PBS Customer Forum
Navigating the New Workplace

Workplace 2030: The Future of Federal Work

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Opening Remarks:
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- and -
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Workplace 2030
A once-in-a-generation opportunity
Workplace 2030 – Future of Federal Work

Work can be done anywhere, asynchronously.

Real estate will be used to maintain and enhance human connection.

Technology will be the force that brings our work together.

A vision co-created by over 100 experts from 18 federal agencies.
Co-creating Workplace 2030

SME Interviews → Discussion Groups → Workshops → Collab. Sessions
Workplace 2030 – Discussion Groups

What is working?
What isn’t?

Workforce

Workplace & Services
Forces and Futurecasting

Opportunities, Barriers

Distributed work, collocation
Poll Question

1. Personally, now that you’ve lived through the pandemic response, do you desire changes to your environment and working conditions?
   A. Critical;
   B. Somewhat;
   C. Not at all

2. Is your agency interested in changing its approach to work and the workplace soon after the return to office?
   A. No, status quo;
   B. Some, simple changes;
   C. Yes, significant change
Workplace 2030 Guiding Principles

Distributed work...is trusted work

From this

To this
Workplace 2030 Guiding Principles

We will still want the office.

It just needs to be refocused.
Workplace 2030 Guiding Principles

Remote work helps recruit and retain the best talent

Remote work allows agencies to recruit the most qualified talent no matter where they live. It empowers employees to live where it best suits them, which has the potential to extend their careers in public service.
Workplace 2030 Guiding Principles

Agencies are willing to share space

Sharing resources between agencies would create cost savings to invest in mission.

Agencies say even specialized space like SCIFs can be shared.
Workplace 2030 Guiding Principles

Distributed work is also an employee benefit

Employees report that they value the **scheduling flexibility** allowed by working from home.

Over **90%** of GSA employees want more telework, and **40%** want to work from home full-time.
Workplace 2030 Guiding Principles

There are challenges to overcome.

Federal agencies’ pandemic response is revealing the limits of present-day technology.

In the future of federal work, physical and virtual workplaces alike will champion values that the pandemic placed in relief.
Poll Question

1. Personally, do you think that a significant number of people whose jobs can be done remotely will want to relocate?
   A. Yes, and this will be seen as a benefit;
   B. Maybe, but there would be significant limitations;
   C. Not really, most people won’t want to relocate

2. Do you see shared space as an important tool for remote employees or regional employees?
   A. Yes, despite difficulties;
   B. Maybe, but there would be significant limitations;
   C. No
Capturing this opportunity will take a new approach

Work today requires an interrelated mix of services.

These services must adapt and expand to support the evolution of work over time.
Hybrid and remote work will drive the new model

Agencies have different priorities and will need a different mix of services.

We will co-create the right solution with our agency partners.
Conduct a mobility assessment

Understand current capacity for mobility and how it evolves over time.

1) How mobile is the job? 2) What does the employee want? 3) How well does infrastructure support this?
Enhance what is working, address what is not

Best practices and training will help make remote workers and hybrid teams productive.

Some things are working well, some things are not. **We can learn from both.**
An example timeline

<table>
<thead>
<tr>
<th>Internal GSA</th>
<th>Sequence of Events</th>
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</thead>
<tbody>
<tr>
<td>Senior Leader Visioning</td>
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<tr>
<td>Update Workplace Engagement Tools</td>
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<tr>
<td>Develop Best Practices and Training for Hybrid Work</td>
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<tr>
<td>Create Prototype Innovation Lab</td>
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<tr>
<td>Conduct GSA Internal Workplace Engagements</td>
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<tr>
<td>Train Client-Facing Teams &amp; Workplace Consultants</td>
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</tbody>
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<table>
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<tr>
<th>Outside GSA</th>
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<tbody>
<tr>
<td>Initial Future of Work Planning</td>
<td></td>
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<tr>
<td>Best Practices Training Available</td>
<td></td>
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<tr>
<td>GSA Project Teams Support Future of Work Workplace Engagements</td>
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<tr>
<td>Case Studies of GSA Workplace Engagements Available</td>
<td></td>
</tr>
</tbody>
</table>
Poll Question

1. How far do you think your agency will move toward remote and hybrid work?
   
   A. None, status quo;
   B. Some, simple changes;
   C. Far, Significant change;
   D. Uncertain
New services will make it possible

Agencies will need additional support from GSA to bolster their efforts and increase the chance of success.

GSA has begun to develop an expanded suite of services.
GSA emerging services prioritization
The home office is an integral part of real estate strategy.

We can all test new technologies and ways of working.

Continuous feedback improves conditions.

Home Office In a Box

Workplace & Technology Showcase

Space Monitor / Feedback Loop

Sharing space reduces the cost of real estate services.

GSA Flex Hub (Space as a Service)

Technology brings our work together.

Work Support App
1. Which of these services do you think your agency would benefit most from?

A. Home Office in a Box;
B. Furniture & Technology Showcase;
C. Space Monitor / Feedback Loops;
D. GSA Flexhub / Space as a Service (coworking);
E. Work Support App
Reimagining the Workspace

WP2030 SUITE OF SERVICES

- Home office in a box
- Workplace in a bag
- Flex hub
- Integrated training
- Psychological safety net
- Healthy work
- One.gov
- Work Support App
- Readiness Assessment
- Workplace standards
- Occuptant feedback loops
- Space monitor
- Technology showcase
- Café international
- Innovation next space
Poll Question

1. If you had the option to use a GSA FlexHub space as an alternate worksite would you utilize it?
   
   A. Yes, I could see myself working there frequently
   B. Yes, but probably not very often
   C. Not sure, but I’d be willing to give it a try!
   D. No, that doesn’t sound like something I would want
Real Property Strategies

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Enabling Mobility

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Smarter Spaces

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Home Office In a Box

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GSA Flex Hub (Space as a Service)

Work Support App
This framework will enable GSA to continuously evaluate, refine, and adapt the emerging set of services throughout the development process.

Partnership with our customers should be a **continual process** - not just when OAs and leases are expiring.