

Studio:

Smart City
Example...





Case:

The Generic Smart Products Business Unit

- A large multi-national focussing on both legacy and emerging design practice.
- Agatha leads an innovative business unit of ~50 employees across multiple disciplines located together.
- Presently rents one floor of a city centre office on a 5-year lease.
- The office has a permissive remote working from policy which has been informed by employee performance data.

Persona:

Jen, Front-End Developer

- Jen is an experienced front-end developer.
- She spends the vast majority of her time involved in desk-based work, for which a reliable internet connection is essential.
- Jen attends a weekly sprint plan and daily scrum meetings for which she often joins via virtual conference. Otherwise, most business communication is achieved using a popular chat service.
- Conflicts and quality assurance of her work are largely automated through adopting version control and continuous integration tools.
- Jen works from home 2-3 days a week. There have been occasions where she has worked from abroad for a number of weeks without disruption.

Jen's Journey

2

Travel

Jen travels by bicycle to work, but struggles to find a parking place. There are no free lockers, so she tidies all her belongings under her desk.

3

Arrival

Access to the office is via smart card and Jen has forgotten hers. She gains a replacement from the receptionist. Jen sits at her own dedicated desk.

5

Focus

Jen's work is very detailed. She wears headphones to manage interruptions throughout the day. It is summer and the office is overheating. Jen suffers and does little about it. She feels a little sick for much of the day.

4

Lunch

There are a number of expensive franchises that offer food in the local area, but Jen is under pressure to make a deadline and opts for a quick nutrition shake that she brought with her from home.

1

Social

The main reason Jen attended the office this day was to take part in an office social to celebrate the launch of their new website. She goes for a meal with her colleagues after work, but doesn't feel at her best after the days events.

Jen's Journey Re-Imagined

Travel

Jen travels by bicycle to work, she checks availability and books a parking place and locker at the office using her phone before she leaves.

Arrival

The office has biometric security. Jen uses her thumb-print to enter. She then uses a welcome screen to locate a vacant hot-desk in a quite focus area.

Focus

Jen takes a seat at her quiet focus desk that is acoustically isolated from noiser areas. As she sits down she checks her desk for an indication of a break from her screen and notices that the PMV value is +0.3 with a green indicator.

Lunch

The office has a large canteen area with a roof terrace which provides decent food for a reasonable price. Jen takes the opportunity to enjoy a break from her screen and socialise with colleagues

Social

The entire co-working office has a community football tournament for which Jen is an enthusiastic participant.

Persona:

Agatha, Business Unit Manager

- Agatha is a Business Unit Manager providing direction for the products full stack and coordinating activities amongst team leaders.
- Agatha reports to group board.
- She spends much of her time in meetings and networking with clients. Her role is highly demanding, requiring technical leadership as well as quality communication skills.
- Agatha is ultimately responsible for the success of the product and ownership of the product business plan.
- Within her role, Agatha is responsible for providing her team with their workspace.
- Agatha works from home some Friday's.
- Most business communication is undertaken using email.

Agatha's Journey

1

Travel + Arrival

Agatha walks to work from her centrally located flat 20-minutes away. She passes security and makes her way to her private office.

5

Workspace Planning

Agatha is frustrated being locked into a long lease on an uncomfortable, depreciated and under-utilised workspace. Only 25% of desks are in use today.

3

Leadership

Agatha spends much of the day contributing to a panel at a conference, discussing a particular strategy they are taking to a well-known technology problem..

2

Lunch

Agatha eats out at a networking lunch at the conference. She makes some short pitches about her product to some potential clients and collects details of some expert professionals.

4

Evening

Agatha returns to the office and works late into the evening to prepare her business performance report to the board, due in a couple of days time.

Agatha's Journey Re-Imagined

Travel + Arrival

Agatha walks to work from her centrally located flat 20-minutes away. She passes security and makes her way to her private office.

Workspace Planning

The serviced workspace provides an automated dashboard that allows Agatha to optimise desk utilisation by making monthly adjustments. 75% desk utilisation means budget has been made available for better quality space.

Leadership

An event space is hired within the co-working office that provides a suitable environment for Agatha to launch the latest revision of their product. Through hosting the launch at their office, more of her colleagues are able to meet members of the businesses wider network personally.

Lunch

Agatha's event includes catering, provided by the serviced workspace provider. Agatha has chosen a "sustainably sourced" menu that she believes works well with the businesses marketing image.

Evening

Agatha's DevOps team have been successful in integrating all the performance data for the systems she is responsible for. Her reports to the board are now largely automated and explained using a dashboard. Therefore, she is able to take the evening off.

Intervention:

Co-Working Serviced Workspace

- Many of the improvements to Jen and Agatha's journey are realised through optimisation of co-working serviced office workspace.
- The serviced workspace optimisation dashboards have allowed Agatha to save on unused desks, creating a budget surplus that she has invested in improving workplace quality.
- What sort of Internet-of-Things technology could support such an outcome?