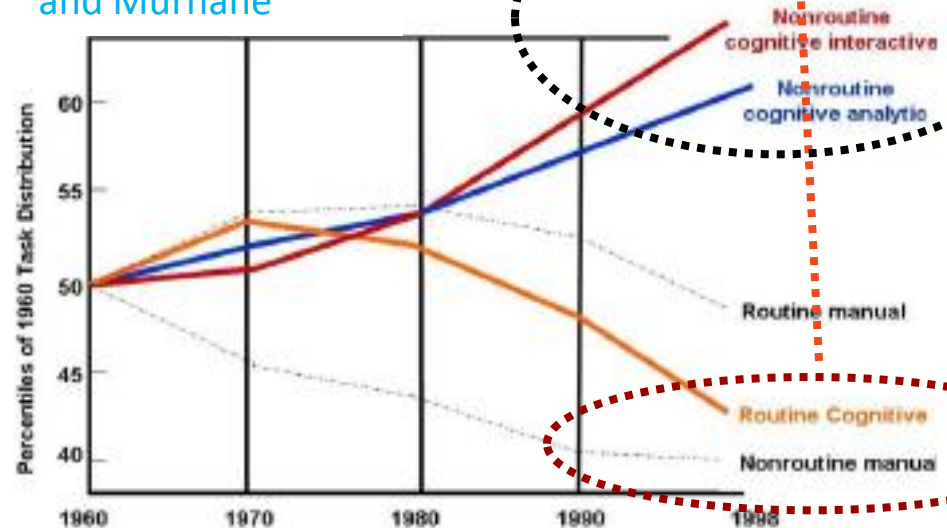
Credit: Autor, Levy
and Murnane

Average occupancy of individual workspaces by day of week
There was a highest rate of occupancy was on Monday and Tuesday (28% and 30%, respectively)



What this means:

- Potential for using resources more sustainably through desk-sharing



"monolithic insanity" - Robert Probst

“Space Watchers”: A Government Space Diet

The slash and burn space diet

“yo – yo space fluctuations



Quick but often unsustainable space loss +
the organization loses muscle mass
(the places were people collaborate)

The PBS “Senisble space loss diet

Jack Lalane at 90



organization loses “unsightly bloated
workstations” & retains lean muscle

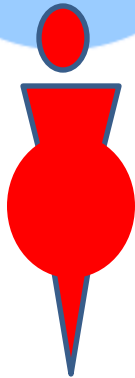
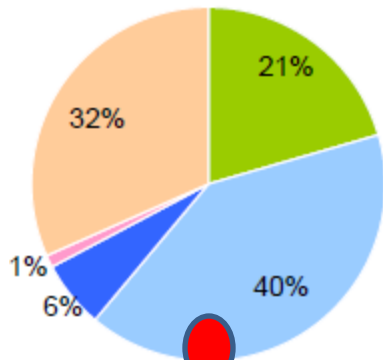


The New (Customized) Space Diet:

- Consume only what you need to get the job done
- Think of collaboration space as organizational protein,
- Think of excessive private space as organizational cholesterol

Office Workstation Meeting Space Support Circulation

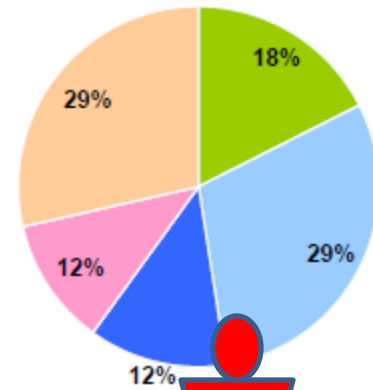
current
For organization "X"



Bloated workplace

**WSL helps Tailor
Your Space Diet to
Your Organization**

ideal
For organization "X"

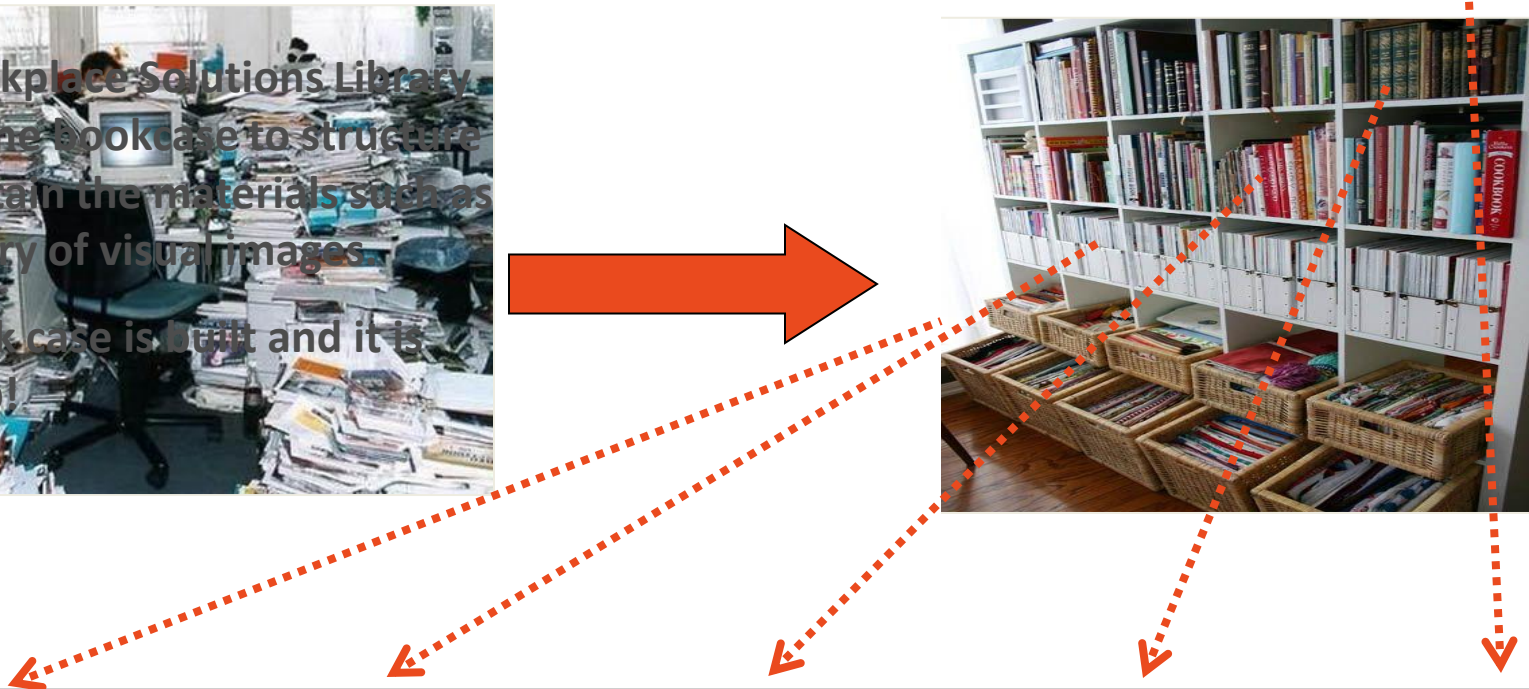


**Trim and healthy
workplace**

from a landfill of information to an organized filing case



The Workplace Solutions Library acts as the bookcase to structure and contain the materials such as the library of visual images. The book case is built and it is filling up!



Introduction	Work Patterns	Space Configuration	Furniture	Other Areas of Interest
Introduction to Virtual Showroom	Introduction to Work Patterns	Introduction to Space Configuration	Introduction to Furniture Selection	Change Management
Audience 1 (Customer)	DI DC IMI IMC EMI EMC	Team Neighborhood Configuration	Introduction to Furniture Components	RDP Program
Audience 2 (Designer/SME)	Work Patterns Survey	Workstation Configuration Principles	<ul style="list-style-type: none"> Panels Work surfaces and tables Storage Accessories Sealing Demountable walls 	Sustainability
Audience 3 (Real Estate Specialist)	Work Patterns Survey Results	Library of Images	Furniture Selection Criteria	World-Class Workplace Scorecard
printable document	DI DC IMI IMC EMI EMC	printable document (on each page)	DI DC IMI IMC EMI EMC	Reconfigure Historical Buildings
	A Typical Day in the Life		printable document (on each page)	Interior Design Basics
	printable document			printable document (on each page)

Why develop the workplace library?

Capture the wisdom gained from 7 years of pilot projects in all GSA Regions.

Provide a simple structure to think about complex issues including :

- sharing ratios to create workplace neighborhoods/
- furniture selection and configuration/I that respond to these issues,
- linking and configuration with individual work styles.

Hundreds of millions of dollars are spent by federal agencies each year on office furniture. Yet, many locations (especially offices of <50 people) can't afford professional design and strategy advice.

One size misfits all...

Alvin Toffler

work patterns

- overview of the 6 different work patterns which cover the range of federal office work
- survey to determine individual or group work patterns
- day in the life video to validate results

space configuration

- overview of team neighborhood planning
- team neighborhood configuration principles for each work pattern
- workstation configuration principles for each work pattern

furniture

- overview of furniture selection
- overview of furniture components
- furniture selection principles for each work pattern

Other areas of interest

- Research and case studies
- Score card
- General Interior design guidance

Level of interaction at desk	High	Desk-bound > 75% time at their own desk Interactive > 50% of desk-time communicating with others	Internally-Mobile < 75% time at their own desk < 25% outside the office Interactive > 50% of desk-time communicating with others	Externally-Mobile > 25% outside the office Interactive > 50% of desk-time communicating with others
	Low	Desk-bound > 75% time at their own desk Concentrative > 50% of desk-time working individually	Internally-Mobile < 75% time at their own desk < 25% outside the office Concentrative > 50% of desk-time working individually	Externally-Mobile > 25% outside the office Concentrative > 50% of desk-time working individually
		Low	Time away from desk	High



The Guided Tour

introduction

take the survey:

which work pattern am I?

- 1
- 2
- 3
- 4
- 5
- 6

results for your individual work pattern



typical day in the life



team neighborhood configuration principles



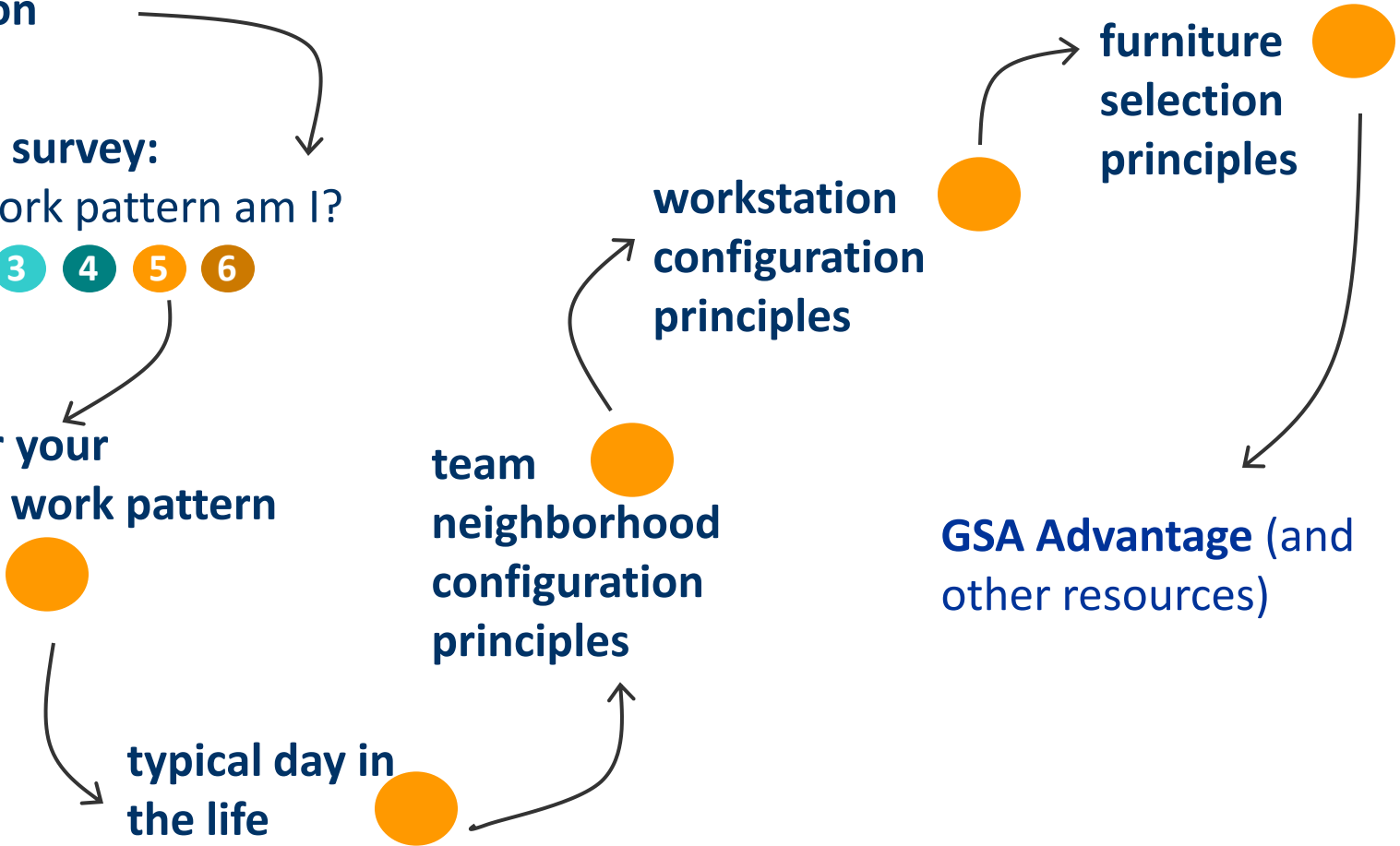
workstation configuration principles



furniture selection principles



GSA Advantage (and other resources)



easy to use

- guided site tour
- survey followed by results and instructions
- mix of media – online and print

easy to distribute

- intranet hosted and thumb-drive accessible
- client workshop enabled

easy to access

- printable documents
- hyperlinked files (internal & external)
- video and animated clips
- accessible according to both Section 508 legislature and GSA.gov standards

Example:
Space Planned Using the Work Pattern
Methodology





Using the Center for Workplace Methodology: Example: GSA Central Office 7300 wing

Combined PT, PA & PR	Before	After	% Change
Usable Square Feet	29,120	14,065	52%
FTE	170	170	0%
Work Stations	170	105	38%
Usable S.F. Per FTE	171	83	52%



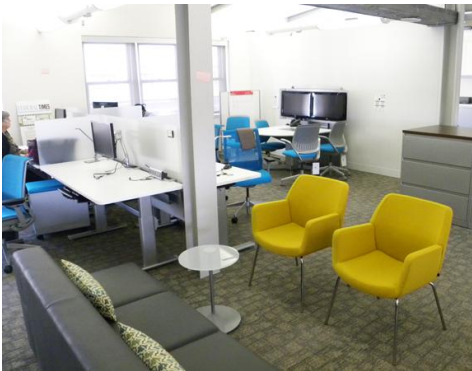
Images workers picked to express what they thought the new workplace would be like

35.5

GSA SCORECARD OF
TYPICAL CO SPACE



Using the Center for Workplace Methodology: Example: GSA Central Office 7300 wing



93.5

GSA SCORECARD



Images of the actual
build- out



Workplace Solutions Library Demonstration:

GSA Workplace Solutions Library

Introduction

Work Patterns

Space Configuration

Furniture Selection

Other Areas of Interest

Introduction to Workplace Solutions Library

Explore WSL

Introduction > EXPLORE WORKPLACE SOLUTIONS LIBRARY (WSL)

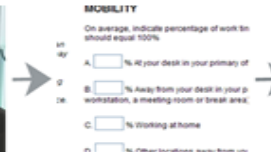


There are several different sections within this library, ranging in topics from work patterns to how to select the right panels for a workstation. As described in the Introduction video, you could either explore the different sections on your own or follow a guided tour. Read below for more information.

Guided Tour



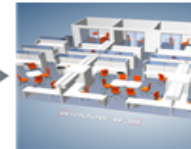
Introduction



Work Patterns Survey



Day in the Life



Neighborhood



Workstation



Furniture

Access within PBS:

http://pbsportal.pbs.gsa.gov:7777/pls/portal/docs/PAGE/PG/GSA_WORKPLACE_SOLUTIONS_LIBRARY/PAGES/Introduction_Main.html

Access outside PBS:

<https://www.box.net/shared/jt5zq4v72bqutev64xdb>

And now @: www.Workplacesolutionslibrary.com



Steps for downloading the GSA Workplace Solutions Library:

- Create a final destination folder for the Library on your computer
- Click: <https://www.box.net/shared/jt5zq4v72bqutev64xdb>
- Save the zip file to your computer (takes about 14 minutes)
- After the file has finished downloading, open the zip file
- Click on the “Extract” icon and find the folder you created for the Library and select the folder
- Click on the “Extract” button
- The Library should now be accessible in that folder
- **Steps for running the GSA Workplace Solutions Library:**
- To begin with the Introduction, open the "Pages" folder and select "Introduction_Main".
- Only use Internet Explorer to open this file. Once you open this file, you will be able to navigate through the rest of the library.
- In order to see the videos which are FLV files (Flash), you must "Allow Blocked Content." The default security setting in Internet Explorer restricts the scripts needed to run these videos. Once you allow these scripts to run, the videos will run properly.



Accessing WSL

Within PBS

- [http://pbsportal.pbs.gsa.gov:7777/pls/portal/docs/PAGE/PG/GSA WORKPLACE SOLUTIONS LIBRARY/PAGES/Introduction Main.html](http://pbsportal.pbs.gsa.gov:7777/pls/portal/docs/PAGE/PG/GSA_WORKPLACE_SOLUTIONS_LIBRARY/PAGES/Introduction_Main.html)

Outside PBS

- <https://www.box.net/shared/jt5zq4v72bqutev64xdb>

And Now:

www.Workplacesolutionslibrary.com



Thanks!

For more information on WSL and the Acoustics Tool:

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For more information on SFTool and the Acoustics tool:

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For more information on FPDS Procurement tool:

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