



# Future Office Scenario

**REPORT *(Summary)***

**Committee on Future Office Scenario**

**April 2004**

## ■ Proposal of New Work Style Toward the Knowledge Society

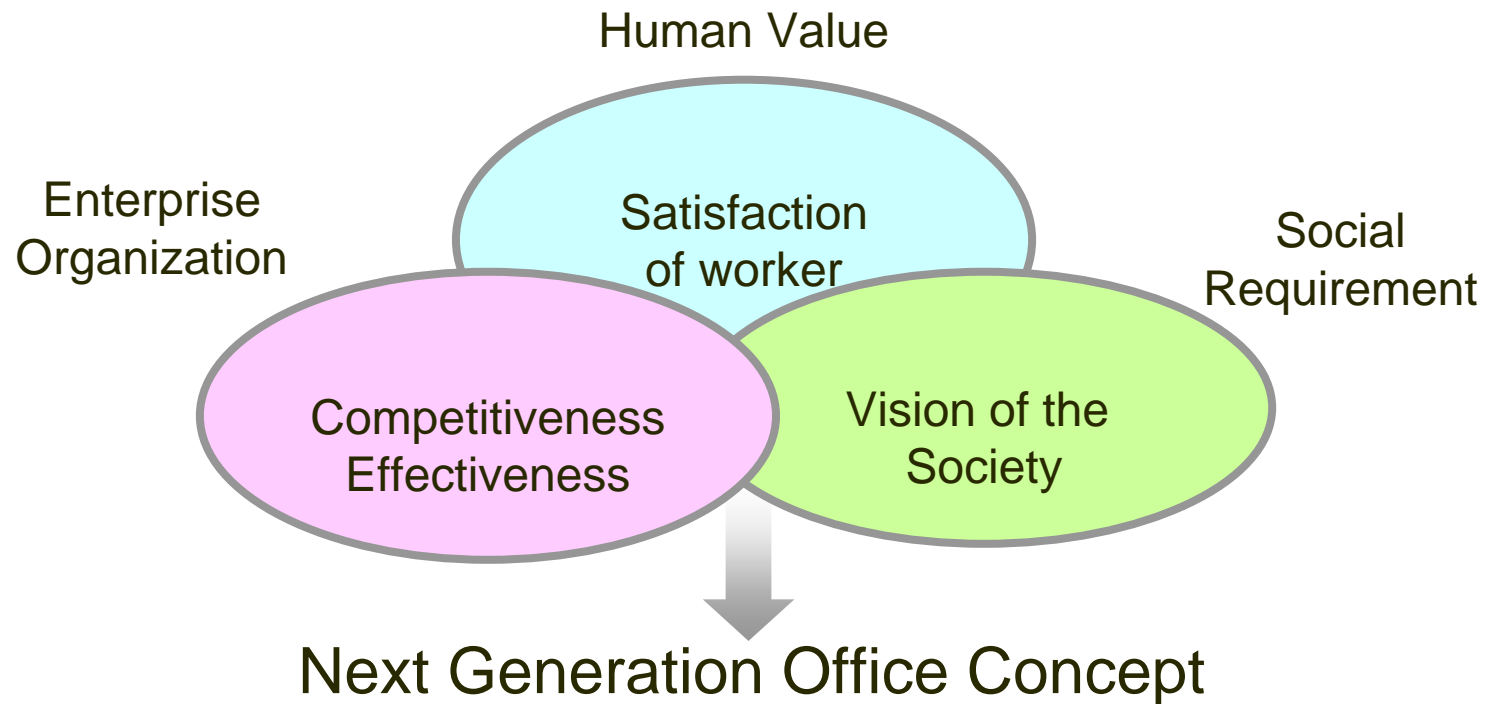
- Driven by Knowledge Worker
- New Market Driven by New Work Style

## ■ Deliver the Message From Japan to the World

- Globalization
- Competitiveness

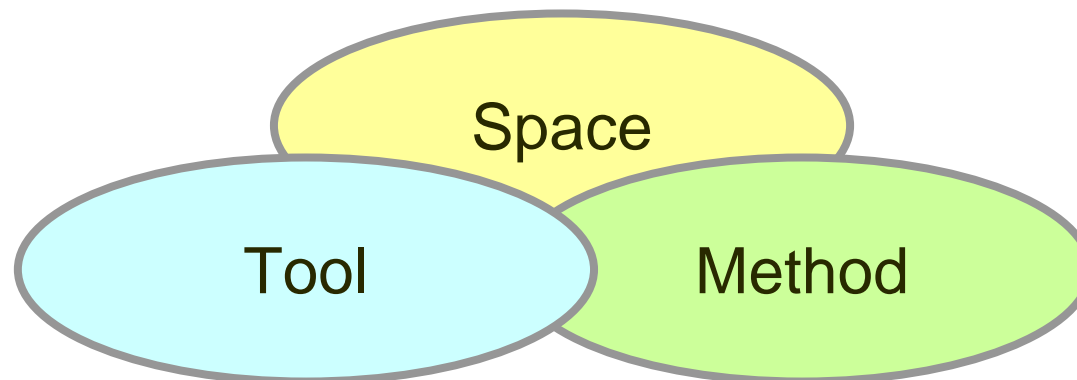
## Basic Viewpoint

- **Human Value** (Satisfaction of worker)
- **Better Performance** (Enterprise, Organization)
- **Social Requirement** (Social compliance, Environment, Labor conditions)

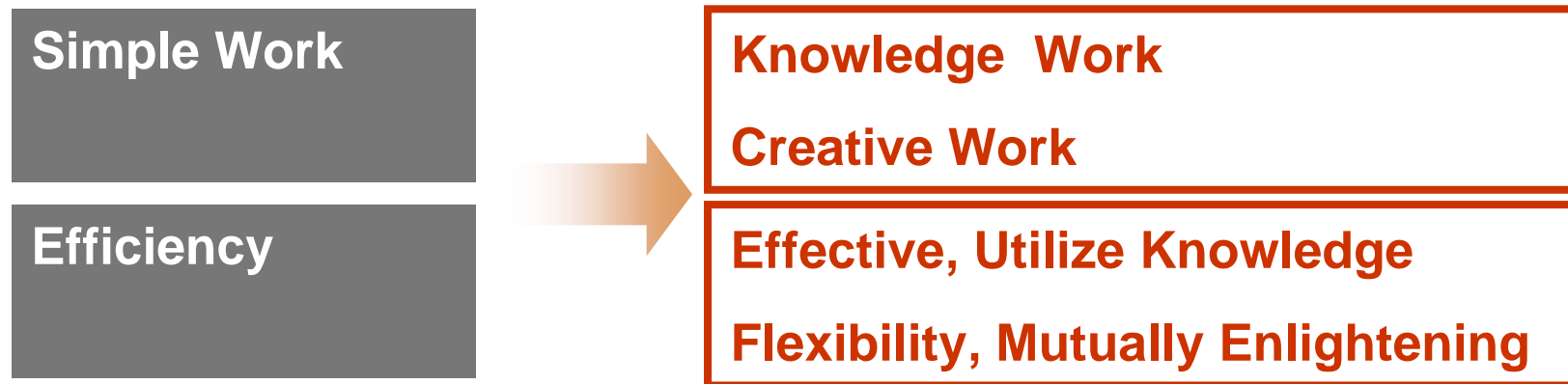


## Main Components of Office — Workware

- **Space** ... Office, Public Space, Conference Hall, Transportation facilities, Shops, Home
- **Tool** ... IT equipment, OA equipment, Software, Module, PDA
- **Method** ... Management, Work style, Consulting, Labor relations, Regulations.



## Toward Knowledge Worker



## Seamless Work Between Individuals and Team

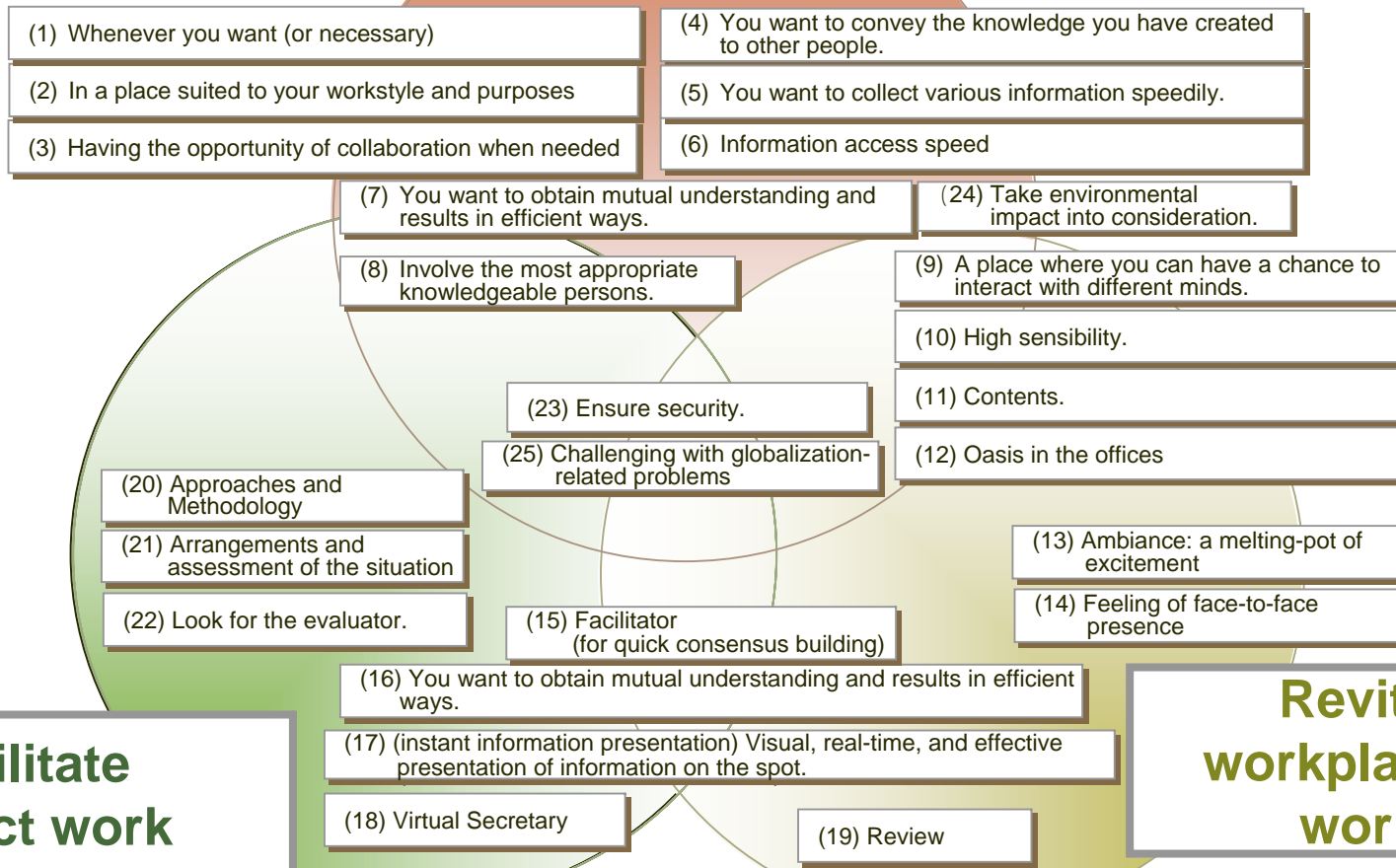
- **Project driven workstyle and alliances**
- **Collaboration among divisions and among companies**
- **Seamless work (Individuals, Teams )**

# Diversified Work Style in the Ubiquitous Era and Its Needs

Work Style in the Ubiquitous Era	Needs for a Diversified Work Style
Work freely unrestricted by time and space	Able to exert ability anytime and anywhere Collaboration with everybody, while maintaining security
Enforcement of motivation and ability on a daily basis	Able to “give and take” encouragement, advice and incentive on daily basis Able to understand the situation of the team members
Collaboration through the network	Able to report, announce, communicate and consult on cue Able to devolve safety
Collaboration with people having different experiences and culture Even newcomers can adapt immediately	Able to understand mutually the background, situation, opinion, concept, etc. appropriately and in short time period
Collaboration with colleagues inter-organizationally, and with outside partners and customers on a spontaneous basis	Easy to establish and activate “BA” Able to obtain support to find optimal solution
Work speedily and pro re nata	Able to work in under flexible conditions
Work on results and/or ability basis	Able to work under the best manager to improve ability
Work in relaxed environment	Able to communicate with others in a casual fashion Able to have space to feel relaxed and refreshed

# Identification of the Requirements of the Future Office

## Optimize the Office Environments

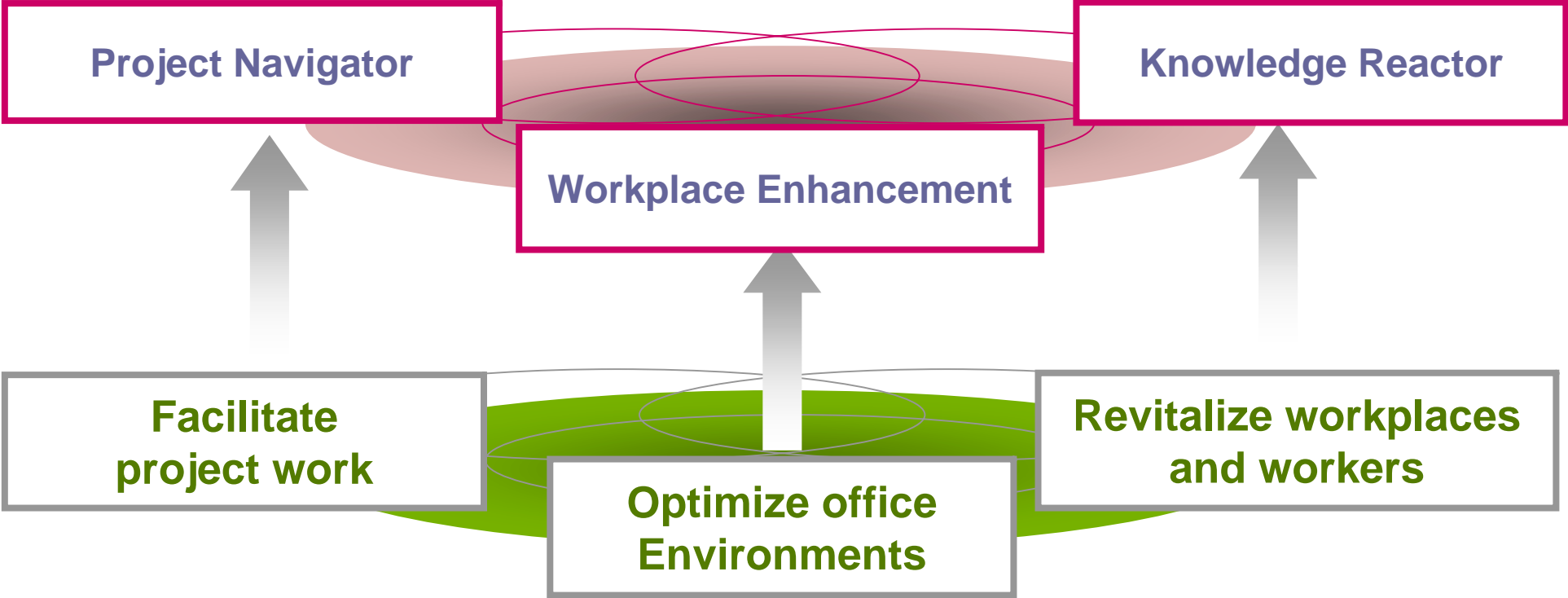


**Facilitate project work**

**Revitalize workplaces and workers**

**Offices responding to the social responsibilities such as security, barrier-free and environment**

# 3 Core Concepts



# 3 Core Concepts (1)

## WE Workplace Enhancement : optimize work environment

Optimization of conditions of time and space at workplace, which helps individuals and teams create new knowledge effectively.

### My Office On-The-Fly

Making workspace suitable for individuals.

Individuals can create their own desktop at any other terminal, allowing them to work freely, unrestricted by time and space.

Individuals can work as if they were at their office, so they can maintain good communication with co-workers.



Secure Certification System  
Secure work areas at cafeteria



Portability of Profiles  
With an access key, personal desktop appears, providing capability to utilize applications workers normally use.

### Empowerment of Individual

Minimize loss of opportunity by securing accessibility.

Richness of tools and infrastructure makes accessibility free and easy. Workers can choose the best terminal according to the situation.



Universal Interface  
Anybody can use any terminal easily.  
Selection of interface that best suits the situation.



Enhanced Seamless Access  
Connected three articles; usually used terminals, present terminal, and server, workers can access the data anytime, anywhere.

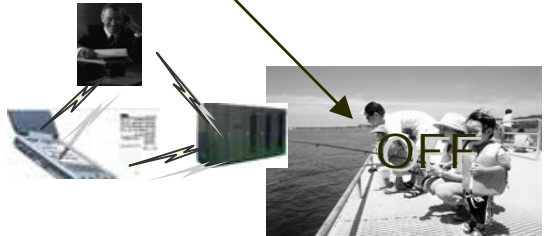
### Support for a Variety of Work Style

Combination of work and life.

With social systems and corporate evaluation systems, variety of balance between work and life is needed.



Design of Work and Life  
Optimize balance between work and private life considering group efficiency.



# 3 Core Concepts (2)

**KR**

## Knowledge Reactor : activation of place and worker

"Place for promoting knowledge interaction by shifting through different knowledge, in an active environment that serves as a catalyst" where workers can create new knowledge from collaboration.

### Promoting mutual understanding

Enhancement of Communication

Expressing personal idea optimally and creating prompt understanding among members

Realistic TV picture carries awareness from remote places

Knowing the profile of the members helps understand the background of words

Schematization

Who's who information display



Realistic information

### Promoting wide collection of knowledge

Stimulus for Creating Inspiration by Involving New Knowledge and Searching and Narrowing Down Information

Acquire information and knowledge efficiently to maximize the achievement of collaboration

Promote inspiration by stimulating five senses



Search and Narrow Down Information

Displaying results of search and narrowing down quickly by advanced mining system on big screens.



Knowledge Contact

Involving necessary knowledge by contacting people absent from the meeting

### Progressing and Staging Collaboration

Improvement of Quality of Meeting

Prevent unproductive meetings by assisting proceedings

Bring new energy to participants by standing the meeting



Boost Meeting Mood

Controlling lights and interior design for contrast between concentration and relaxation.



Assistant of Proceedings

A meeting agent assists proceedings by pointing out what should be discussed next.

# 3 Core Concepts (3)

**PN**

## Project Navigator : Facilitate the cycle of Plan-Do-Check-Action

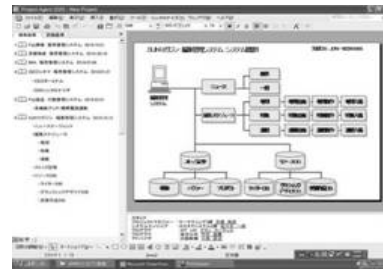
"Variety of services and products that assist the utilization of know-how, from planning to evaluation" for smooth, cooperative work.

### Response to Change

Simulation of unexperienced Problems

Quick access to the necessary information and knowledge that makes it possible to respond to the change of environment quickly

Derive at a group decision rapidly by simulating optimized answer



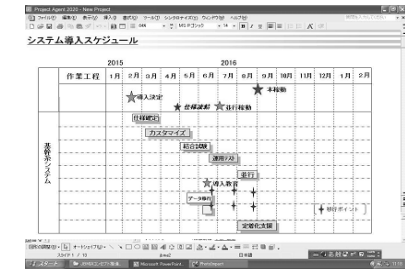
Contents Data Base  
Cases of success and failure, know-how info etc.

### Total Optimization and Risk Minimization

Optimize Projects and Reduce Risk

Advanced checklist or to-do list with risk alarms finds problems at an early stage

Can trigger an alarm by finding what hinders total optimization



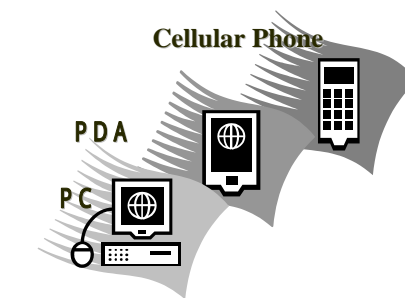
Project Management Tool (responsible to changes)  
Risk alarm

### Assistance for Self-reliant Activity

Assist Self-reliant Activity and Make Workers All Set

By tracking projects, workers can see the picture quickly.

Register the result and status of work with a terminal suitable for different operation.

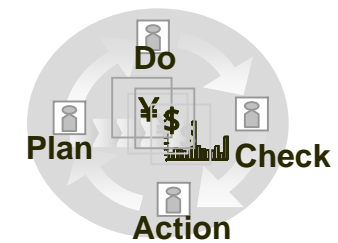


Tracking Projects

### Evaluation of Project and Operation

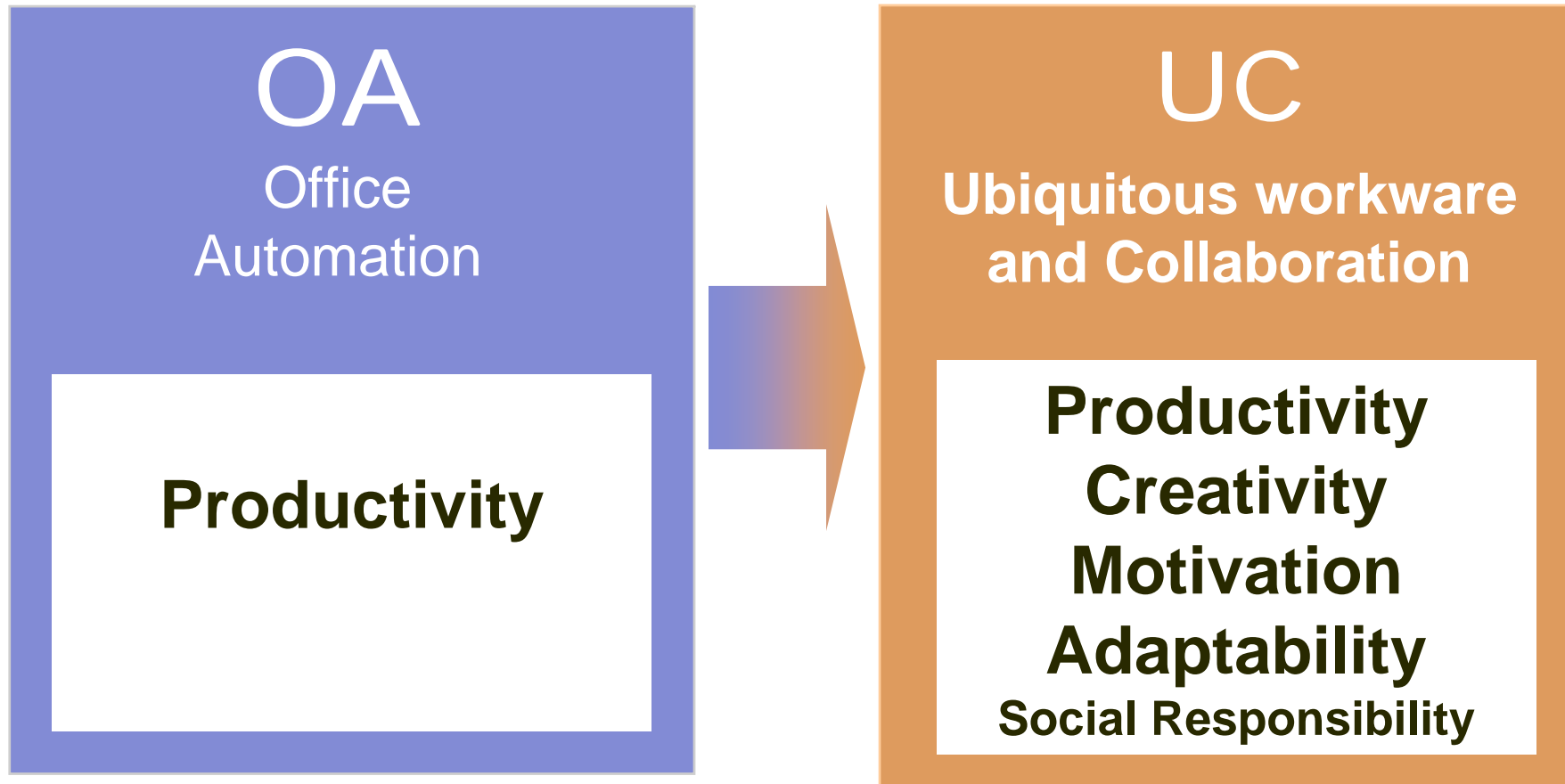
Evaluate Project and Each Operation Objectively

Enhance motivation by evaluating project objectively

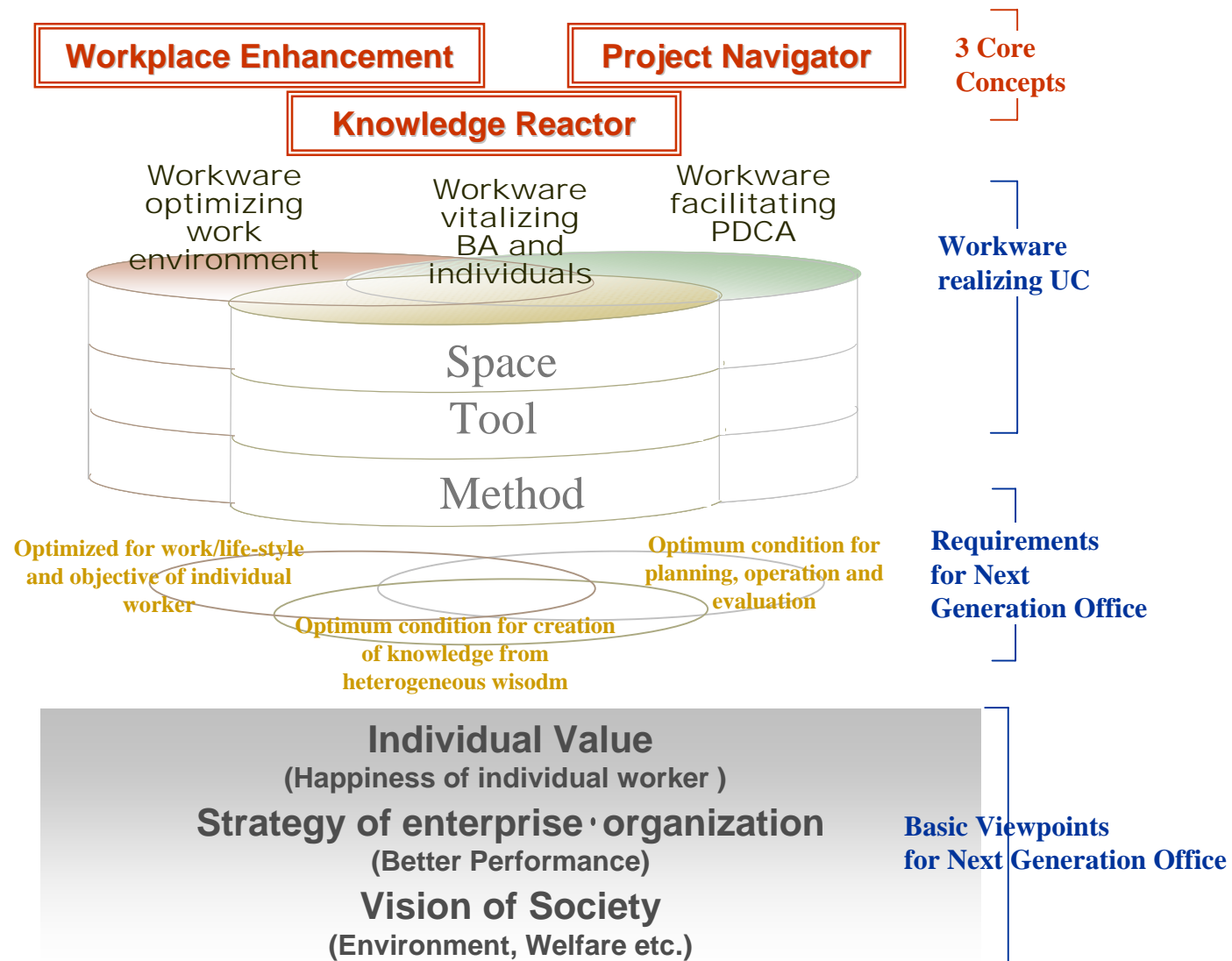


Improving Assessment Tools  
Workers can assess their work on their own through data of past project.

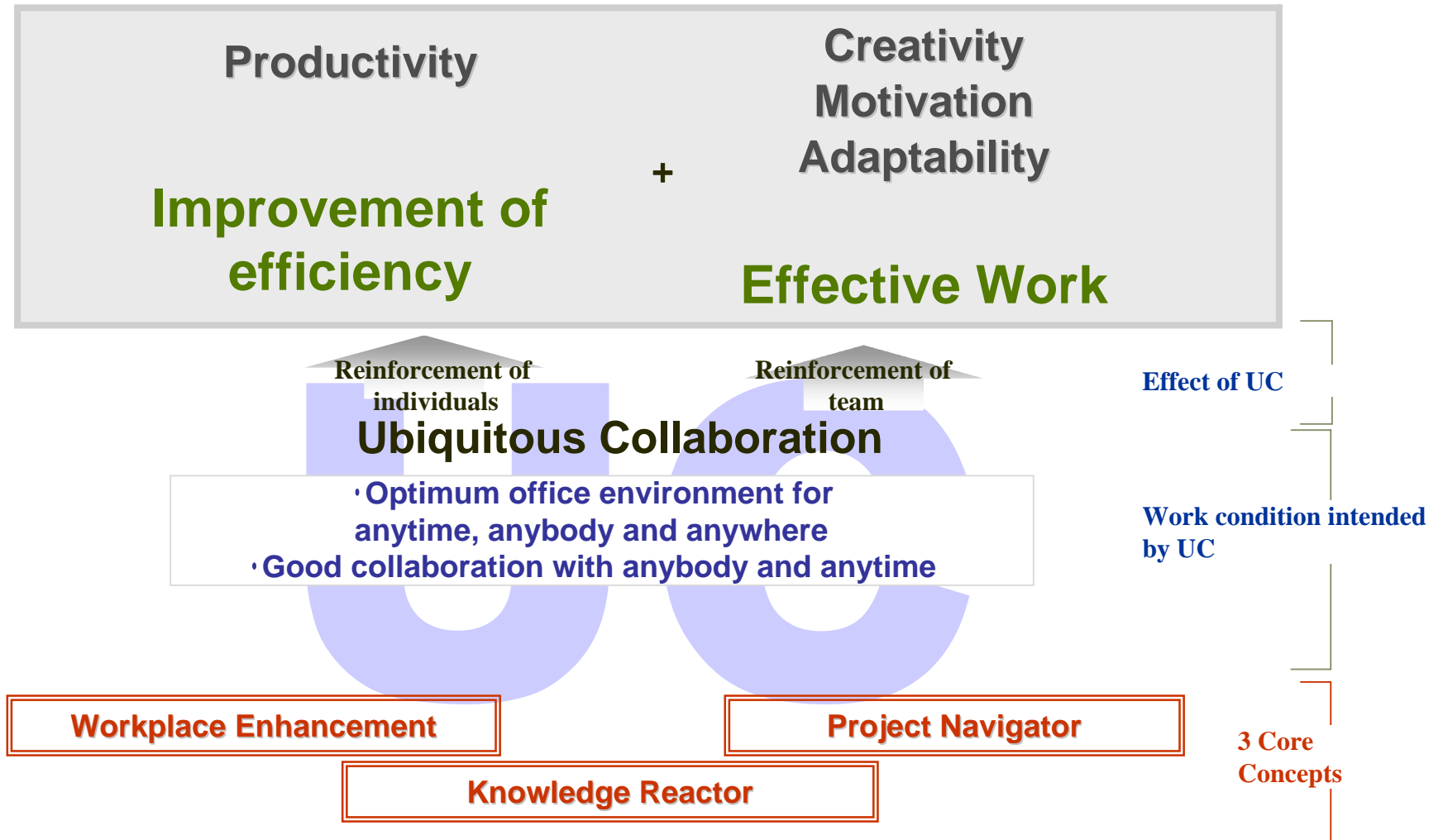
# The Future Office: From OA to UC



# Overview of Next Generation Office Concept (1)



# Overview of Next Generation Office Concept (2)



## **Business domains for the industry**

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- **Establishment of ubiquitous workplace**
- **Services to support collaboration**
- **Better human interface**
- **Development of the software to contribute to the creation of knowledge**
- **Services to respond to globalization**

## ■ Field Experimental Work

- **Verify the concept (Hypothesis)**
- **Realize the ubiquitous work environment**
- **Consortium to implement experimentation**
- **Evaluation of knowledge productivity**

## Realization of the Future Office Scenario 2

### ■ Technology to promote

- Ubiquitous way of working – Workplace Enhancement
- Knowledge creation and utilization – Knowledge Reactor
- Collection and utilization of information and knowledge necessary to improve the work performance – Project Navigator

### ■ Technology Fields to be developed

- Awareness for collaboration
- Visualization
- Information mining / information utilization
- Middleware
- Information accumulation technology
- Human interface
- Device
- Security

### ■ Social Issues

- Security and privacy
- Labor relations
- The disabled, elderly, and woman's participation in the labor market
- Health of worker
- Culture of utilization of IT and network
- Environmental issues
- Coping with risk

## Conclusion – Ubiquitous Workware and Collaboration

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- Pioneer the New Platform for Knowledge Society
  
- Collaboration With Europe and U.S.A.
  - Europe : e-Work – New Working Environment
  - U.S.A. : Information Work Productivity Council (IWPC)
  
- Launch the dialogue in the Asia Pacific Region