



Client Enrichment Series

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 site.

Future of Federal Work Insights

Presented by:

Brian Gilligan, PE, SCPM

High Performance Buildings Expert

GSA OGP Office of Federal High Performance Buildings

- and -

Jane Schuster

Workplace Strategist

Center for Workplace Strategy

GSA PBS Office of Design and Construction



Hosted by:

James Fotopoulos

Regional Account Manager

GSA PBS Heartland Region (Region 6)



U.S. General Services Administration

future of federal work workplace 2030

The Future of Federal Work Insights

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

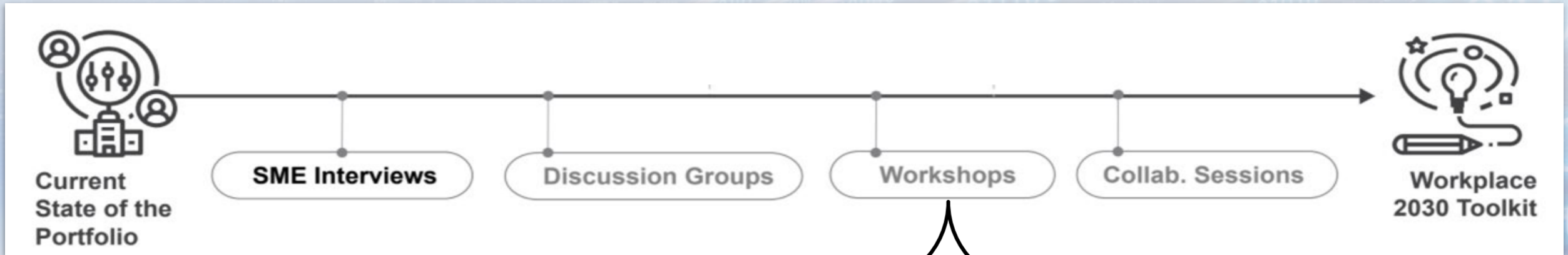
**Real estate
will be used to
maintain and
enhance human
connection**

**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**

Workplace 2030 - Future of Federal Work



Workplace 2030 – Discussion Groups

Workforce

**What worked
and what didn't?**

**Workplace &
Services**

Workplace 2030 – Workshops

**Opportunities,
Barriers**

**Forces and
Futurecasting**

**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?

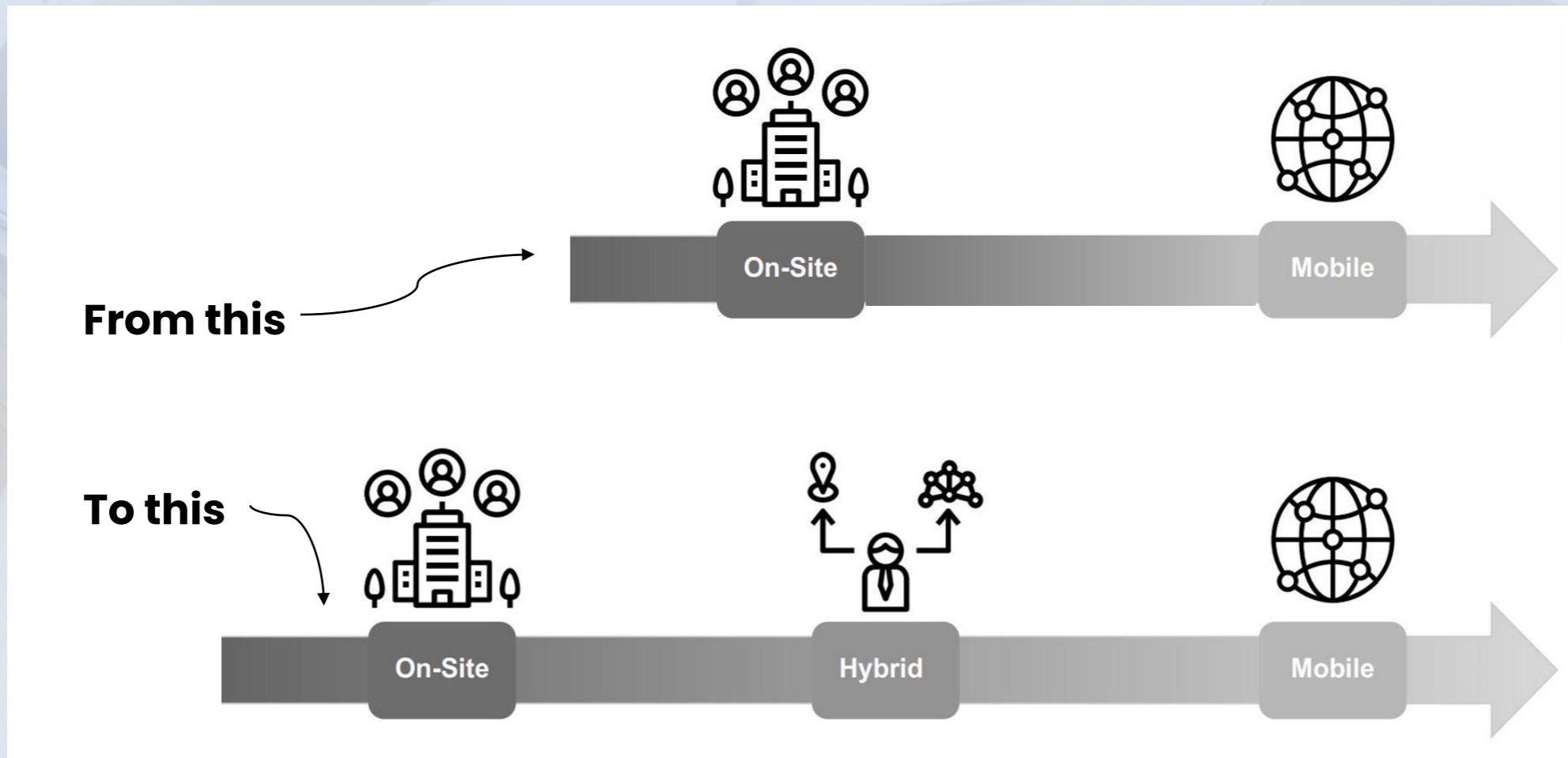
- A. Critical;**
- B. Somewhat;**
- C. Not at all**

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

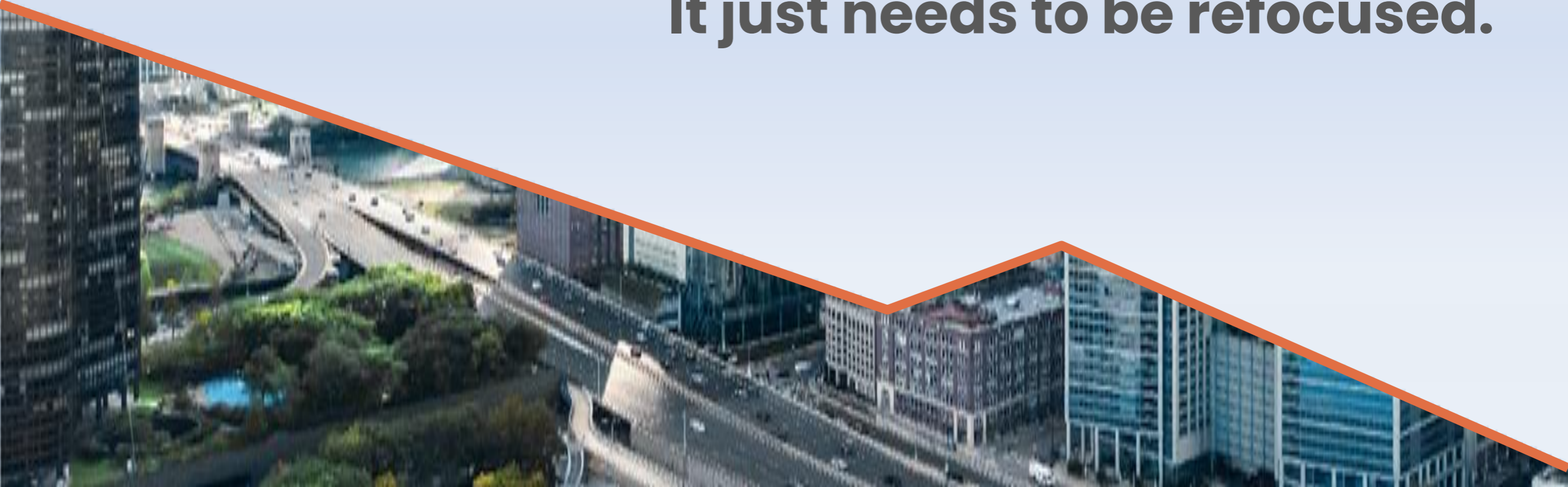
Distributed work...**is trusted work**



Workplace 2030 Guiding Principles

We will still want the office.

It just needs to be refocused.



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 – Remote Work

**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

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**

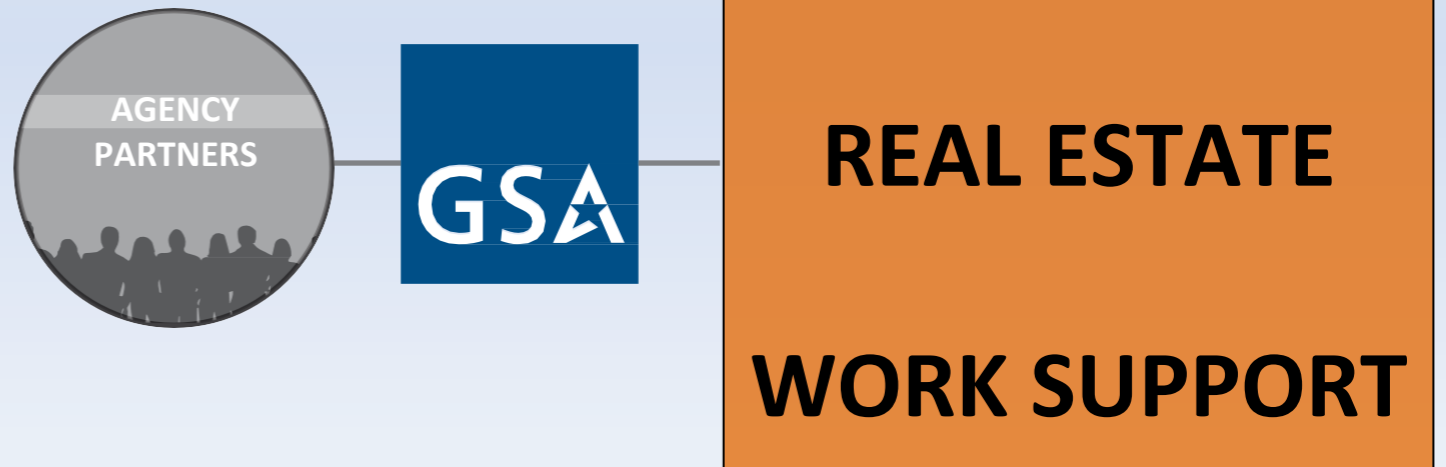
Federal agencies' pandemic response did reveal the **limits** of present-day technology.

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.

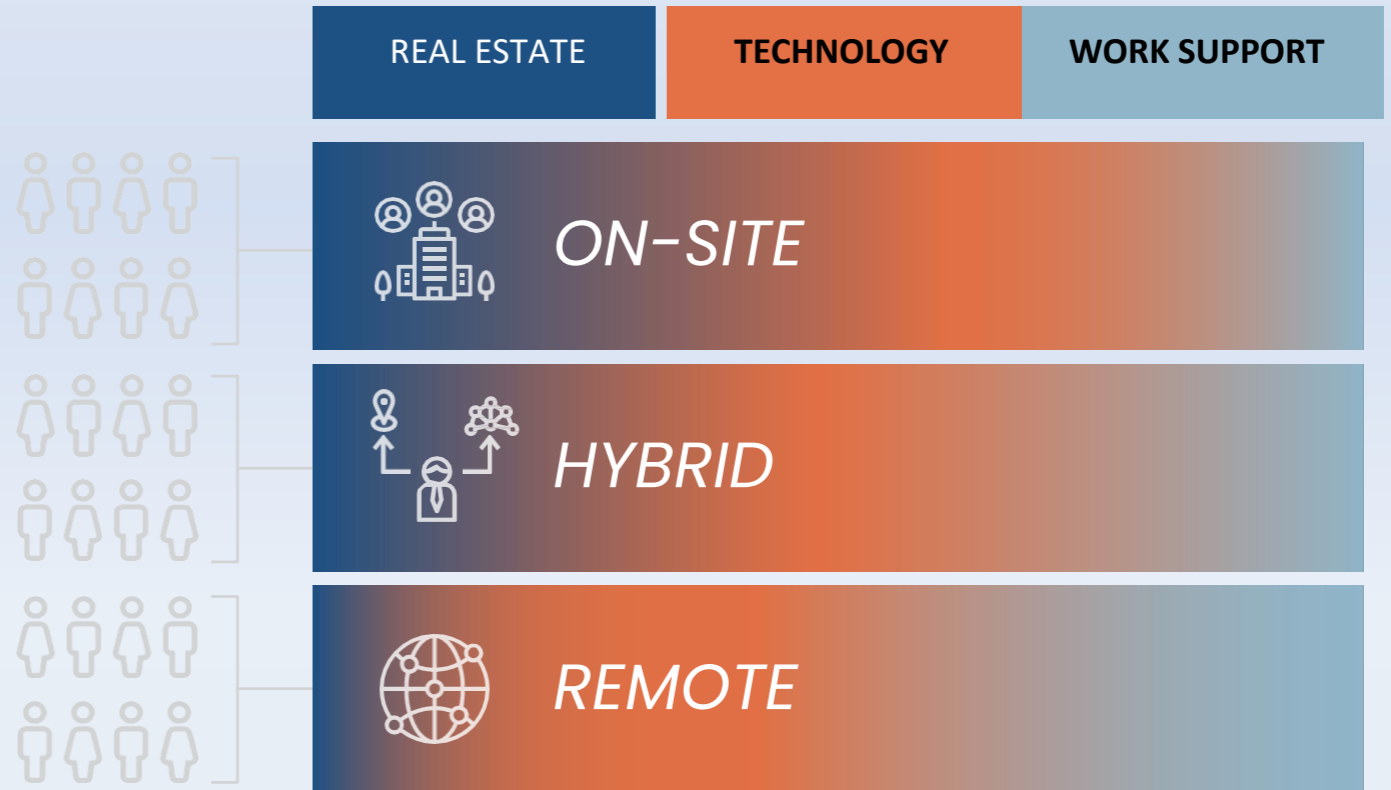
These services must **adapt and expand** to support the evolution of work over time.



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

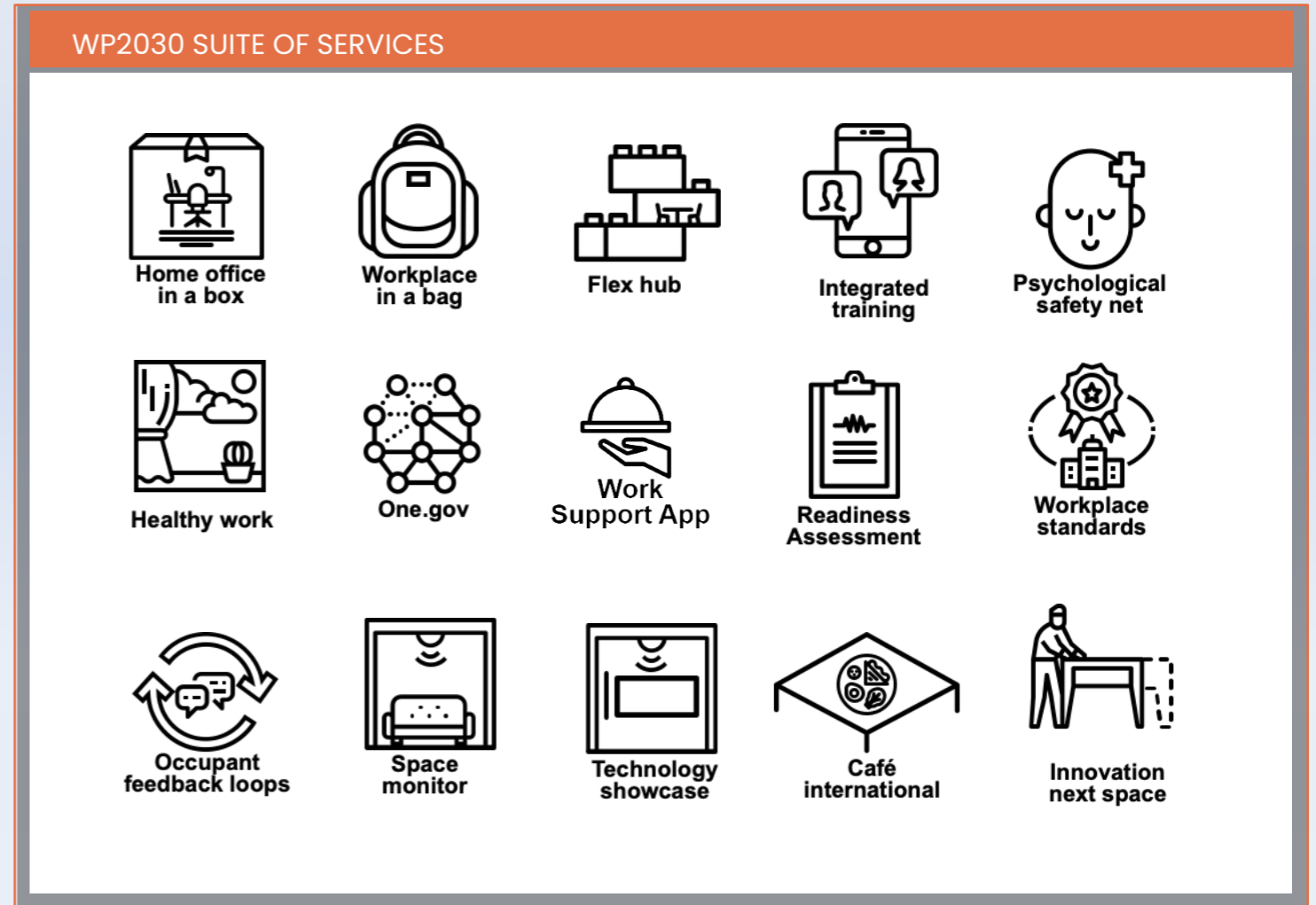
3. How far do you think your agency will move toward remote and hybrid work?

- A. None, status quo;**
- B. Some, simple changes;**
- C. Far, Significant change;**
- D. Uncertain**

New services will make it possible

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

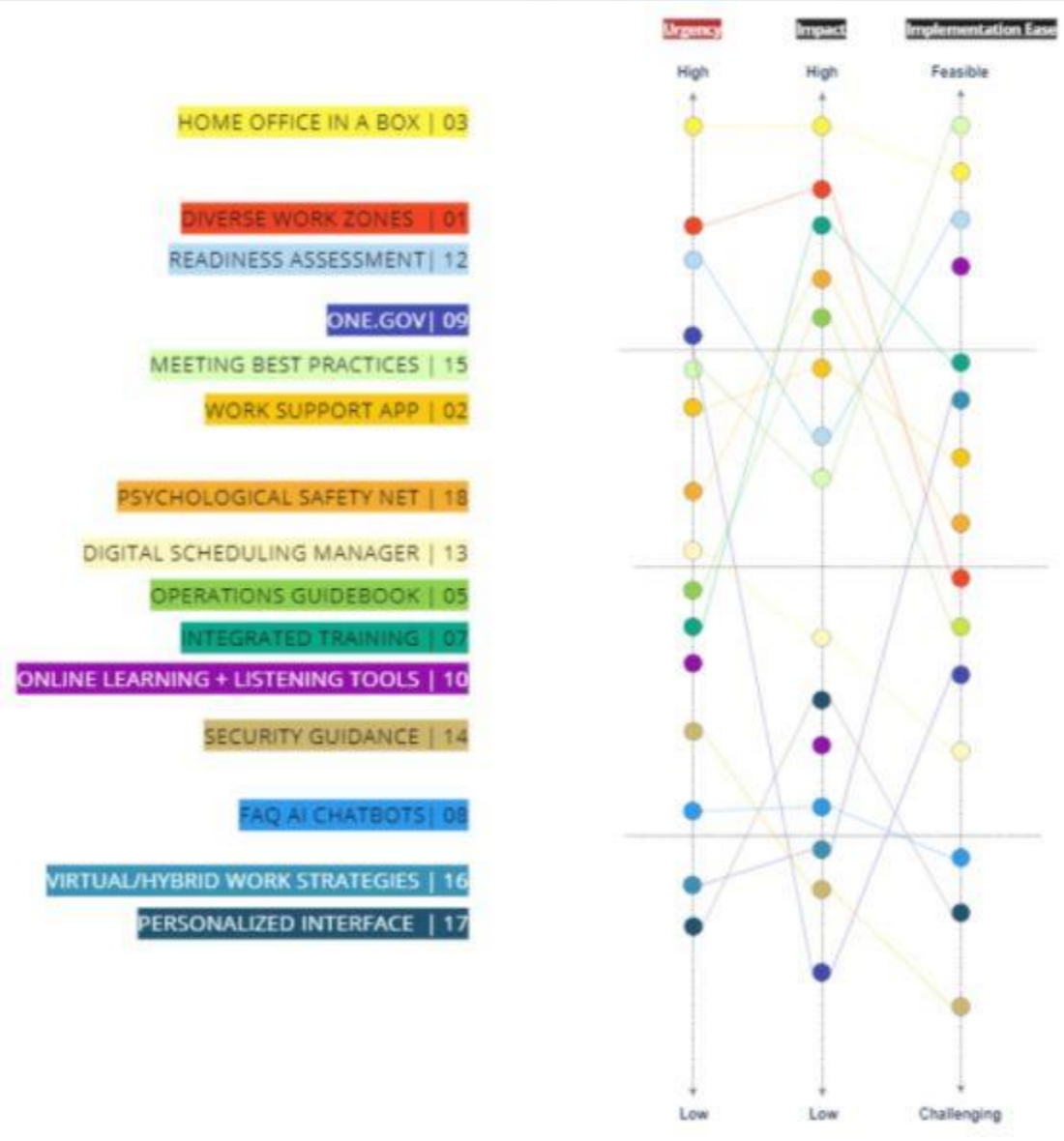
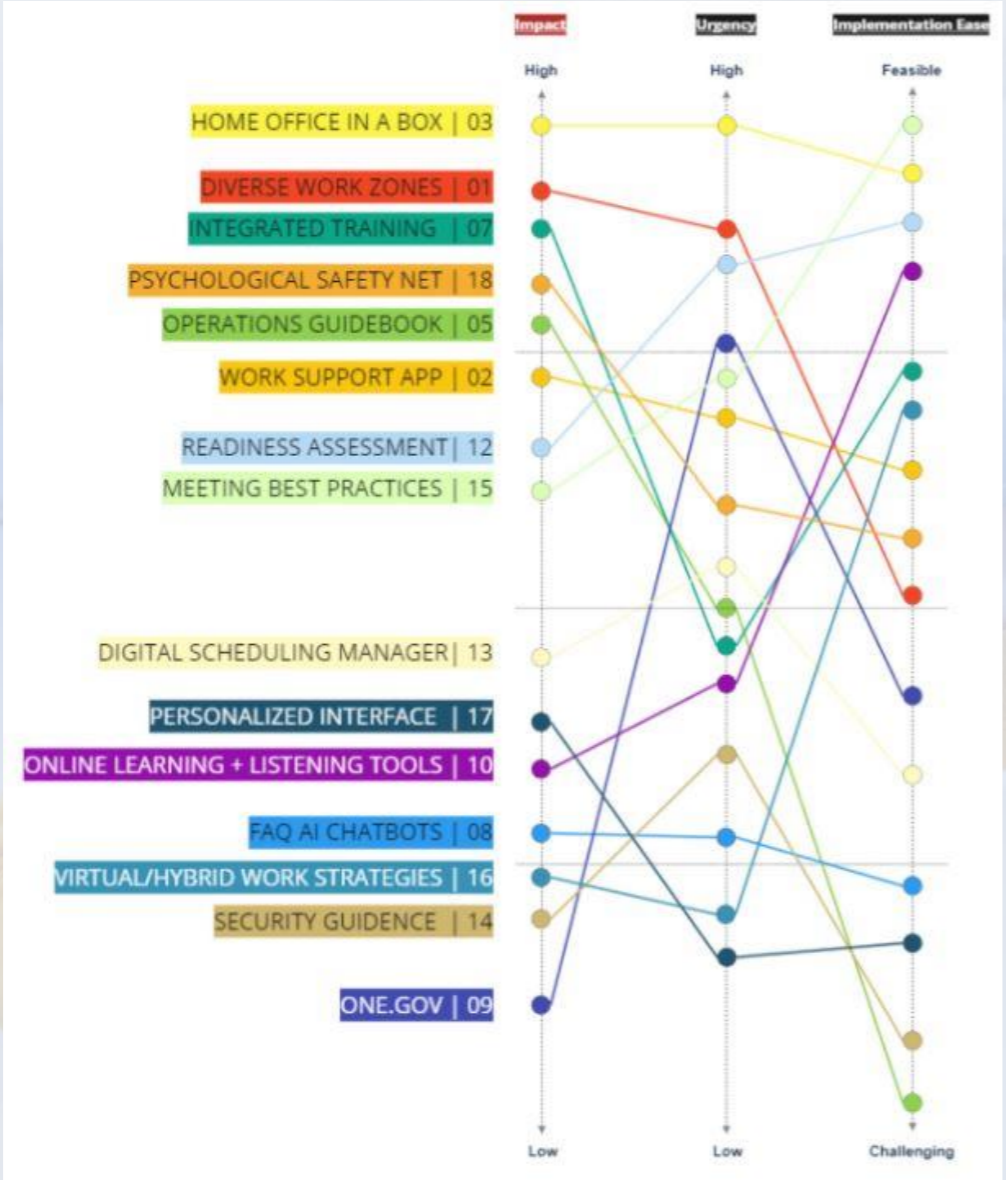
GSA has begun to develop an expanded suite of services.



GSA emerging services prioritization



GSA emerging services prioritization graphs



Five Services Ranked as having the Highest Impact and Urgency



Home Office In a Box



Workplace & Technology Showcase



GSA Flex Hub (Space as a Service)



Space Monitor / Feedback Loop



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.



Workplace standards



Readiness Assessment

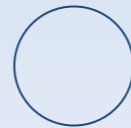


Space monitor

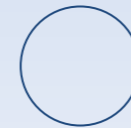


Technology showcase

CURRENT STATUS



NEW
CONCEPT



EMERGING
OFFERING



EXISTING/
ADAPTABLE

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



Workplace standards



Readiness Assessment

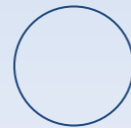


Space monitor

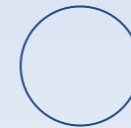


Technology showcase

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.



Space monitor

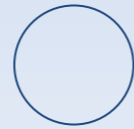


Occupant feedback loops



Technology showcase

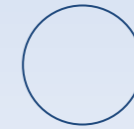
CURRENT STATUS



NEW
CONCEPT



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OFFERING



EXISTING/
ADAPTABLE

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.



Home office
in a box

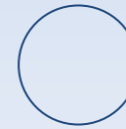


Readiness
Assessment

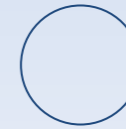
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NEW
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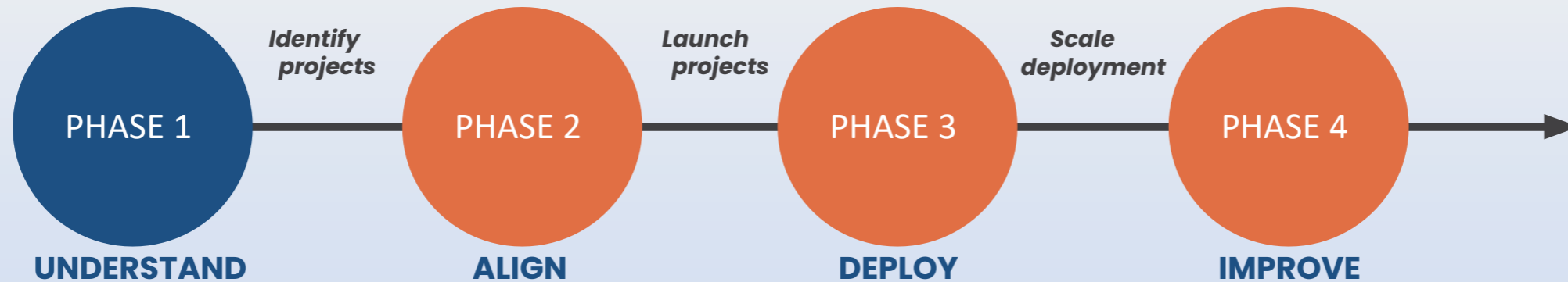


EMERGING
OFFERING



EXISTING/
ADAPTABLE

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

Region 1

David Krassnoff
(david.krassnoff@gsa.gov)

Region 2

Jean Keane
(jean.keane@gsa.gov)

Region 3

Caitlin Zaslow
(caitlin.zaslow@gsa.gov)

Region 4

Amy Pegues (acting)
(amy.pegues@gsa.gov)

Region 5

Ronnie Bent
(ronnie.bent@gsa.gov)

Region 6

Allyson Sawatzke
(allyson.sawatzke@gsa.gov)

Region 7

Becky Parham
(rebecca.parham@gsa.gov)

Region 8

Lisa Lefkowitz
(lisa.lefkowitz@gsa.gov)

Region 9

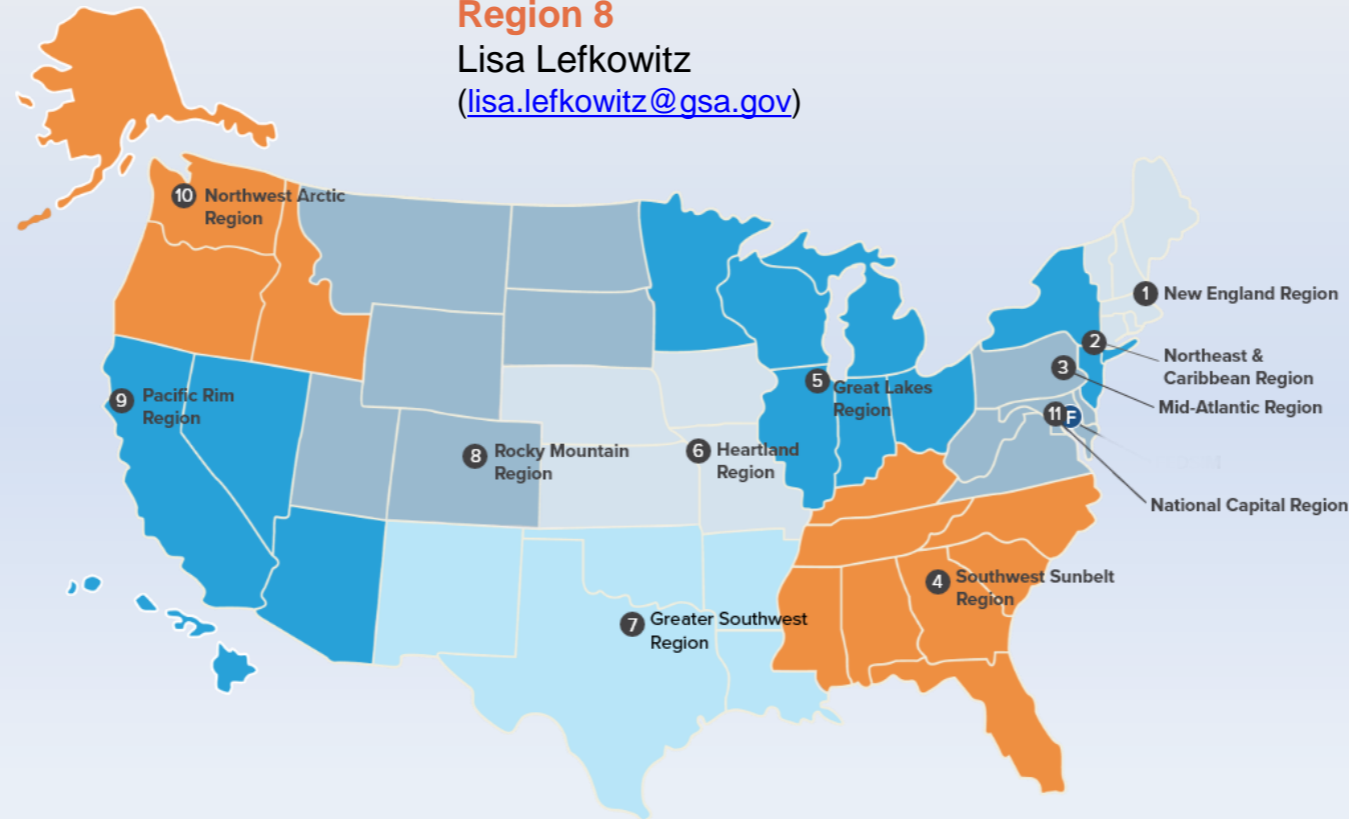
Stacey Fong
(stacey.fong@gsa.gov)

Region 10

Peter Gray
(peter.gray@gsa.gov)

Region 11 (NCR)

Wendy Conty
(wendy.conty@gsa.gov)



Center for Workplace Strategy (National)
(workplace@gsa.gov)

[National Customer Engagement Contacts \(link\)](#)

Benefit for the American taxpayer

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



Questions?

Brian Gilligan, PE, SCPM

High Performance Buildings Expert

GSA OGP Office of Federal High Performance Buildings

brian.gilligan@gsa.gov

Jane Schuster

Workplace Strategist

Center for Workplace Strategy

GSA PBS Office of Design and Construction

jane.schuster@gsa.gov

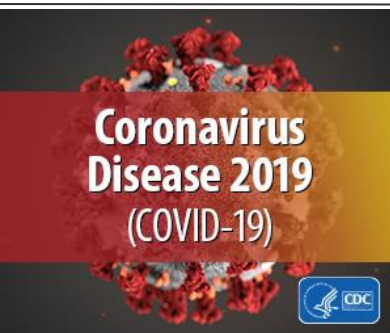


Client Enrichment Series (CES)

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

Missed a class? You can catch us on  YouTube
[Bookmark and binge watch all your favorite CES sessions!](#)



www.gsa.gov/ces
clientenrichmentseries@gsa.gov