



# Designing the Office of the Future

May 2, 2023, 2:30 p.m.



**2023** JOINT ENGINEER TRAINING  
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# Designing the Office of the Future

## Speakers:

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## A Look at the Office Today

In 2023, organizations must look at their workplace as more than a tool to support the business and drive value. It's a **competitive advantage** in the market and should be designed to match.



Embrace **mobility**  
and **balance**  
workspaces

Facilitate  
**connections**  
across service  
lines

**Inspire** and  
**engage** clients  
and employees

Prioritize  
**investment** for  
maximum impact

Make your space  
distinctly **YOU**

# Deloitte's Mobility Analysis

By assessing the **mobility of your workforce**, you can create an office design that caters to the roles and function within your organization.

## Mobility Analysis

### Explore Occupation "X"

1

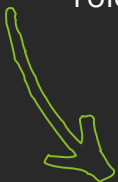
#### Understand the Roles

First, the work performed at your organization needs to be broken down into individual occupations. Then, each occupation must be broken down into the discrete roles that comprise the occupation.

2

#### Understand the Activities Undertaken for Each Role

To understand where each person executing each occupation will be most productive, each role must be deconstructed into activities.



Activity A

Activity B

Activity C

Activity D

Activity E

Activity F

### Analyze Occupation "X"

3

#### Perform Productivity Analysis

Each role then needs to be analyzed to determine the most productive location. Factors include the nature of each activity (work, work frequency, collaboration needs); location-specific implications for productivity (efficiency, effectiveness, and employee wellness); and workplace requirements (tools and environmental considerations).

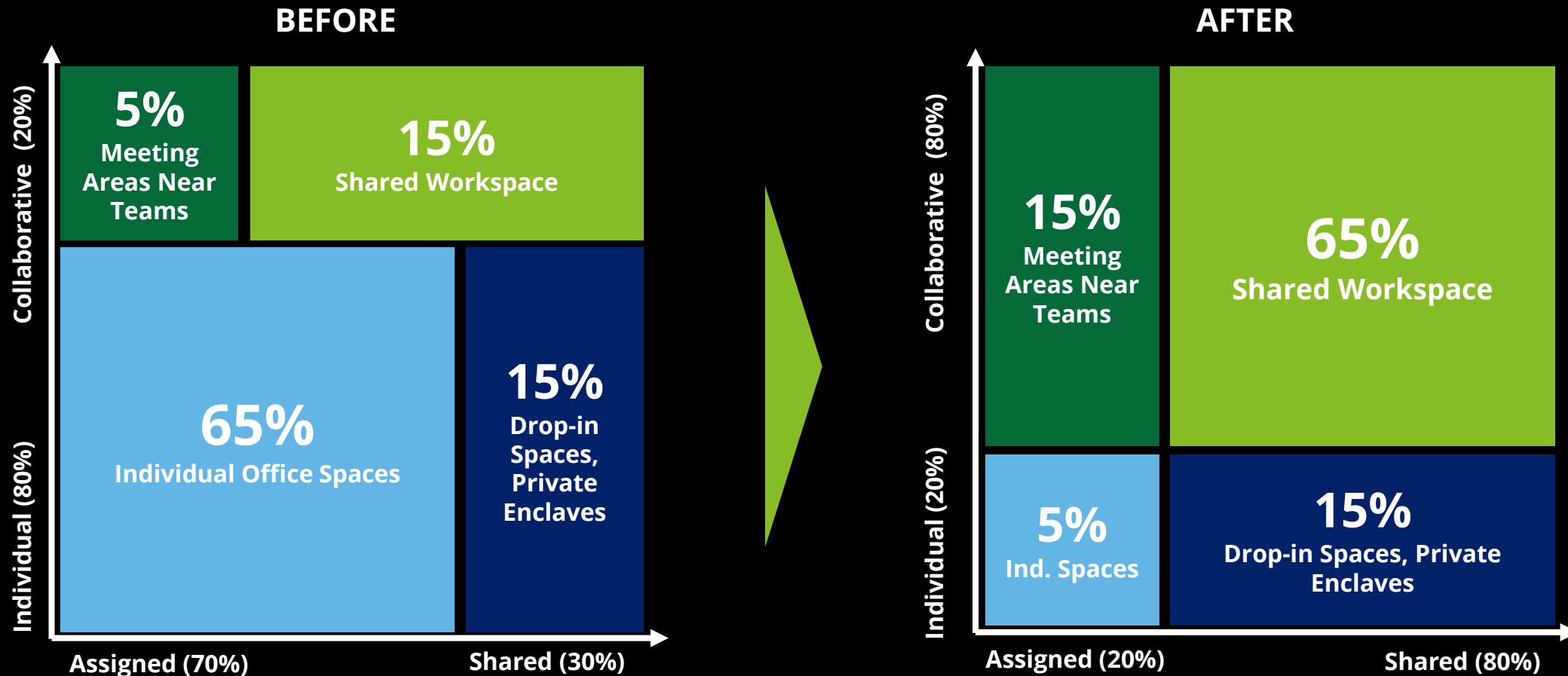
4

#### Determine When and Where to Work

After each role is categorized into task type, frequency, and location, each occupation can be looked at holistically to establish guidelines for where the individual should physically work to be most productive. Providing employees with these guidelines will help individuals, teams, business units, and the entire organization improve productivity, employee experience, and cost efficiency.

## Space Type Reallocation

Overarchingly, the numbers have told us that an optimized space looks more like **shared, team workspaces** and areas to **gather** rather than more traditional, individually styled space. As seen below\*, this redesign translates to a **decreased footprint and enhanced collaborative environment**.



\*Illustrative

## Enabling Technologies

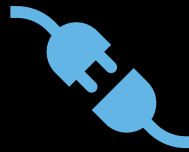
Technology is a key driver to ensure a high functioning workplace. The following enabling technologies allow practitioners to **maximize productivity regardless of location**.

**Workplace Technology;** outfit the office with state-of-the-art technologies & resources



### WiFi Connectivity

Robust internet & connection throughout the office



### Docking & Power

Universal/adaptive docking & power for ease of hookup



### Equipped Team Rooms

Spaces ready to support hybrid, display & more



### Offing Badging

Track personnel, patterns and office utilization accurately

**Supplemental Technology;** provide employees additional resources for times they are **working remote**



### Phone & Headset

Enable employee mobility & improve hybrid collaboration



### Monitor(s)

Additional screen real estate to maximize productivity



### Remote VPN

Create a secure network anywhere

# Department of the State

This organization's legacy portfolio and office design was driving high cost and limiting flexibility. Deloitte helped to design and implement spaces that **improved functionality** and **saved government funds**.

## LEGACY DESIGN

### Collaborative

minimal stations limit employee interaction

### Lacking

- Social Areas
- Touchdown



### Workstations

siloed, minimal stations limit employees

### Offices

- Oversized
- Blocks daylight to interior office

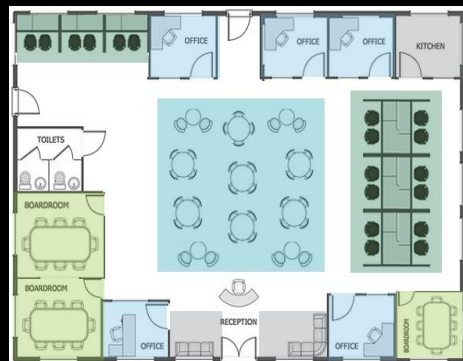
## HYBRID DESIGN

### Collaborative

Various types, sizes & resources

### Social/Support

promotes interaction & well-being



### Workstations

- Greater availability
- neighborhoods

### Offices

- Reduced count by 80%
- Varied size & placement

### Touchdown Stations

Central and accessible

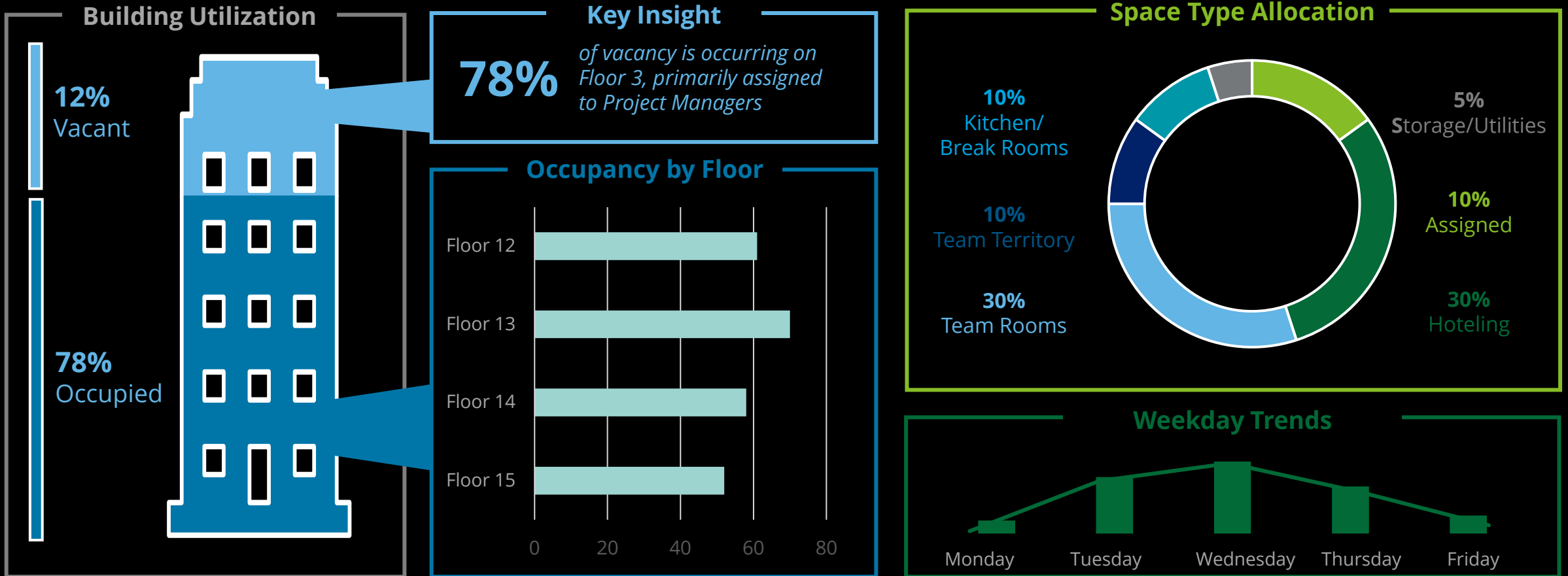
## Key Takeaways

By reallocating their space footprint, this State Agency was able to **increase utilization** and **maximize their cost per square foot**.

By applying these principals across their real property portfolio, the State will reduce their annual rent costs by **\$3.7M annually**.

## Metrics that Matter

Data collected proves that these changes are **worthwhile** both to practitioners and as a long-term investment to the organization. By integrating technologies and software into the facility, leaders can see the **effects these changes have** on their workplace and people.



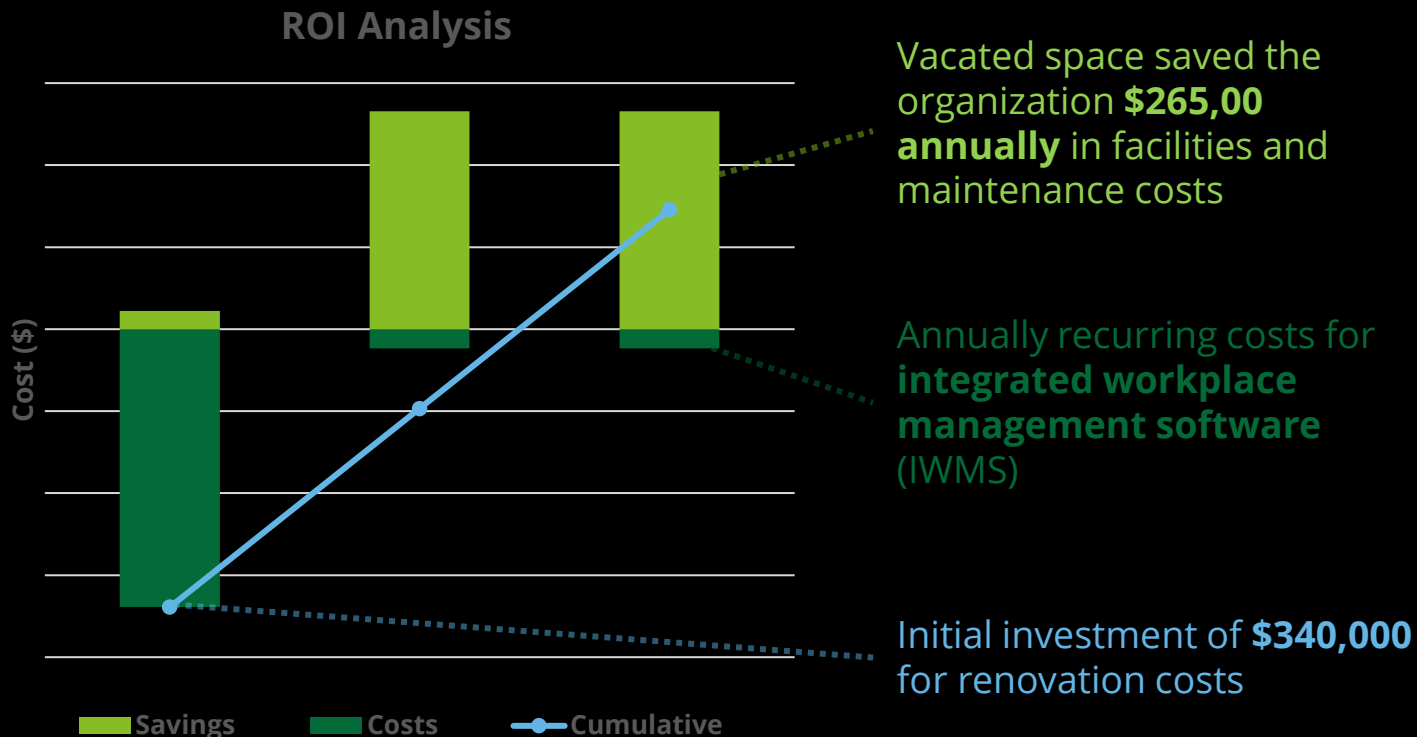
\*Illustrative view of some of the dashboarding tools Deloitte has used to provide portfolio insight



## Installation Support

Our DoD client has seen significant returns by divesting underutilized space and instead investing in transforming their space to be **more supportive of today's workforce**.

The organization was focused on increasing **collaboration, connection and innovation** across the workforce and within their workplace.



### Key Takeaways

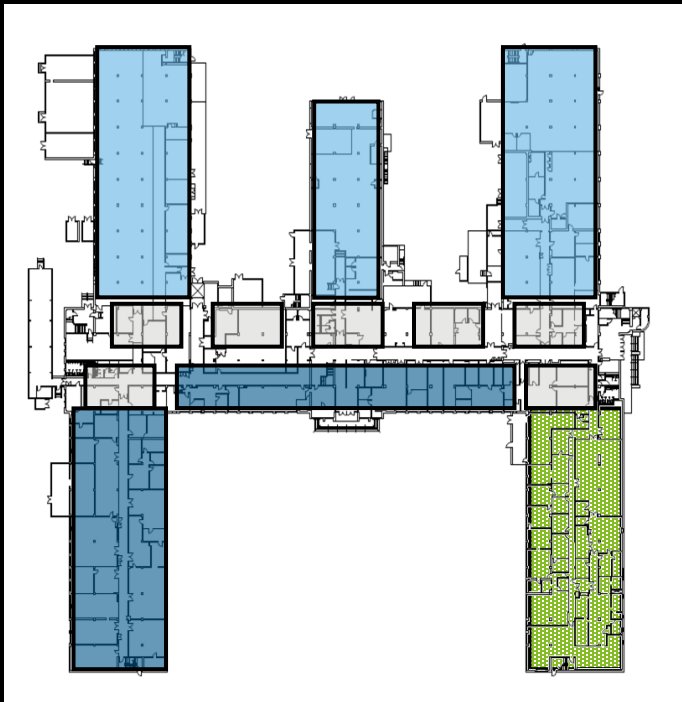
Through space reallocation, this client will have **more than doubled collaboration space** in the office.

The installation management organization will **break even 17-months** since beginning FoW efforts, ending FY '23 with **net positive \$145,000**.

## Department of Defense

This DoD Information Warfare Agency is aiming to **consolidate existing HQ square footage** while increasing collaboration space and sharing costs amongst partners.

Deloitte assessed their utilization and facility breakdown to propose introducing hoteling, reduce allocated SCIF space and adding in additional team rooms.



### Solution:

- Introduce **hoteling** where space can be claimed daily through a reservation system on an as-needed basis
- Pockets of **assigned seating** for team members who needed to be onsite majority of the time
- Convert previously assigned desking or underutilized SCIF space to **collaborative styled space**. Available first-come first-served or through reservation system.
- Maintain **SCIF space** for secure work as needed based on workforce mobility analysis

### Key Takeaways

Deloitte's Mobility Analysis Tool identified ~100,000sqft to **repurpose or vacate**.

This plan requires a \$580M investment over a 20-year period, **\$164M less** than the cost previously proposed over the same period.



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# THANK YOU

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