Welcome to today’s presentation:

*Workplace Feasibility Modeling Made Easy With WIFM 2.0*

*July 27, 2022*

**Note:** Phones are automatically muted during the presentation. You can send questions to our presentation team via your Q&A pane and team will answer as many questions as possible during the presentation. All questions will be responded to in writing in a formal Q&A document, posted along with the slide deck and session recording, on our website, [www.gsa.gov/ces](http://www.gsa.gov/ces)
Workplace

Invention & Feasibility Modeling (WIFM) Tool.
WIFM can help your agency.

• explore future workplace scenarios based on anticipated telework participation levels

• test workplace strategies relative to agency-specific space policies

• jump-start workplace requirements development for a specific project or study
WIFM helps you consider workplace possibilities earlier

- Pre-Design
- Schematic Design
- Design Development
- Construction Documentation
- Procurement
- Construction Administration
- Operation

Ability to impact cost and functional capabilities
Cost of design changes

Graphic originated by Patrick MacLeamy, AIA / HOK
Workplace Engagement Services

PBS Project Lifecycle

Identification
- Strategic Requirements *(high level outcomes)*
- Client Project Agreement

Initiation
- Functional Requirements *(more refined requirements)*
- early schedule and budget

Planning
- Technical Requirements *(incl. agency build-out requirements)*
- funding commitment

Execution
- Final Requirements Package
- project award / design / construction

Closeout
- final Inspections
- rent payments begin

Operations
- occupancy
- continuous business relationship

Workplace Engagement Services

Feasibility Scenarios (WIFM)

Activity Based Planning:
Diagnostic Research & Workplace Strategies

Post-Occupancy Evaluation

Change Management
WIFM 1.2: The Old Pre-2020 Version
WIFM 1.2 : The Old Pre-2020 Version - Scenarios
# WIFM 1.2: The Old Pre-2020 Version – RSF Measures

## J Scenarios

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Baseline</th>
<th>Scenario 1</th>
<th>Scenario 2</th>
<th>Scenario 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stay in Place</td>
<td>No Workplace Changes</td>
<td>Stay in Place</td>
<td>Workstation Changes Only</td>
<td>New Location / Total Workplace Change</td>
</tr>
</tbody>
</table>

## Federation Sharing @ Ratio

<table>
<thead>
<tr>
<th></th>
<th>0%</th>
<th>10%</th>
<th>10%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual Workspace</td>
<td>Location 1</td>
<td>Location 2</td>
<td>Location 3</td>
</tr>
<tr>
<td>WS Type 1</td>
<td>64 sf</td>
<td>64 sf</td>
<td>80 sf</td>
</tr>
<tr>
<td>% of Fed Sharing WS Type 1</td>
<td>64 sf</td>
<td>64 sf</td>
<td>64 sf</td>
</tr>
<tr>
<td>% of Reimbursement to Receive Assigned Alternate Workspace</td>
<td>Office</td>
<td>Office</td>
<td>Office</td>
</tr>
<tr>
<td>Assigned WS Type 2 or Office</td>
<td>200 sf</td>
<td>200 sf</td>
<td>150 sf</td>
</tr>
</tbody>
</table>

## Workplace Area

<table>
<thead>
<tr>
<th>Average Size</th>
<th>Overall Interaction Level</th>
<th>Average Interaction</th>
<th>High Interaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Usable Area (sf)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total NOM Estimate</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tenant Improvements</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Furniture</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Equipment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rough Order of Magnitude Estimated Cost</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technology</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Consulting Services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Workplace Strategy &amp; Change Management</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Headcount

100 people (93 federal, 8 non-federal)

## Locations

1. Downtown Federal Building (San Francisco, California)
2. A Leased Commercial Office Building (Phoenix, Arizona)
3. Some existing office (Las Vegas, Nevada)
4. New Location: TEO (Maui, Hawaii)
WIFM 1.2: The Old Pre-2020 Version – Change Comparisons
WIFM 1.2: The Old Pre-2020 Version - Budget
Taking a step back for WIFM 2.0
The Hybrid Continuum

Transformation across work, worker, workplace = people, place, and technology solutions

**Office-Based**
(Considered full time on-site. Less than 1 day a week teleworking)
- employees accomplish all or the vast majority of work in the office
- telework is a human resource benefit and not a space occupancy strategy
- larger individual workspace sizes tend to be used
- meeting space are less likely to be customized to different work styles

**Periodic Telework**
(Employee primarily work from the office. On average 1 - 2 days a week teleworking.)
- employees begin to do more work remotely, likely more heads-down tasks
- some space reduction can be achieved with desk sharing
- individual workspace sizes begin to shrink
- meeting spaces become more focused on collaboration

**Frequent Telework**
(Employee work between offsite and office. On average 3 - 4 days a week teleworking)
- employees consider their home office as their primary work location
- significant space reduction is achieved with desk sharing
- smaller individual workspace sizes are used
- meeting spaces are primarily focused on smaller team collaboration and hybrid meetings

**Remote Work**
(Extensive virtual work adoption. On average 5 days a week teleworking)
- employees go into the office for a specific purpose and to connect with peers
- maximum space reduction is achieved with desk sharing
- the smallest individual workspace sizes are used
- meeting spaces are primarily focused on smaller team collaboration and hybrid meetings
Lots of workplace choices

<table>
<thead>
<tr>
<th>In Neighborhood</th>
<th>On Floor</th>
<th>In the Building</th>
<th>Outside the Building</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Dedicated Desk</td>
<td>Team Rooms</td>
<td>Client Facing Conf. Rooms</td>
<td>Work From Home</td>
</tr>
<tr>
<td>Huddle Rooms</td>
<td>Lockers</td>
<td>Wellness/Mother’s Room</td>
<td>Coworking</td>
</tr>
<tr>
<td>Breakout Space</td>
<td>Tech-Enhanced Conf. Rooms</td>
<td>Innovation Hub</td>
<td></td>
</tr>
<tr>
<td>Focus Rooms</td>
<td>Pantry</td>
<td>Café</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Quiet Room</td>
<td>Large Meeting Spaces</td>
<td></td>
</tr>
</tbody>
</table>
Activity Based Planning
A Workplace Matters Series publication
September 2020

download this PDF publication from www.GSA.GOV (direct download link)
GSA’s Work Pattern Approach

Mobility Level:
- at your desk, in the office
- away from the desk, but still in the office
- working at home
- at other locations away from the office and home

In-Office At-Desk Activities:
- in face-to-face interactions
- on the phone or on video
- focused work (long concentration)
- processing information (short concentration)
### GSA’s Work Pattern Approach – Style Combinations

<table>
<thead>
<tr>
<th>Activities at the Office Desk</th>
<th>Desk-Bound</th>
<th>Internally-Mobile</th>
<th>Externally-Mobile</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interacting with Others</td>
<td><img src="image1.png" alt="Diagram" /></td>
<td><img src="image2.png" alt="Diagram" /></td>
<td><img src="image3.png" alt="Diagram" /></td>
</tr>
<tr>
<td>Concentrative Heads-Down Work</td>
<td><img src="image4.png" alt="Diagram" /></td>
<td><img src="image5.png" alt="Diagram" /></td>
<td><img src="image6.png" alt="Diagram" /></td>
</tr>
</tbody>
</table>

- **Desk-Bound** (mostly at the desk)
- **Internally-Mobile** (mostly in the office)
- **Externally-Mobile** (significantly outside the office)
Example: Desk-Bound, Interactive

In the office, mostly at the desk
When in the office interacting with others.
Externally-Mobile, Interactive

Significantly outside the office; When in the office interacting with others.

In Neighborhood
- Non-Dedicated Desk
- Team Rooms
- Lockers
- Tech-Enhanced Conf. Rooms
- Huddle Rooms
- Breakout Space
- Focus Rooms

On Floor
- Wellness/Mother's Room
- Pantry
- Quiet Room

In the Building
- Client Facing Conf. Rooms
- Innovation Hub
- Cafe
- Large Meeting Spaces

Outside the Building
- Work From Home
- Coworking
<table>
<thead>
<tr>
<th>Work Patterns</th>
<th>Desk Bound</th>
<th>Internally Mobile</th>
<th>Externally Mobile</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office-Based</td>
<td>Concentrative</td>
<td>Concentrative</td>
<td>Interactive</td>
</tr>
<tr>
<td>Periodic Telework</td>
<td>Desk-Bound</td>
<td>Concentrative</td>
<td>Interactive</td>
</tr>
<tr>
<td>Frequent Telework</td>
<td>Desk-Bound</td>
<td>Concentrative</td>
<td>Interactive</td>
</tr>
<tr>
<td>Remote Work</td>
<td>Desk-Bound</td>
<td>Concentrative</td>
<td>Interactive</td>
</tr>
</tbody>
</table>
Some impacts of increased mobility

**Individual Workspaces**
- desk sharing increases
- more spaces allocated to workstations, less as private offices
- workstation and office sizes shrink

**Support Spaces**
- less individual workspaces, more collaboration areas
- greater emphasis on teaming spaces, less on large meeting areas
- allocation ratios (e.g., 1 meeting room for everyone x people) generally increase
### Degrees of Change and the Hybrid Continuum + Work Patterns ➔ WIFM 2.0

<table>
<thead>
<tr>
<th>Office-Based</th>
<th>Periodic Telework</th>
<th>Frequent Telework</th>
<th>Remote Work</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Considered full time on-site. Less than 1 day a week teleworking)</td>
<td>(Employees primarily work from the office. On average 1 - 2 days a week teleworking.)</td>
<td>(Employees work between offsite and office. On average 3 - 4 days a week teleworking)</td>
<td>(Extensive virtual work adoption. On average 5 days a week teleworking)</td>
</tr>
</tbody>
</table>

#### Low Degree of Change

- **Office-Based**: Desk-Bound
- **Periodic Telework**: Desk-Bound
- **Frequent Telework**: Internally Mobile
- **Remote Work**: Externally Mobile

#### Medium Degree of Change

- **Office-Based**: Internally Mobile
- **Periodic Telework**: Internally Mobile
- **Frequent Telework**: Internally Mobile
- **Remote Work**: Externally Mobile

#### High Degree of Change

- **Office-Based**: Internally Mobile
- **Periodic Telework**: Internally Mobile
- **Frequent Telework**: Externally Mobile
- **Remote Work**: Externally Mobile
## Time Spent in the Office vs. Remote

<table>
<thead>
<tr>
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<th>Periodic Telework</th>
<th>Frequent Telework</th>
<th>Remote Work</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Low</strong></td>
<td>In the Office: 100%</td>
<td>In the Office: 80%</td>
<td>In the Office: 40%</td>
<td>In the Office: 15%</td>
</tr>
<tr>
<td></td>
<td>Remote Work: 0%</td>
<td>Remote Work: 20%</td>
<td>Remote Work: 60%</td>
<td>Remote Work: 85%</td>
</tr>
<tr>
<td><strong>Medium</strong></td>
<td>In the Office: 90%</td>
<td>In the Office: 70%</td>
<td>In the Office: 30%</td>
<td>In the Office: 10%</td>
</tr>
<tr>
<td></td>
<td>Remote Work: 10%</td>
<td>Remote Work: 30%</td>
<td>Remote Work: 70%</td>
<td>Remote Work: 90%</td>
</tr>
<tr>
<td><strong>High</strong></td>
<td>In the Office: 85%</td>
<td>In the Office: 60%</td>
<td>In the Office: 20%</td>
<td>In the Office: 5%</td>
</tr>
<tr>
<td></td>
<td>Remote Work: 15%</td>
<td>Remote Work: 40%</td>
<td>Remote Work: 80%</td>
<td>Remote Work: 95%</td>
</tr>
</tbody>
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**Office-Based** (Considered full time on-site. Less than 1 day a week teleworking)

**Periodic Telework** (Employees primarily work from the office. On average 1 - 2 days a week teleworking)

**Frequent Telework** (Employees work between offsite and office. On average 3 - 4 days a week teleworking)

**Remote Work** (Extensive virtual work adoption. On average 5 days a week teleworking)
## Individual Workspace Allocations*

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</thead>
<tbody>
<tr>
<td><strong>Low</strong></td>
<td>Workstations: 90%</td>
<td>Workstations: 92%</td>
<td>Workstations: 97%</td>
<td>Workstations: 100%</td>
</tr>
<tr>
<td></td>
<td>Private Offices: 10%</td>
<td>Private Offices: 8%</td>
<td>Private Offices: 3%</td>
<td>Private Offices: 0%</td>
</tr>
<tr>
<td><strong>Medium</strong></td>
<td>Workstations: 91%</td>
<td>Workstations: 93%</td>
<td>Workstations: 98%</td>
<td>Workstations: 100%</td>
</tr>
<tr>
<td></td>
<td>Private Offices: 9%</td>
<td>Private Offices: 7%</td>
<td>Private Offices: 2%</td>
<td>Private Offices: 0%</td>
</tr>
<tr>
<td><strong>High</strong></td>
<td>Workstations: 91%</td>
<td>Workstations: 94%</td>
<td>Workstations: 99%</td>
<td>Workstations: 100%</td>
</tr>
<tr>
<td></td>
<td>Private Offices: 9%</td>
<td>Private Offices: 6%</td>
<td>Private Offices: 0%</td>
<td>Private Offices: 0%</td>
</tr>
</tbody>
</table>

* DIY customizable!
<table>
<thead>
<tr>
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<tr>
<td><strong>Low</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Workstations</td>
<td>1.0</td>
<td>1.3</td>
<td>2.5</td>
<td>6.7</td>
</tr>
<tr>
<td>Private Offices</td>
<td>1.0</td>
<td>1.3</td>
<td>2.5</td>
<td>0</td>
</tr>
<tr>
<td><strong>Medium</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Workstations</td>
<td>1.1</td>
<td>1.4</td>
<td>3.3</td>
<td>10.0</td>
</tr>
<tr>
<td>Private Offices</td>
<td>1.0</td>
<td>1.4</td>
<td>3.3</td>
<td>0</td>
</tr>
<tr>
<td><strong>High</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Workstations</td>
<td>1.2</td>
<td>1.7</td>
<td>5.0</td>
<td>20.0</td>
</tr>
<tr>
<td>Private Offices</td>
<td>1.0</td>
<td>1.7</td>
<td>5.0</td>
<td>0</td>
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Office-Based: (Considered full time on-site. Less than 1 day a week teleworking)

Periodic Telework: (Employees primarily work from the office. On average 1 - 2 days a week teleworking)

Frequent Telework: (Employees work between offsite and office. On average 3 - 4 days a week teleworking)

Remote Work: (Extensive virtual work adoption. On average 5 days a week teleworking)
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</thead>
<tbody>
<tr>
<td>Desk-Bound Concentrative</td>
<td>Desk-Bound Interactive</td>
<td>Internally Mobile Interactive</td>
<td>Externally Mobile Interactive</td>
<td></td>
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<td>Periodic Telework</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medium Degree of Change</td>
<td>Internally Mobile Concentrative</td>
<td>Internally Mobile Interactive</td>
<td>Internally Mobile Interactive</td>
<td>Externally Mobile Interactive</td>
</tr>
<tr>
<td>High Degree of Change</td>
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<td>Internally Mobile Interactive</td>
<td>Externally Mobile Interactive</td>
<td>Externally Mobile Interactive</td>
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Office-Based: (Considered full time on-site. Less than 1 day a week teleworking)
Periodic Telework: Low Degree of Change
Frequent Telework: Medium Degree of Change
Remote Work: High Degree of Change

Low Degree of Change:
- Office-Based
- Periodic Telework
- Frequent Telework

Medium Degree of Change:
- Office-Based
- Periodic Telework
- Frequent Telework

High Degree of Change:
- Office-Based
- Periodic Telework
- Frequent Telework
- Remote Work
Let’s walk through WIFM 2.0
What’s next?

Get a copy of WIFM!
- email workplace@gsa.gov to request your copy

Customize WIFM!
- use the built-in feature
- or reach out for greater customization options

Get future versions!
- you will automatically get new versions
Thank You For Attending!

Upcoming Client Enrichment Series Sessions

**eRETA Digest**
*Tuesday, August 16th   1pm-2:30pm eastern* - Register Now

**Say Aloha to Kahua - PBS’s New Project Management Portal**
*Thursday, August 18th   1pm-2:30pm eastern* - Register Now

**Policy and Process Changes for Occupancy Agreements (OASIS Overview)**
*Thursday, September 8th   1pm-3pm eastern* - Register Now

**Kahua Users Klub**
*Thursday, September 15th   1pm-2:30pm eastern* - Register Now

GSA’s COVID-19 Resources for Customers
See our Safer Federal Workplace page

Watch CES sessions on YouTube
Bookmark and binge watch all your favorite CES sessions!
www.gsa.gov/ces   clientenrichmentseries@gsa.gov