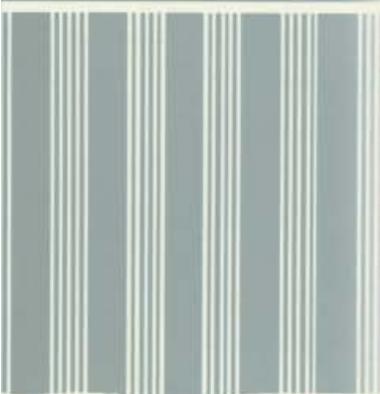


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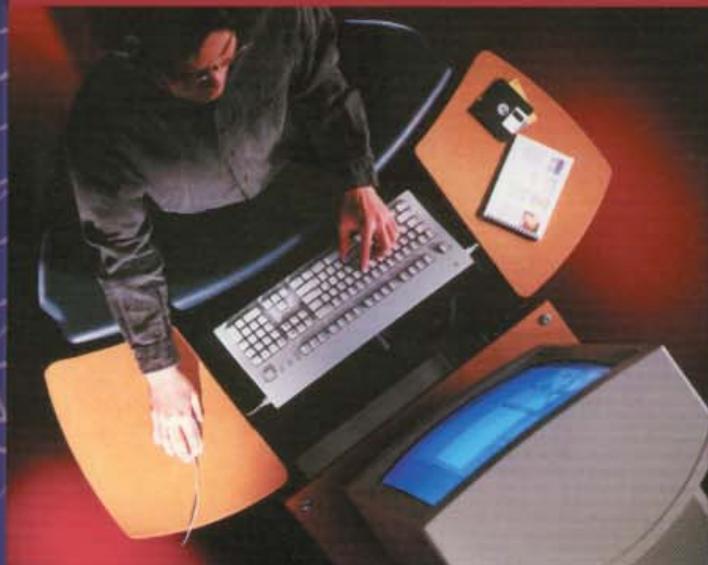


U.S. General  
Services  
Administration

# THE INTEGRATED workplace

a comprehensive approach

to developing workspace



## OVERVIEW

OFFICE OF REAL PROPERTY



## The Integrated Workplace: A Comprehensive Approach to Developing Workspace

Today, with changes in the way the Federal Government works, the need for changing the workspace to support new business processes has never been greater. Consolidation of space due to the downsizing and reorganization of Federal agencies has created unprecedented opportunities to rethink the way our workspace can enhance productivity and support our missions and goals. To take advantage of these workplace changes, the GSA Office of Governmentwide Policy, Office of Real Property established the Integrated Workplace program. This program identifies and promotes leading-edge workplace concepts that result in cost effective, flexible, efficient office environments that enhance productivity and attract and retain a quality workforce. This initiative is part of the Office of Governmentwide Policy's ongoing development of guidance for implementation of the Federal Real Property Asset Management Principles of October 1996.

### What Is the Integrated Workplace?

The Integrated Workplace is a collaborative, multidisciplinary approach to developing and providing workspace, uniting an organization's strategic real property plan with its strategic business goals. It responds to people and their work practices, providing them with the physical space and tools needed for their success, and allows

Front cover photo courtesy Herman Miller

quick and inexpensive adjustments to maximize productivity and satisfaction.

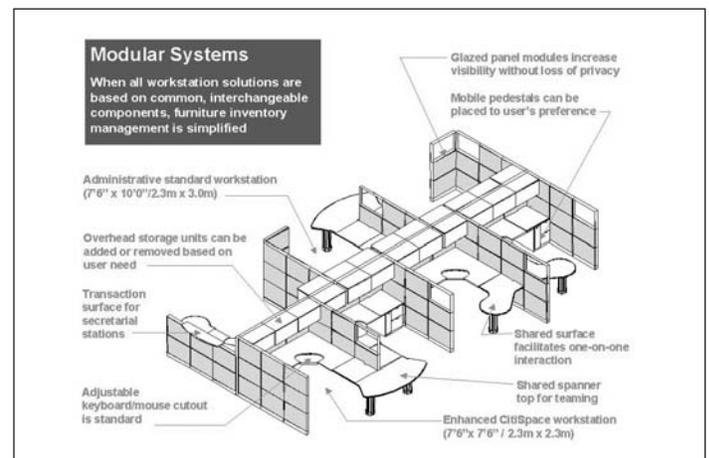
### Why Is the Integrated Workplace Important?

The Government, like corporate America, knows that to remain competitive and stay ahead of changes in business and technology, it must continually reinvent itself, using the workspace as a strategic tool. The Integrated Workplace develops facilities that support changing business practices by allowing changes resulting from continuous reassessment and updating. The Integrated Workplace goals are:

- **Improve Employee Satisfaction, Health and Productivity:** Combining daylight, outdoor views, and sensory variability, and using ergonomic tools and furnishings to support worker well being.



Photo by Hoachlander-Davis  
Photography courtesy GSA PBS



Courtesy Citibank



Courtesy Owens Corning

- **Improve the Bottom Line:** Including real estate and workplace issues in strategic organizational planning can reap significant savings. Citibank reduced space by

23%, churn costs by 76%, and the average cost of each workstation by 20%.

## The Basic Elements of the Integrated Workplace

- **People:** The individuals, work processes, and the culture or working environment that define an organization.
- **Space:** The infrastructure that houses and supports work practices and technologies.
- **Technology:** The engineered tools that enable people to communicate and process information.

These elements *must be considered together* to provide Integrated Workplace solutions.

## Implementing the Integrated Workplace

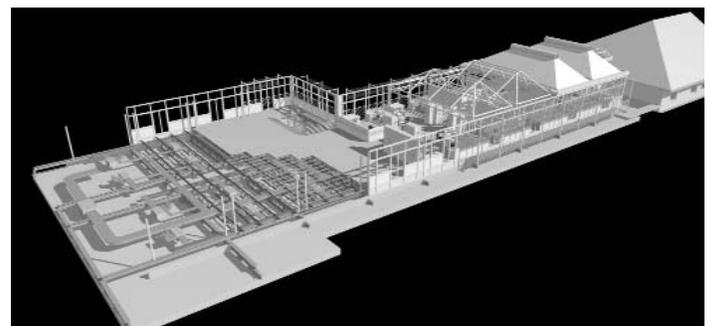
Developing an Integrated Workplace is a continuous, reiterative process that flows through three basic development phases: planning, implementation, and post-occupancy management. Critical to the entire process is developing a multidisciplinary project team comprised of both an in-house steering committee and talented professionals.

## Hallmarks of the Productive Workplace

- **Spatial Equity:** The workplace does not compromise privacy, daylight, and access to views.
- **Healthfulness:** It is free of harmful contaminants and excessive noise.
- **Flexibility:** The configuration adapts readily to organizational and process changes.
- **Comfort:** Workers can adjust thermal, lighting, acoustic, and furniture for their comfort.
- **Technological Connectivity:** Communication among distributed co-workers is easy.
- **Reliability:** Building, security, and telecommunication systems are robust.
- **Sense of Place:** The workplace has a unique character, enabling a sense of pride, purpose, and dedication for both the individual and the workplace community.

## Program Highlights

- **The Integrated Workplace: A Comprehensive Approach to Developing Workspace** - a 130 page overview of new workplace strategies and resources. For copies, visit our website or call us.
- Web site to share workplace information at <http://policyworks.gov/realproperty>.
- Outreach and education efforts to promote better workspace.
- Use of IW principles in government projects, guidelines, and procedures.



Courtesy Center for Building Performance and Diagnostics, Carnegie Mellon University

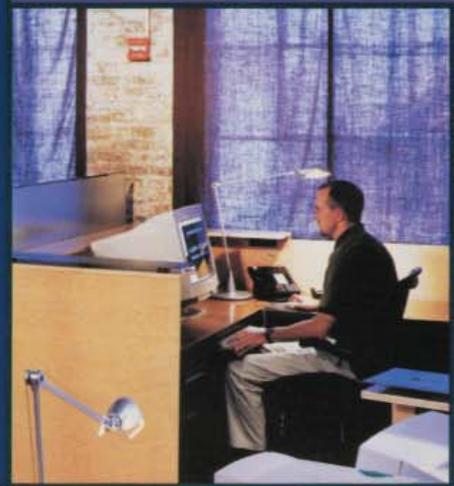
The individuals that work in an organization, the work processes they use to fulfill its mission, and the working environments that define that organization.

For more information, contact:  
GSA Office of Real Property (MP)  
1800 F Street, NW, Room 6223  
Washington, D.C.  
(202) 501-0856

or visit our website at :  
<http://policyworks.gov/realproperty>

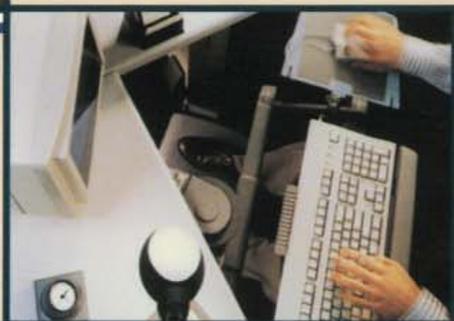


## People



## Space

**The infrastructure that comfortably and safely houses and supports the occupants, their work practices and technologies.**



All the tools that support and enable the individuals to communicate and process information needed for their work.

## Technology