



Workplace 2.0

Enabling the Federal Public Service

May 2010



The Workplace: *Issues*

Goal: Replace outdated, static and hierarchy-based designs of government office space and buildings to provide a modern public service

The Office

- Four generations working together but have different needs
- Current office designs are old and antiquated and do not support new furniture and technology
- Few spaces offer flexibility for collaborative, teaming or open meeting spaces
- People away from their desks 40% to 60% of the day
- Recruitment and retention hampered by outdated workplaces

Buildings

- Need for buildings to be efficient, sustainable, and strategically located
- Federal government real estate portfolio is old, requires replacement



Main Statistics Building, Tunney's Pasture, Ottawa



The Workplace: *Results of Research & Best Practices*

Productivity and Efficiency

- *Ontario Realty Corporation* - 69% said condition of their office building affects **productivity** and **motivation**.
- *General Service Administration (GSA)* 55% increase in personal **productivity** (when given more innovative workplaces).
- *Office of Government Commerce (OGC)* 28% increased **efficiency** with innovative workplaces.

Satisfaction and Quality

- *American Society of Interior Designers* - Employees pleased with the workplace are 31% more likely to be **satisfied** with their jobs and 41% said the workplace would impact their decision to **accept** a position.
- *Ontario Realty Corporation* - 78% said they base their impression of the employer on the **quality** of the workplace.
- *General Service Administration (GSA)* and the *National Institute of Mental Health* - 49 % **decreased stress** levels in innovative workplaces.



Jean Canfield Building
PEI



The Workplace: *Proposed Approach*

The Office

- **Integrated Workplace Solutions** – New flexible office designs that are more fluid and reflect less hierarchy
- Technology and business processes integrated in designs to promote a more dynamic, fluid and efficient workplace
- Space provided based on worker profiles and time spent at the workplace (see Annex A)
- Sustainable design principles in the workplace through usage of green products and finishes

Buildings

- Strategically located buildings (e.g. transit routes)
- Provide amenities that meet employee needs such as daycare, fitness and religious observance facilities
- Environmental targets set for federal buildings (e.g. Leadership in Energy and Environmental Design (LEED), Green Globes, BOMA Best1)
- **Intelligent Buildings Initiative** will provide for greater efficiencies and sustainability of building systems
- Smart buildings that provide for connectivity in the workplace

IWS Pilot Project 400 Cooper St. Ottawa

PWGSC completed a pilot project at 400 Cooper Street to test the Integrated Workplace Solutions concept.

SPACE

Reduced space by 20% and provided collaborative work spaces. Clients may use space savings to optimize space.

FIT-UP COSTS

One-time fit-up costs reduced by 14%. Client fit-up costs can be reduced by using more flexible, mobile furnishings.

RENT

Pilot generating 20% savings annually. Reduced space and rental costs contribute to government-wide objectives.

CLIENT SATISFACTION

Modern, vibrant workplaces result in high satisfaction, improved collaboration and can be used as a tool for recruitment and retention.

***80%**



The Way We Work: *Issues*

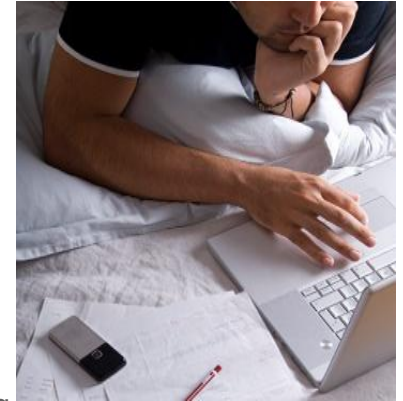
Goal: Bring the Government of Canada community together to connect, communicate and collaborate

Social Media

- Clear strategy and direction needed on use of social media
- Current threshold for risk not conducive to new social media tools (e.g. security, official languages, privacy, accessibility)
- High demand for social media in the workplace to enable collaboration

Technology

- Multiple and rapidly changing technologies create new work styles (mobility, work from anywhere, virtual office)
- Difficult to offset travel costs with outdated and expensive video and teleconferencing technologies



The Way We Work: *Proposed Approach*

Social Media

- Use of social media/collaborative tools now being made available (e.g. YouTube, Blogs, Virtual Worlds, Government Electronic Directory Service) to enhance our ability to connect with each other and Canadians
- GCPedia, GCConnex, GC Forums now available to promote sharing and best practices across government

Technology

- Technologies (e.g. wireless) and desktop tools (laptop, BlackBerry, voice over internet protocol) now in use to support mobility and flexibility
- Telepresence pilot currently underway
- WebEx and tele-conferencing available and in use provide high quality communication and reduce travel costs/ carbon footprint
- Business Enterprise Enablement project underway that has the capability to migrate applications from the desktop to the web, enabling access from anywhere



Virtual Canada Post

