



U.S. General Services Administration

A photograph of a large, multi-story, classical-style building with a flagpole flying the U.S. flag. The building is surrounded by green trees and a blue sky with white clouds. The text is overlaid on the left side of the image.

**PBS Customer Forum
Navigating the New Workplace**

Workplace 2030: The Future of Federal Work

June 8, 2021 1:30 EST

PBS Customer Forum - Workplace 2030

Opening Remarks:

Allison Azevedo | Acting PBS Commissioner

- and -

Kevin Kampschroer | Chief Sustainability Officer, GSA OGP

Presenters:



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Workplace 2030

A once-in-a-generation opportunity



Workplace 2030 – Future of Federal Work

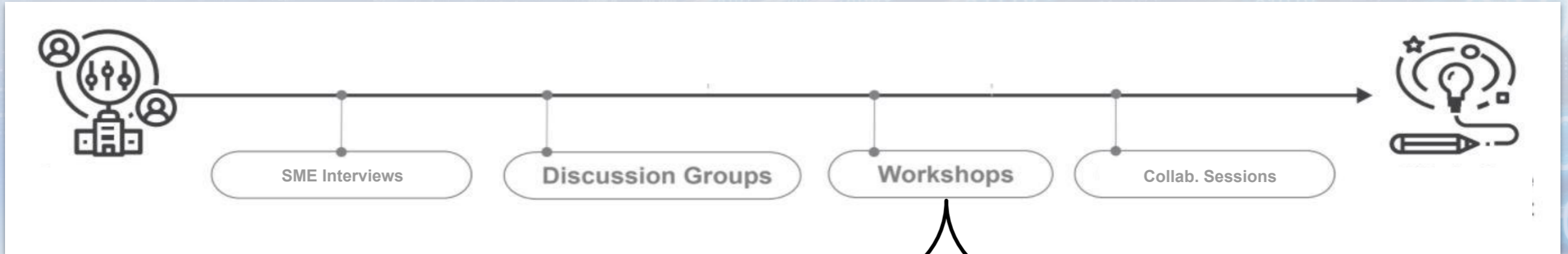
**Real estate
will be used to
maintain and
enhance human
connection**

**Work can be done
anywhere,
asynchronously**

**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



Workplace 2030 – Discussion Groups

Workforce

**What is working?
What isn't?**

**Workplace &
Services**

Workplace 2030 – Workshops

**Opportunities,
Barriers**

**Forces
and
Futurecasting**

**Distributed work,
collocation**

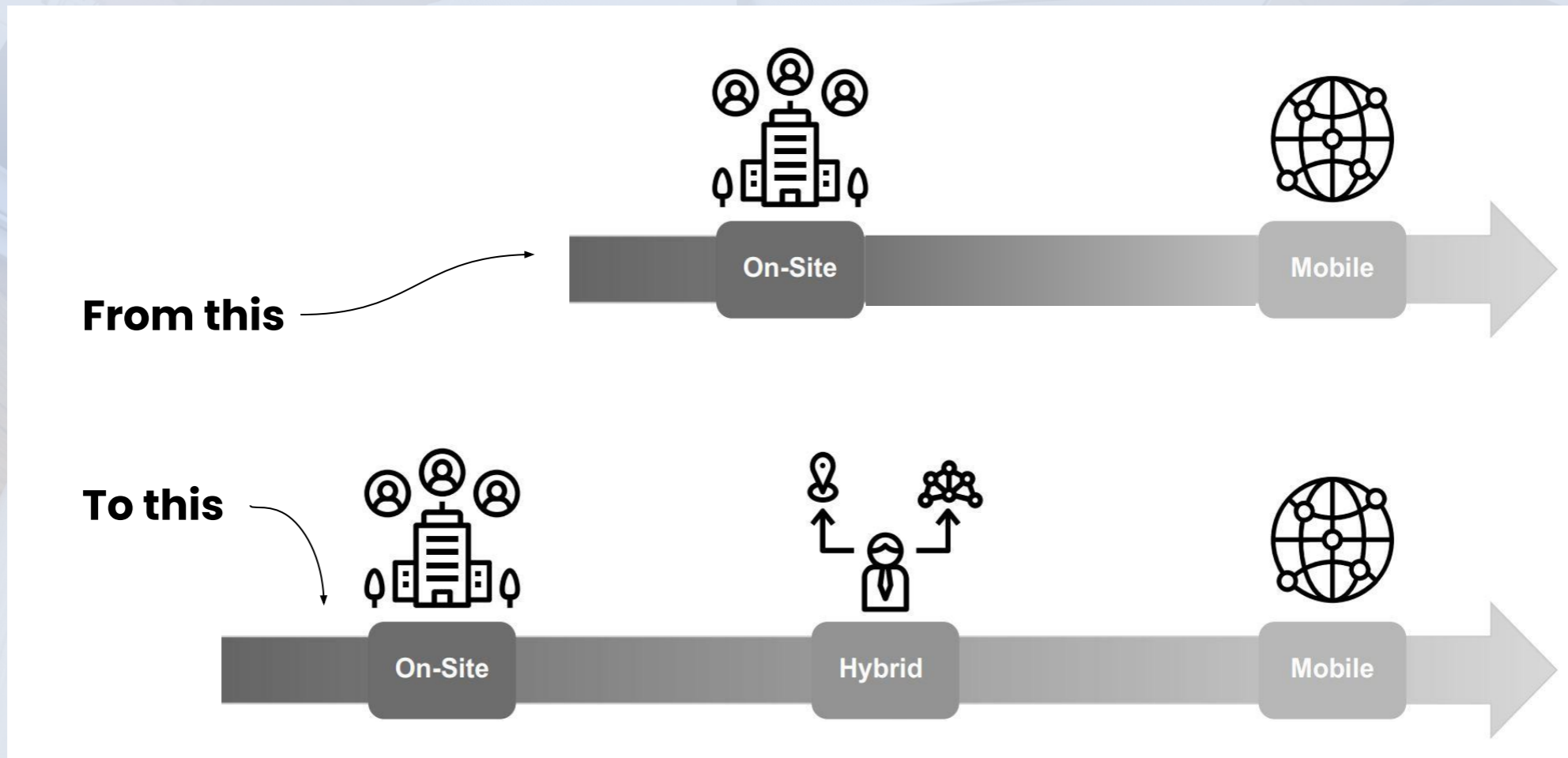
Poll Question

- 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

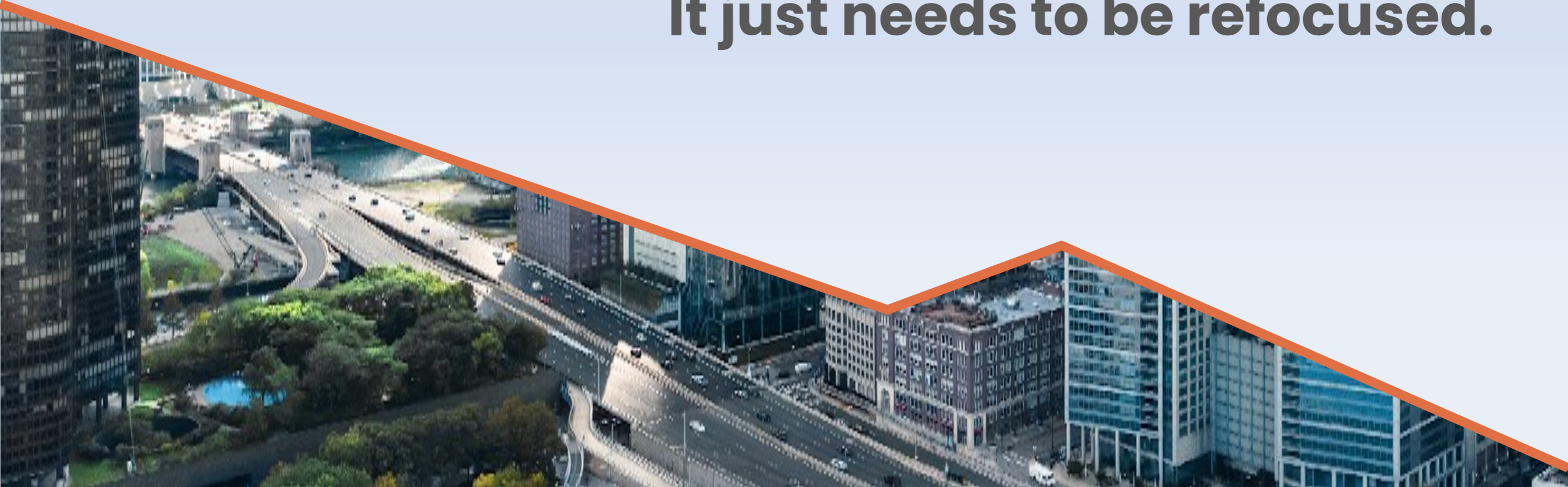
Distributed work...**is trusted work**



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

| Internal GSA | Sequence of Events | | | | | |
|--|--------------------|---|---|---|--|---|
| Senior Leader Visioning | █ | | | | | |
| Update Workplace Engagement Tools | █ | | | | | |
| Develop Best Practices and Training for Hybrid Work | █ | | | | | |
| Create Prototype Innovation Lab | | █ | | | | |
| Conduct GSA Internal Workplace Engagements | | | █ | | | |
| Train Client-Facing Teams & Workplace Consultants | | | | █ | | |
| | | | | | | |
| Outside GSA | | | | | | |
| Initial Future of Work Planning | █ | | | | | |
| Best Practices Training Available | | | █ | | | |
| GSA Project Teams Support Future of Work Workplace Engagements | | | | █ | | |
| Case Studies of GSA Workplace Engagements Available | | | | | | █ |

Poll Question

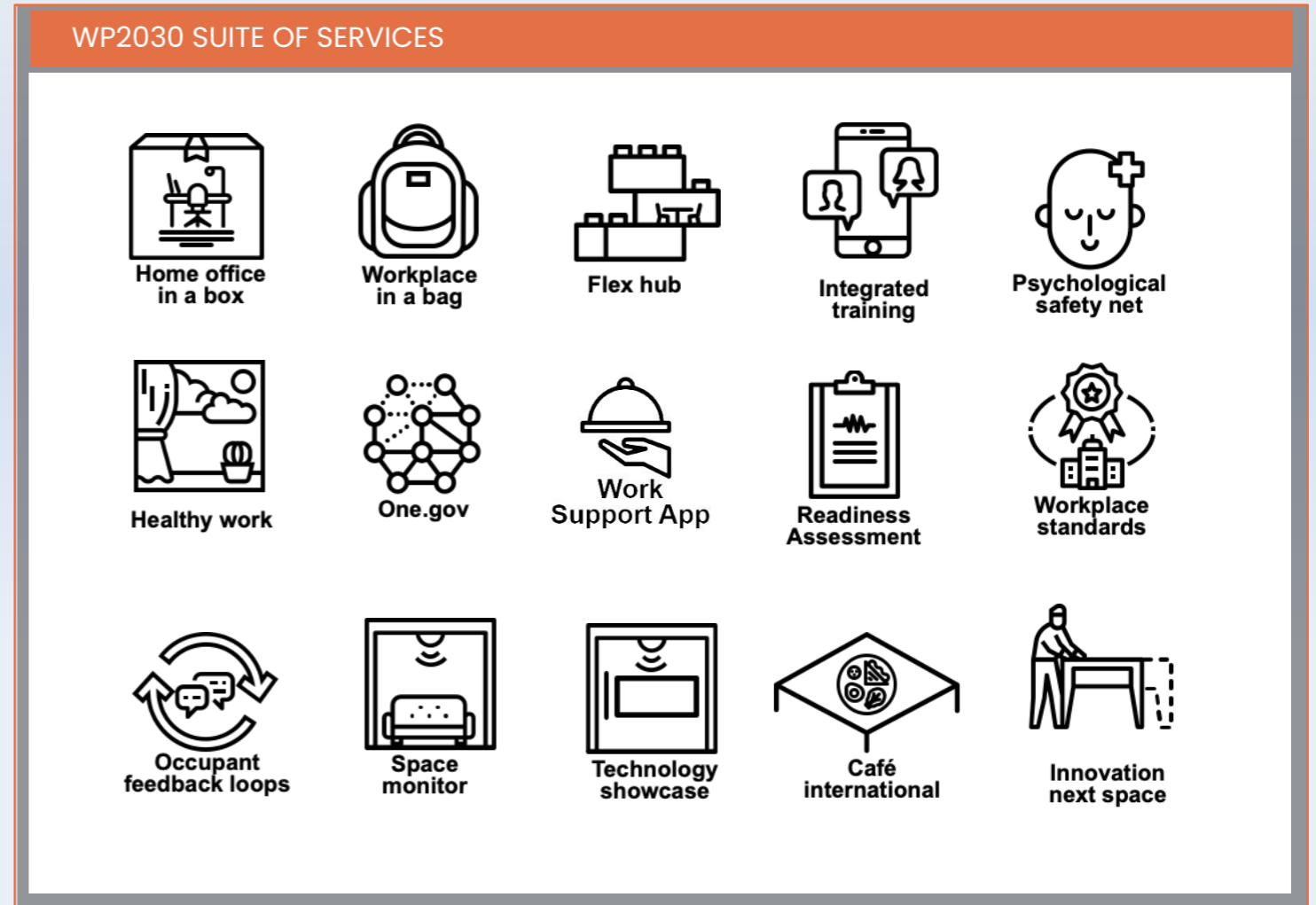
1. How far do you think your agency will move toward remote and hybrid work?

- 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





Home Office In a Box



Workplace & Technology Showcase



Space Monitor / Feedback Loop



**GSA Flex Hub
(Space as a Service)**



Work Support App

Poll Question

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



Occupant
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

WP2030 SUITE OF SERVICES



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in a box



Workplace
in a bag



Flex hub



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Psychological
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Enabling Mobility

WP2030 SUITE OF SERVICES



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Smarter Spaces

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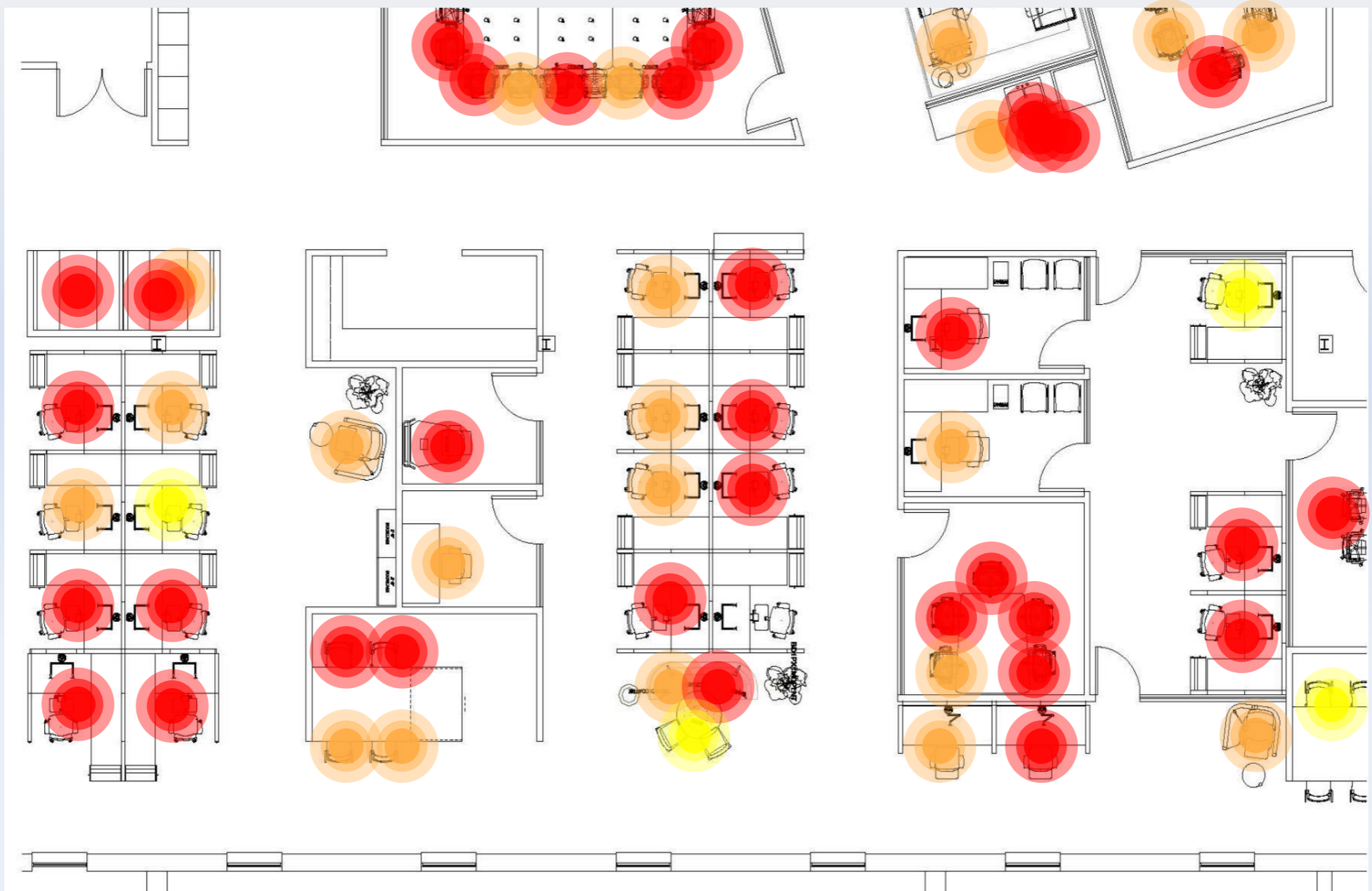


Café
international



Innovation
next space

Smarter Spaces





Home Office In a Box



Workplace & Technology Showcase



Space Monitor / Feedback Loop

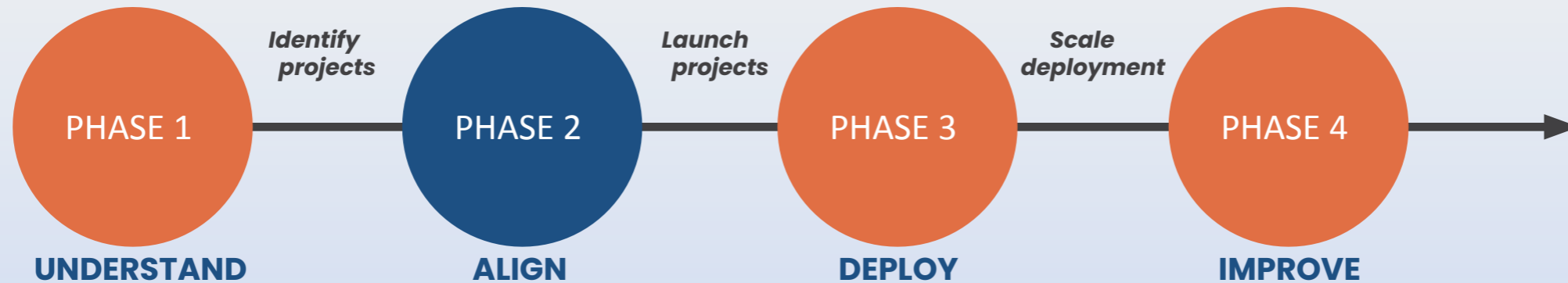


**GSA Flex Hub
(Space as a Service)**



Work Support App

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.

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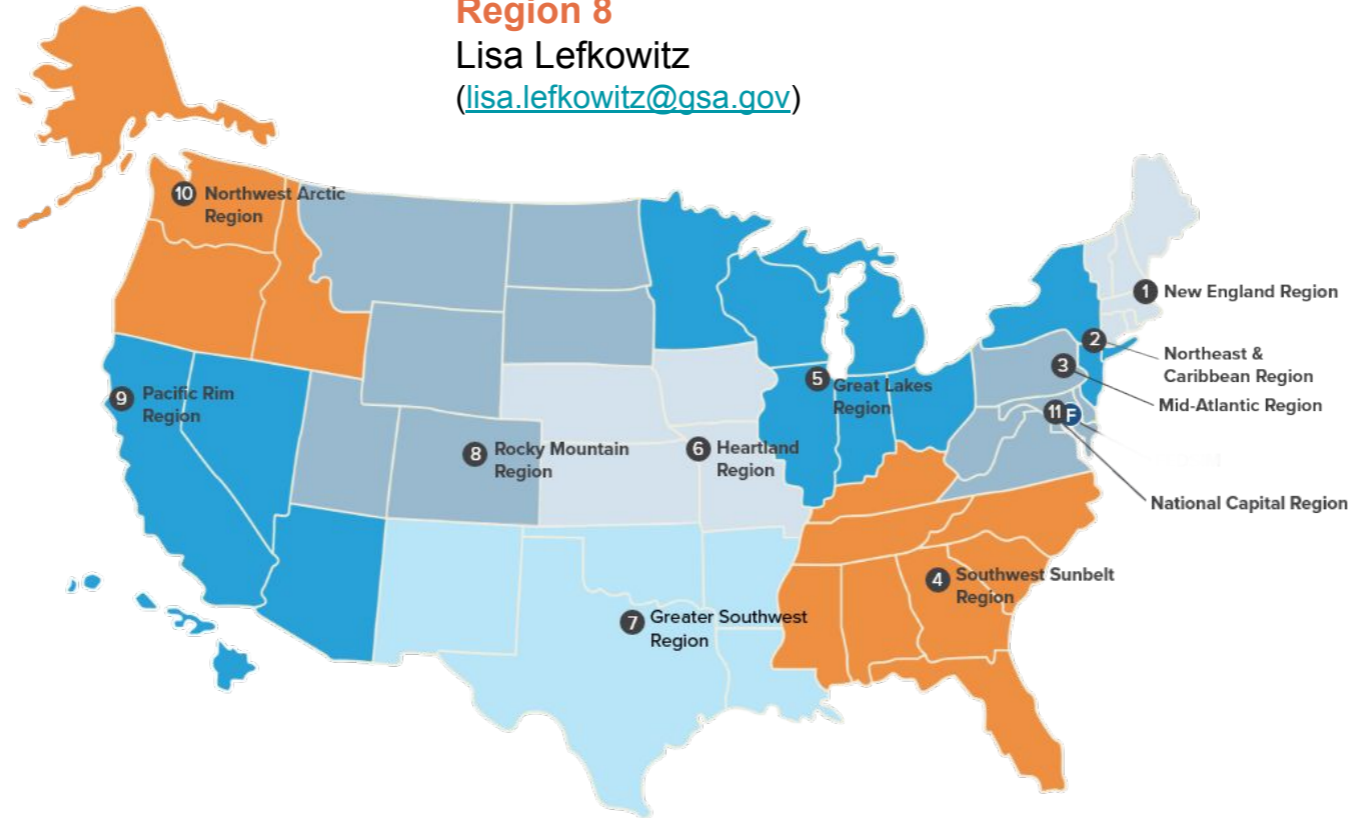
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