Welcome to today’s presentation on: 

*Future of Federal Work Insights*

the presentation will start at 1:00 PM eastern

**Note:** Phones are automatically muted during the presentation. You have the ability to send questions to our Subject Matter Experts via the Q&A pod. We’ll answer as many questions as possible during our session. Our experts will provide written responses to all questions in a formal Q&A document, posted along with this slide deck and session recording, on our [www.gsa.gov/ces](http://www.gsa.gov/ces) site.
Presented by:

**Brian Gilligan, PE, SCPM**
High Performance Buildings Expert
GSA OGP Office of Federal High Performance Buildings

- and -

**Jane Schuster**
Workplace Strategist
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GSA PBS Office of Design and Construction

Hosted by:

**James Fotopoulos**
Regional Account Manager
GSA PBS Heartland Region (Region 6)
Opening Remarks

**Allison Azevedo** | Acting PBS Commissioner

Presented by

**Jane Schuster** | Workplace Strategist & Acting Director of the Center for Workplace Strategy, PBS
**Brian Gilligan** | Sustainable Design Expert, OGP
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
Workplace 2030 – Discussion Groups

What worked and what didn’t?

Workforce

Workplace & Services
Workplace 2030 – Workshops

Forces and Futurecasting

Opportunities, Barriers

Distributed work, collocation
Poll Questions #s 1 and 2

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;
   F. Yes, significant change
Workplace 2030 Guiding Principles

Distributed work...is trusted work 

From this To this 

On-Site Mobile 

On-Site Hybrid Mobile 

THE FUTURE OF FEDERAL WORK | 10
Workplace 2030 Guiding Principles

We will still want the office.

It just needs to be refocused.
 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.
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.
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

Distributed work is also an employee benefit
There are challenges to overcome.

Federal agencies’ pandemic response did reveal 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.
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.
Poll Question #3

3. 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
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

**IMPACT**

What would have the greatest result / serve the largest volume of people?

**URGENCY**

What is needed now?

**EASE OF IMPLEMENTATION**

What could be done easily?
GSA emerging services prioritization graphs
Five Services Ranked as having the Highest Impact and Urgency

- **The home office is an integral part of real estate strategy**: Home Office In a Box
- **We can all test new technologies and ways of working**: Workplace & Technology Showcase
- **Sharing space reduces the cost of real estate services**: GSA Flex Hub (Space as a Service)
- **Continuous feedback improves conditions**: Space Monitor / Feedback Loop
- **Technology brings our work together**: Work Support App
Poll Question # 4

4. Which of these services do you think your agency would benefit most from?

A. Home Office in a Box;
B. Workplace Showcase;
C. GSA Flexhub;
D. Space Monitor / Feedback Loops;
E. Work Support App
Reimagining the Workspace

The reasons for going into the office have changed. The office of the future will center around collaboration, sharing resources, and providing a variety of work settings. GSA’s Center for Workplace Strategy has well-established engagement process to help agencies understand how their office can evolve to fit new ways of working.
Real Property Strategies

Provide agencies optimal real estate outcomes tailored to individual mission requirements and challenges through real property assessment & solutions:

- leveraging existing equity
- providing valuation studies
- relocation assistance
- specialized expertise in real property policy & regulations

CURRENT STATUS

- NEW CONCEPT
- EMERGING OFFERING
- EXISTING/ADAPTABLE
Smarter Spaces

Physical work spaces that connect the federal workforce with the latest technology, gather data on space use and performance, and connect to building systems to create safe, comfortable and productive environments for the work.

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Enabling Mobility

Create a one-stop shop for items needed to build an effective home office. Assess and equip the workforce to be as productive at home, or anywhere outside the office, as they are at the office.
A roadmap to engage customers

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.
National Customer Engagement Contacts by Region

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Benefit for the American taxpayer

The future of work will benefit the American taxpayer by optimizing an effective and efficient government.
Questions?

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Join us for this upcoming Client Enrichment Series session

*eRETA Digest*

*Tuesday, May 11th 1pm-2:30pm eastern* - Register Now

**GSA’s COVID-19 Resources for Customers**

See our [COVID-19 Website](#) for our Emergency Response Activities and [GSA’s Safer Federal Workplace Portal](#) for procedures and guidance for GSA Owned and Leased Buildings, Projects and Workplaces

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