

Overview of Tomorrow's Workplace Projects: June 2015 - May 2016

Workspace and Business Unit Change Support		
Project	Description	Status Update
Flexible Working Awareness Campaigns	Corporate wide engagement with staff to showcase what it means to work flexibly through videos, infographics, articles, elevator panels and contests. Also participated in corporate and public events including eCity, Diversity and Inclusion Day and Doors Open YYC.	Project is ongoing.
Share Your Chair campaign	This cultural change initiative allows staff to indicate with signage when their assigned desk is available for others to use when they aren't there, like on a day off, on vacation or away on training. This group is being leveraged as flexible work champions for other projects and initiatives.	279 staff have signed up to share their chair.
myFlexwork Community	Launched in April 2016, the myFlexwork Community is a network of City staff that connect and share information, experiences and strategies about flexible work through a series of events and an online forum.	Project is ongoing.
myFlexwork Website	An online, one stop shop website of resources for flexible workers and managers. Site testing shows 98.6% percent of user agreed the information on the website was easy to understand and find. Over 6,308 visits during the soft and hard launch phases (June 2015 – December 2015).	Complete.
Technical Support for Mobile Employees	As employee mobility grows, the ability to support mobile employees when they are not at a fixed location becomes a challenge. This project analyzes and develops strategies to address technical support for mobile employees.	Project analysis is underway.
Quarterly Leadership Communications	Regular newsletter to keep approximately 240 managers and leaders informed of TW progress and provide them with knowledge and information to lead successfully in a flexible workplace.	Project is ongoing.
Information Management for Mobile Employees	IT, working alongside TW, has updated their information management documentation to support mobile employees. Additionally, a new course has been developed to support employee understanding of information management and security of information.	Course offerings underway.
TW Playbook	The playbook is the repository of tools, processes and approaches that have been developed by TW. This document is a supporting tool for the Workplace Solutions Service Model.	Project is ongoing.

Workplace Solutions Service Model	TW and Workplace Solutions are developing a formalized, repeatable, and sustainable service model to support flexible work. The final model is integral to operations and will show full integration of accommodation planning, change management, IT and delivery of flexible work.	Service model processes are being defined, tested and formalized with other service model components ahead of 2017 TW program closure.
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Technology		
Project	Description	Status Update
Data Warehouse & Dashboard and Corporate or Workplace Data Management	A collaborative project between FM, HR and IT to measure and report metrics by expanding the capacity of PeopleSoft, Active Directory and Archibus to enable accurate data collection, analysis/trending, reporting, and informed decision-making.	Data integrity and process improvements are underway, which will result in more effective data management to support a flexible workplace.
Digital Utilization Investigation	The "Day in the Life Study" was a critical project that informed the organization and created awareness of how space is being utilized. This project is investigating the use of digital data to continue to monitor and inform utilization of space.	Investigation underway.

Leveraging Workspace as a Corporate Asset		
Project	Description	Status Update
Flexible Space Standards	A set of standards that will support the organization to move to a flexible work environment by understanding the ratio and balance of assigned and unassigned spaces and the amenities that enable productivity.	Standards have been established which will support the planning of flexible workspaces.
Right to Access	Recognizes that the organization's space is a corporate asset and employees must be able to utilize shared spaces and amenities to be productive. It recognizes that there are public and secured spaces, but that the majority of spaces should be accessible to employees regardless of business unit.	TW is working closely with Corporate Security to implement the new security protocols.
Workplace App and Boardroom Strategy	TW is currently developing a Workplace App and Boardroom strategy that will lead to the optimization of real estate costs through improved use of office space. The app and associated strategy will improve employee productivity and satisfaction by simplifying the scheduling of meeting spaces.	Ongoing. Issuing a new RFP for efficiency and cost savings.

Corporate Flexwork Hub Strategy	Recognizing the success of the Flexwork Hub and demand from across The Corporation for additional hub spaces to support employee productivity, a Flexwork Hub strategy is being developed. The Flexwork Hub strategy will inform locations, operational sustainment and governance of these spaces.	Project has been chartered and the strategy is under development.
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Business Unit Workspace Reduction Projects and Buy-in		
Business Unit	Description	Status Update
Information Technology (IT):	IT has been a strong partner and a sponsoring business group that supports mobility as leaders and champions. Faced with a very quick relocation as a result of the move of staff from Historic City Hall, IT immediately embraced a mobile workstyle and culture as they transitioned to the Andrew Davison Building.	Phase 2 will move them from 11% space savings to an estimated 17%.
3-1-1 Early Adopter Project	This pilot project in partnership with Customer Service & Communications provided 3-1-1 staff with the opportunity to work from home rather than commute to work.	This project has resulted in approximately 9 per cent of 3-1-1 staff teleworking.
Roads Early Adopter Project	Flexible work styles and workplaces were introduced for Roads staff. The business unit is working towards a target of 40 per cent staff mobility. This includes work being done to the Manchester Building E to implement a citizen facing permit counter and Corporate Flexwork Hub. This will allow roads to contribute to the departmental space target, increase collaboration amongst business areas and provide real estate savings.	Work is ongoing.
Water Business Technology Flexible Work Project	A partnership project with Business Technology to accommodate growth in the Water Centre. A high ratio of mobility is being established and supported within the space they currently occupy. This will serve their growth and collaboration.	Mobility ratios established and flexible space design underway.
Supply Management Flexible Work Project	A partnership project with Supply Management to create a flexible work environment by aligning workstyles, technology and workspaces for Supply employees in Building U at Manchester.	Evaluating mobile candidacy and preparing for change.
Corporate Security Flexible Work Project	This project will identify opportunities to incorporate mobility to accommodate Corporate Security's current and future growth needs, while maintaining culture, productivity and performance. The project will help determine the appropriate options in terms of workstyles, workspaces and technology to develop a flexible work environment.	Options analysis underway.
Other Business Unit Support Projects	TW is in preliminary discussions about how to optimize workstyles and workspaces with over 13 business units, including: Recreation, Audit, IIS/CAI, CSC, UEP, Planning and Development, and Finance.	Work is ongoing.