Department of Administrative Services
Workforce Modernization
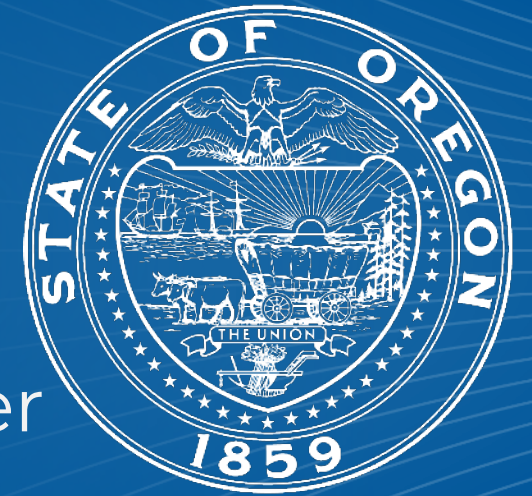
Remote and Hybrid Work Presentation

Supporting Oregonians in the face of unprecedented overnight change

Human Resources

Initial Remote Work Challenges

- **Isolation**
  - Remote work + social quarantine compounded, creating extreme isolation for some

- **Delivering services to the public**
  - The state was simultaneously standing up remote services while reconfiguring in-person services

- **Remote management**
  - Different management challenges of in-person vs. remote workers, including new safety concerns
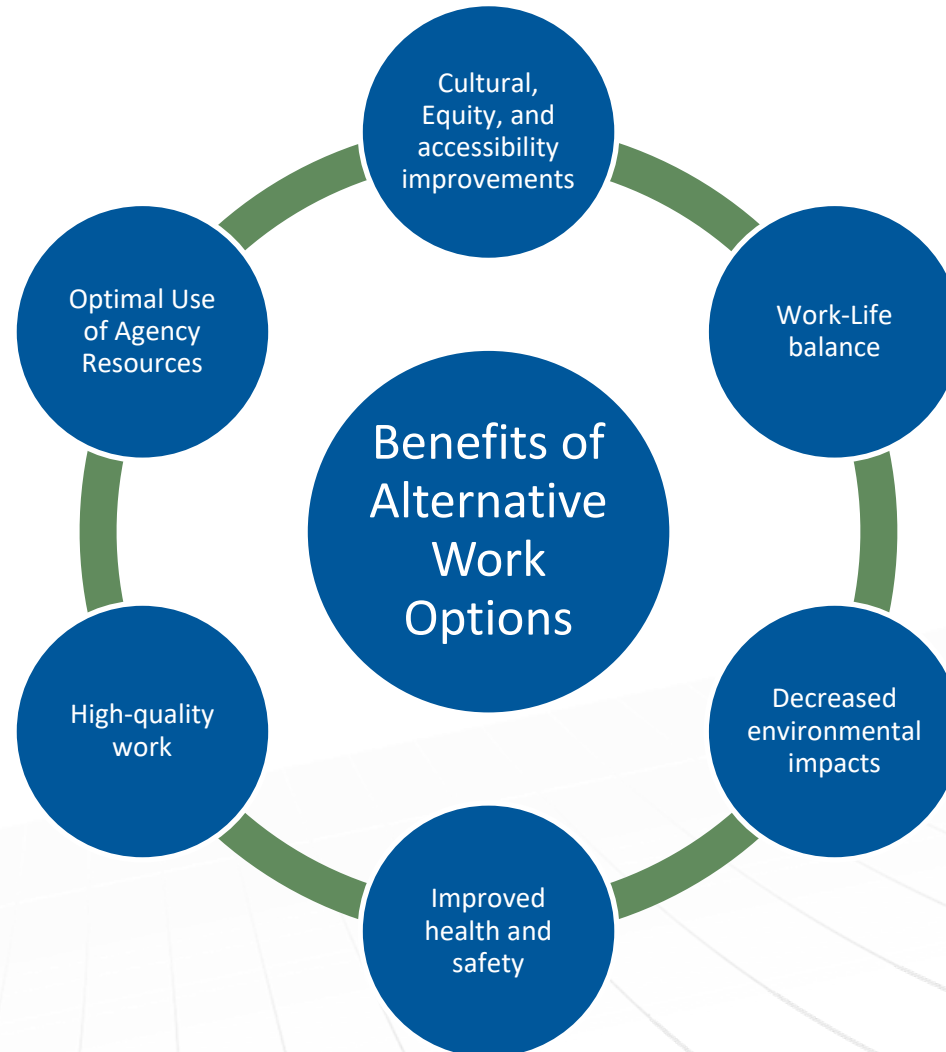
- **Caregiving**
  - Households suddenly absorbed duties from childcare to schooling to in-home care for loved ones

- **Work-Life blurring**
  - The lines between work life and home life became harder to draw

What We Know Now

Benefits of Alternative Work Options

- Cultural, Equity, and accessibility improvements
- Work-Life balance
- Decreased environmental impacts
- Improved health and safety
- High-quality work
- Optimal Use of Agency Resources

Working Remotely 50.050.01 12/1/2021

Use of alternate work options promote the health and safety of Oregonians; ensures high-quality work and optimal use of resources for agencies; ensures that cultural, equity and accessibility issues are addressed in a meaningful way; and supports flexibility and work-life balance for employees. It also offers the opportunity to be more flexible in interactions with Oregonians and decreases an agency's impact on the environment.

- Oregon state government encourages working remotely where it is a viable option that benefits both the employee and the agency.

- ORS 240.145(3), 240.250, 240.855; State HR Policy 20.005.20, Fair Labor Standards Act; and Enterprise Information Services (EIS) information technology and information security policies

- All Employees not in conflict with applicable collective bargaining agreement

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Physical Workspace

The pandemic invariably altered our shared work landscape

DAS' goal is to re-position and optimize both the private and state-owned portfolios, realizing efficiencies, cost-savings, and driving innovation that supports the new model statewide.

- Frequent and consistent communication with all agencies to understand space needs as those come into focus over time.

- Best leasing practices to support agency business needs while surfacing co-location and consolidation opportunities in both portfolios.

- Utilization of lessons learned, space utilization metrics, and agency feedback to inform our strategic planning for short, medium, and long-range capital investments.

A New Normal

Before		**After**
Traditional office spaces and hours	➤	Flexible schedules and varied workspaces
Dedicated desk space	➤	Drop-in desk space
In-person conferences and trainings	➤	Conference Room Technology
Dedicated parking and carpooling	➤	Flexible parking and transportation options
Public lobby spaces	➤	Virtual Lobbies and security
Laptops and mobile phones	➤	Technology and ergonomic needs at home

Reopening Recommendations
Physical Spaces; Repurposing unneeded space for communal benefit

Facilities
- Balance the needs of staff, some who continue to work remotely and those who are not.
- Look for opportunities to share resources across agencies.

Parking
- Maintain reasonable pricing models for transportation and parking.
- Create infrastructure to support the "new normal."

Public Access
- Enhance agencies' service to the public.
- Design solutions that make sense across the whole state (rural, suburban, urban).

Safety
- Exposure protocols.
- Burnout/Working More Hours.

Technology
- Equipment needs for remote and non-remote workers.
- Where to find proper information.

Ergonomics
- Remote workspaces and equipment.
- Protecting equipment that is provided for work-from-home,

Commute Storyboard Project

- Reduced commuting, reduced greenhouse gas (GHG) emissions

- Collaboration with DAS GIS, DAS Office of Sustainability and ODOT

- Calculated GHG emissions for fuels from approximated driving distance
  - Based on employee zip code to work office address
  - Commute calculations based off time codes

- Analysis showed a reduction of 240 metric tons of GHGs **per day** from employees telecommuting more frequently
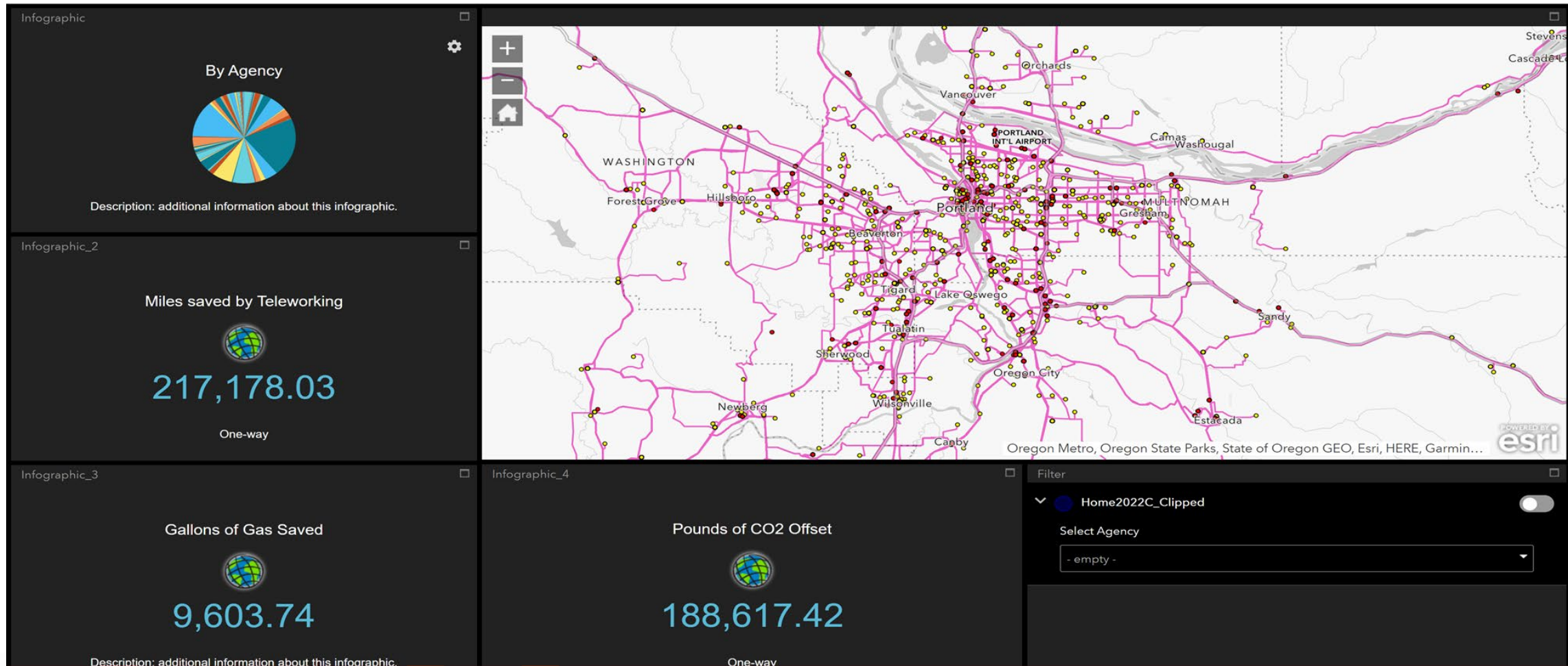 - The actual reduction of GHGs is likely higher

Enterprise Asset Management Sustainability
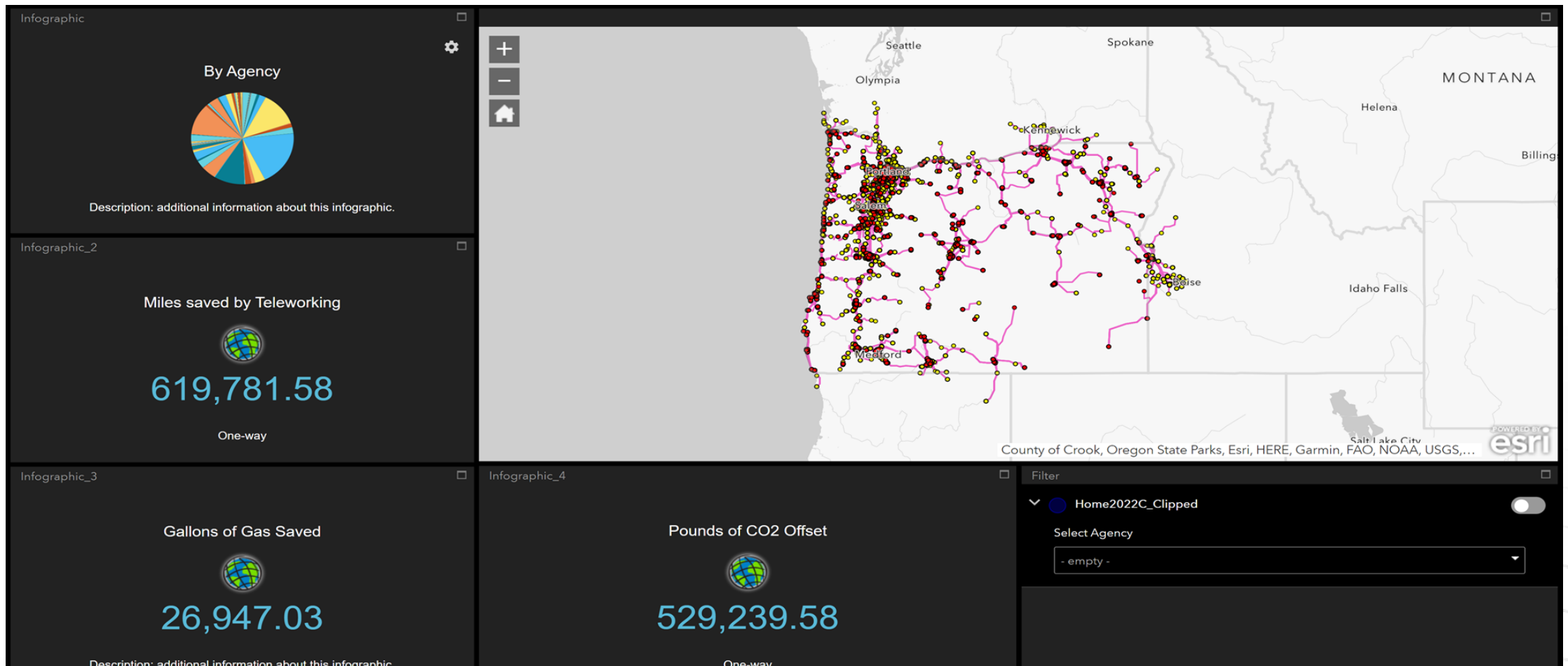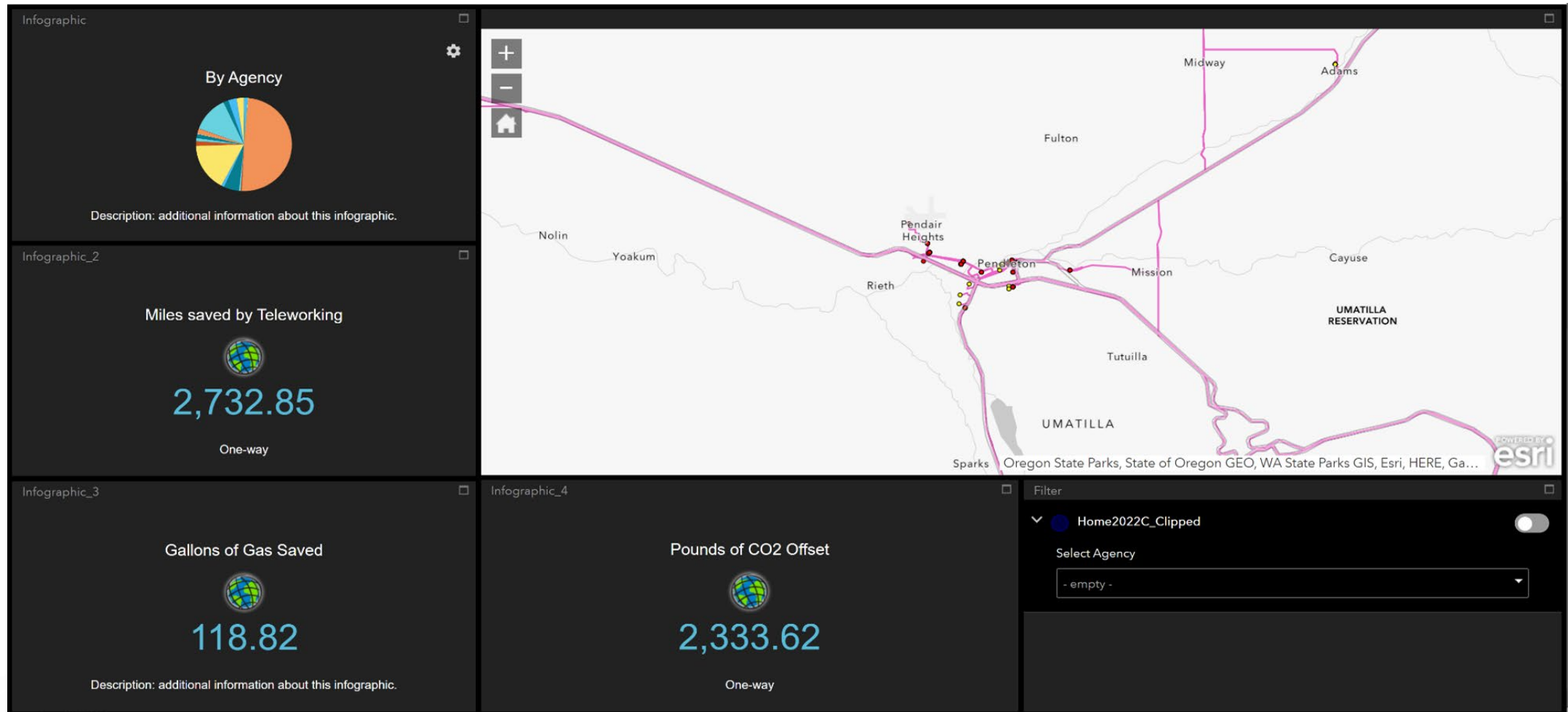
Commute Storyboard Project- Portland Metro

Enterprise Asset Management Sustainability

Commute Storyboard Project- Pendleton

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Information Systems

As the State of Oregon pivoted toward normalization of working remotely, the Department of Administrative Services (DAS) and Enterprise Information Services (EIS) partnered to enable the business of state government while ensuring the security of the state network and protection of data entrusted to us by the people of Oregon.
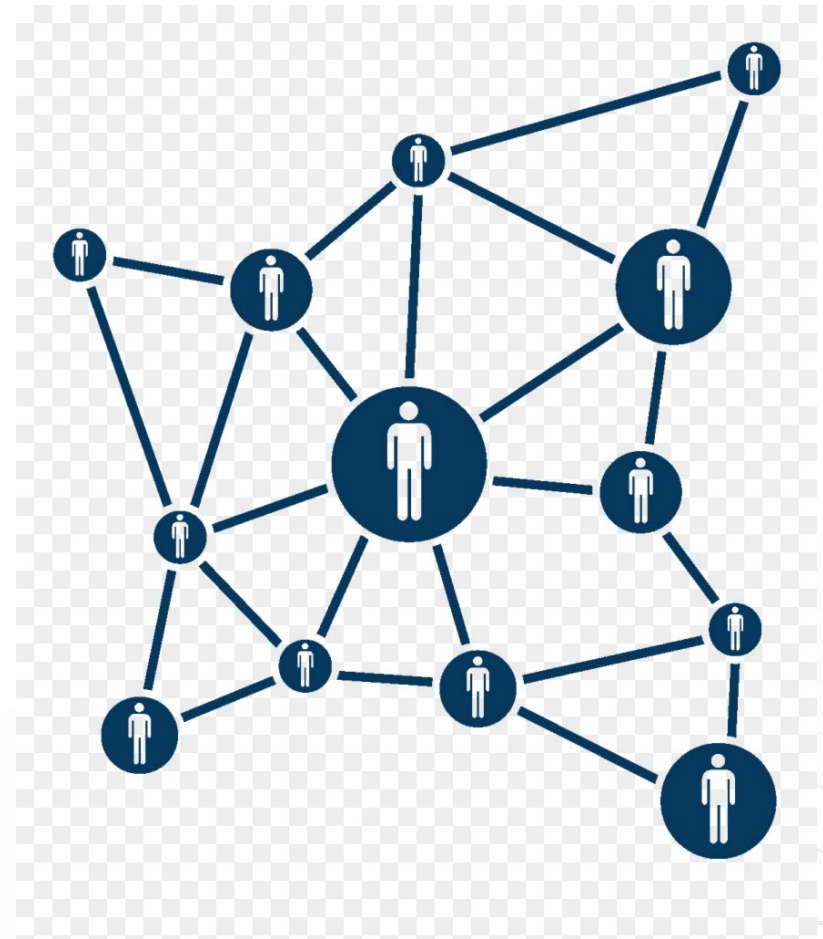
IT Infrastructure

- Increased compute capacity for frontline agencies (Oregon Health Authority, Department of Human Services (DHS), the Employment Department (OED), and Oregon State Police)

Networking

- Increased network capacity to support additional staffing (DHS and OED)

- Mahonia Hall increased resiliency and communications

Securing Work from Home

- Increased VPN capacity for increased telework

Telephony

- Leveraged agility of telephony to create a new call center capacity to support agency **extended usage**

Collaboration Tools

- Meetings & calling
- Chats & collaboration
- App & workflow

Accelerated Migration and Deployment

- Accelerated migrations of 40+ agencies
- Finalized Enterprise Architecture
- Assisted agencies with M365 apps deployment

Security

- Security Baseline Configuration
- Multifactor authentication (MFA) using Microsoft Authenticator

Licensing

- M365 E5 license negotiations
- Enterprise License Standardization

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Work
Reimagined

Work Reimagined

Re-Opening Recommendations

- Employee | Connection, Morale and Performance Management
- Employee | Flexible Remote Work Policies
- Physical Workspace | Facilities, Parking and Public Access
- Physical Workspace | Safety, Technology and Ergonomics

Reopening Recommendations, June 2021

Working Remote

Managing Remote

Health & Wellness

Technology

Remote and Hybrid Work Benefits

Saves time

Enhanced job satisfaction

Increases in employee productivity

Decreased building, commute costs

Decreased commuter GHG emissions

Remove barriers for certain groups

Increases recruitment and retention opportunities

The nature of work has substantially changed.

The evolution of technology affords Oregon state government the opportunity to reimagine the work we do.

- Work/life balance

- Talent recruitment & retention

- Decreasing the state's carbon footprint

- Reduced childcare challenges

- Greater diversity, equity, inclusion access

- Diminished interpersonal conflicts

Thank you
&
Questions
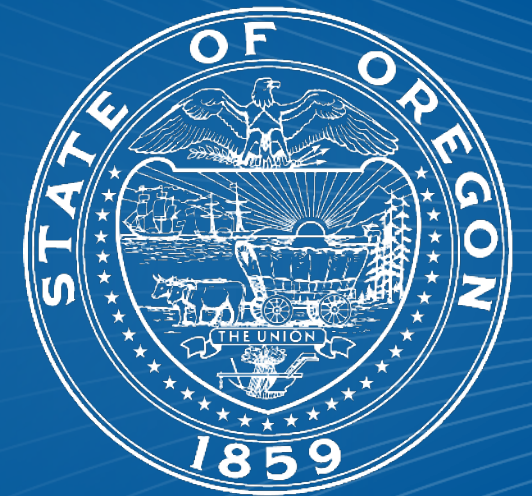
Resources

Oregon HR Remote Work Policy 50.050.01

DAS Facilities Physical Workspaces website

Work Reimagined website

Work Reimagined Advisory Recommendations

Work Reimagined Enterprise Wide Employee Survey and Results