ENABLING THE WORKFORCE OF THE FUTURE

INDUSTRY PERSPECTIVE

DXC.technology

EXECUTIVE SUMMARY

Imagine the alarm clock ringing to your favorite workout song to prepare you for your usual morning jog. After your run, the refrigerator reminds you that the milk is low by pinging your mobile device. As you hop into the car to start your day, the GPS automatically routes you to the new dentist's office for your appointment.

Gone are the days of imagining an interconnected world. Technological advances have given rise to "smart" homes and cars and made our everyday personal routines more efficient.

Today, the same is true for your workplace. **The workplace of the 21st century is vastly different than it was even just 10 years ago.** The rise of mobility and cloud are enabling efficient and effective work done on the road, in the air, on the couch or at the local coffee shop. The core of this evolution lies with people: your agency's employees, customers and constituents.

However, enabling the workplace of the future in your agency is not a walk in the park. That's why GovLoop sat down with DXC Technology's Bryan Coapstick, Director of Mobility and Workplace Services, and Trevor Gordon, U.S. Public Sector Practice Principal for Mobility and Workplace Services, to explore what the workplace of the future is and how your agency can achieve it.

THE DRIVING FORCES IN THE EVOLUTION OF THE WORKPLACE

The workplace has undergone a major evolution over the past few years for a myriad of reasons. Our lives are converging to be more fully integrated: The line between work and life is distorting. For many, going to work no longer means a typical workday in the physical office. Instead, companies and employees are located across the globe, collaborating with one another, and are still expected to work effectively. According to DXC, 37 percent of the workforce is already working from multiple locations.

Similarly, there has been a multi-fold increase in telecommuting. Today's workforce expects the capability to work from wherever is most convenient for them – whether that be their home or the local coffee shop.

Another reason for this evolution is the drastic shift in workforce demographics. **By 2020, 46 percent of the active workforce will be millennials.** With this younger generation comes a different set of expectations for employers. **According to DXC, roughly, 80 percent of this generation expects access to the latest technology to make them more effective.**

Finally, the expectation for constant access to the latest technology also implicates changes in the form and function of applications and computing capabilities. Applications need to be able to float between device ecosystems and provide the customer varied application experiences. In a world where the average person uses multiple devices, it is no surprise that both employees and customers expect seamless and perpetual connectivity. This means reliable Wi-Fi access, personalized workspaces and apps that can fit the functions of today's workplace needs.

> The rise of mobility and cloud are enabling efficient and effective work done on the road, in the air, on the couch or at the local coffee shop. The core of this evolution lies with people: your agency's employees, customers and constituents.

Massive shift in workspace

More Devices

80%
of end users rely on multiple devices and expect latest technology

Multiple Locations

37%
work regularly from multiple locations

Flexible Meeting Spaces & Rooms

7-9M
rooms with displays

30-40M
rooms without displays

WHAT THE WORKFORCE OF THE FUTURE LOOKS LIKE

These shifts in preferences are changing the workplace, and it is important to understand what the future looks like.

According to DXC, several key characteristics define the workplace of the future.

First, mobility and cloud are key drivers. Harboring the benefits of cloud computing allows your agency's data and applications to be available even when employees are not close to the physical servers. Mobility and the rise of bring-your-own-device allows working independently of the physical office.

"We don't worry about the device anymore," said DXC's Gordon. "The device is just a medium to get to your applications and data so you can perform all those transactions on a given day."

Here are a few other characteristics:

- **Intelligent Workplace:** The office of the future must be an interactive place that offers employees access to the information and data they need at all times. For example, digital whiteboards allow employees to instantly save group work and access this information any time, from any place.

- **Digital Collaboration:** In-person meetings used to be the lifeblood of an organization, but digital collaboration is replacing the traditional style of meetings. Products like Skype for Business and Microsoft Office 365 have revolutionized the way employees interact.

- **Campus Mobility:** Employees expect a hassle-free transition of working from multiple locations, including moving around throughout the office. Rapid wireless connections allow employees to take their work to the cafeteria, conference rooms, and even outdoor spaces.

- **Digital Customer Experience:** The citizen experience is paramount in the public sector. Customers expect to have a flawless user experience, whether that be with your agency's mobile apps, front desk secretary or phone menu prompts. However, today's "customer" also includes the employees themselves.

- **Digital Personas:** The idea of "appification" and constant connectivity of the workplace is personalizing the workspace to embrace employees' digital personas.

Office of the Future Vision

Wireless connectivity throughout. Compute moved to cloud.

Conference Rooms

Displays, conferencing equipment is setup and works wirelessly and instantly for those in the meeting room.

Collaborative work spaces with video conferencing, interactive smart boards, etc.

Real-time monitoring of device performance prevents irritating delays such as paper jams by forwarding jobs to nearby alternatives.

Contextual Productivity
Employees bring identity wherever they go. The network recognizes each employee and configures devices.

Users can log into any workspace desk PC and print to the closest printer. Interactive multitouch LCD screens with digital work surface ergonomically surrounding user for natural manipulation using touch, gesture, and stylus.

Connected Workspace

Contextual Security
Access to the network for guests limited and carefully monitored with access removed immediately upon leaving the building; Facial recognition brings up guest profile with all previous interactions listed.

PCs have multiple sensors built in, for IoT.

HVAC systems control office climate, aided by weather data. Lighting adjust to nearby employees' preferences.

BENEFITS OF THE WORK-PLACE OF THE FUTURE FOR THE PUBLIC SECTOR

The ultimate goal of the workplace of the future is to increase productivity. A workplace that thrives on cloud and mobility enables employee collaboration and increases employee engagement. According to DXC, employee engagement leads to positive business outcomes, like 21 percent higher profitability, 37 percent less absenteeism and 22 percent less turnover.

Additionally, a digital workplace can help in recruiting new and talented employees. "According to recent data," said Coapstick, "people are making job decisions based on the technology available to them … especially in [the Millennial] demographic." Enabling the workplace of the future can give your agency a leg up in the hiring pool.

A third benefit is enhanced security. The sharing of classified documents leaving the physical server can happen even with strict security measures in place. "How effective is your security when people are bypassing the constructs you put in place to share and disseminate data?" said Coapstick. Embedding enhanced security enables the sharing of data with cloud and mobile com-

puting. Additionally, security is inherent to how the people will be using and sharing the data. Good security ensures people will never want to circumvent the model.

Finally, moving to the workplace of the future can result in cost-savings over the long run. Enabling more self-service operations – like automated IT help desks and customer service kiosks – can reduce the need for greater infrastructure and personnel. In addition, moving to a wireless, cloud-based mobile campus can reduce capital investments as well as the technological costs of maintaining physical servers.

Drivers of Workplace Change Globally

reduce real estate costs	**17.6%**
attract & retain employees	**15.6%**
increase communication & collaboration	**14.6%**
increase employee productivity	**14.2%**
increase creativity and innovation	**10.0%**

Source: "Workplace Transformation Survey, Wakeman & Cushman, 2014

CASE STUDY:
CAMBRIDGE UNIVERSITY HOSPITAL

DXC recently worked with Cambridge University Hospital to address both rising health care costs and increased demands for high-quality health care services. Under the pressure of shrinking finances, Cambridge University Hospital needed to increase staff productivity, or risk skirting patients on the quality care they deserve. They sought to become a digital hospital by 2020.

To remedy the situation, DXC employed a consolidated, flexible IT infrastructure to house state-of-the-art hospital applications that provided the backbone for an electronic medical records platform. Integrating the platform with existing medical devices allows staff to monitor real-time health status from patients' bedsides. Secure mobile apps and devices gave staff unlimited access to crucial medical records allowing them to care for patient needs around the clock.

Employing this mobile-driven IT strategy maximized both staff efficiency and patient service for Cambridge University Hospital. From an organizational perspective, it migrated 11,000 users onto a single digital platform and allowed more than 3,000 staff to access real-time patient data simultaneously across the organization. Clinicians are able to use their time more efficiently because of the mobile apps and devices.

From a customer standpoint, the technological shift reduced patient discharge time by an average of 50 minutes and reduced the need for patients to schedule multiple appointments with different clinicians. Overall, this resulted in more effective and efficient treatment plans, which ultimately improved patients' experience and quality of life.

TIPS TO OVERCOME HURDLES TO ENABLING THE WORKPLACE OF THE FUTURE

When it comes to the workplace of the future, one of the main obstacles is identifying where to start. DXC recommends beginning with the end user and working backward. Select an innovation that is important to employees and caters to their needs, and go from there.

It can also be difficult to manage that change after identifying a starting point. "Too many times people underestimate the management of change that will be required to make this a reality," said Coapstick. Adopting the principles of the workplace of the future is a radical culture shift, and managers need to be prepared to guide employees through every step of the change.

DXC – an industry leader in enabling workplace innovation – assists organizations in tackling these challenges during their transition to a productivity-driven workplace. DXC takes a holistic and applied approach to organizational change and provides these practical tips to enabling the workplace of the future:

1 **Start With the User:** Understand the needs of employees to create an environment that enables workplace productivity. "Figure out what they want, and then start acting accordingly, and iterate until you have a workplace that meets your cultural needs," Coapstick said.

2 **Understand Your Business Cases:** When trying to determine how technology aligns with your agency's goals, it is crucial to understand what your agency is trying to achieve.

3 **Employ Acquisition Guidelines and Policies:** It can be helpful to outline the transition on paper before undergoing changes in reality. This process can help ease the transformation, while also specifying who has access to which technologies.

4 **Find a Workplace Leader:** In addition to putting policies in place, select someone to partner with your agency to lead the change. This leader should ideally be able to help on both the technology and people side.

5 **Remember, It's a Journey:** This transformation cannot and will not happen overnight. Taking small steps over time to meet your employee and constituent needs is more realistic than doing an entire overhaul of your workplace experience.

BYOD vs. Security

Bring-your-own-device and security often stand in opposite corners of the ring. Common perception assumes that data and documents are inherently unsafe unless bound within the confines of an organization's physical server and strict security measures. But that's not always the case. The experts at DXC believe the two can coexist, and even bolster each other if implemented and utilized appropriately.

"Users are like water: they follow the path of least resistance," said Coapstick. For example, if it is more efficient to access documents from a laptop, tablet or phone, then many employees will choose to do so. Thus, it is best to automatically work these kinds of devices and applications into the security constructs.

Coapstick said that firms used to "train users on systems," but now they need to develop systems to cater to users. The same is true with network and enterprise security. Protecting increasingly used collaboration avenues will enable them for employee use and boost productivity. Putting the proper measures in place, agencies can rest assured that their organizational data is safe when accessed on other devices.

CONCLUSION

No one can deny that the workplace has undergone a fundamental shift over the past 20 years. Defining the workplace of the future is mobile connectivity, digital personalization and wireless collaboration that can happen anytime, anywhere.

Today's workforce is younger than ever, with radically different expectations of technology and their employers. With the help of industry partners like DXC, your agency can cater to the needs of this new generation in order to create an office environment conducive to today's workplace.

About DXC Technology

DXC Technology (DXC: NYSE) is the world's leading independent, end-to-end IT services company, helping clients harness the power of innovation to thrive on change. Created by the merger of CSC and the Enterprise Services business of Hewlett Packard Enterprise, DXC Technology serves nearly 6,000 private and public sector clients across 70 countries. The company's technology independence, global talent and extensive partner network combine to deliver powerful next-generation IT services and solutions. DXC Technology is recognized among the best corporate citizens globally.

For more information, visit http://www.dxc.technology

About GovLoop

GovLoop's mission is to "connect government to improve government." We aim to inspire public-sector professionals by serving as the knowledge network for government. GovLoop connects more than 250,000 members, fostering cross-government collaboration, solving common problems and advancing government careers. GovLoop is headquartered in Washington, D.C., with a team of dedicated professionals who share a commitment to connect and improve government.

For more information about this report, please reach out to info@govloop.com.