

Virtual Work Environment (VWE) – Where Telework Excels

Working “Faster”; “Better”;
“Cheaper”; and “Smarter”

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Meeting

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Federal Aviation
Administration





80% of Corporate Daily Work is not Conducted within Corporate Databases.

- Identifying, tracking, and responding to external taskings;
- Monitoring, facilitating, and resolving internal taskings;
- Provide daily coordination of “pop-up” events;
- Communications (email, phone, meetings, face-to-face) to resolve questions, clarify positions, and solve issues;
- Establish and coordinate near and mid-term time-based events;
- And..... Continue to work on mission related activities



Virtual Work Environment

- **An alternative space where knowledge workers can conduct their normal work assignments.**
- **An alternative space where teams, business units, and major organizational Divisions can conduct and manage their mission goals and objectives.**
- **An alternative space to conduct business with outside organizations, partners, customers, and contract support.**



Knowledge Services Network (KSN) is a Virtual Work Environment:

- **(KSN) provides a secure and efficient business environment (virtual office) accessible from anywhere over the Internet.**
- **KSN extends business functions to anytime and anywhere, including real-time collaboration**
- **KSN provides enterprise services across the FAA -- bringing employees, external teams, partners and stakeholders together**
- **Over 22,000 users, 6,400 business suites, 200 business units, and 1,500 teams are working in KSN – [communications, meeting management, task/program management, document management, financial oversight, goal tracking]**

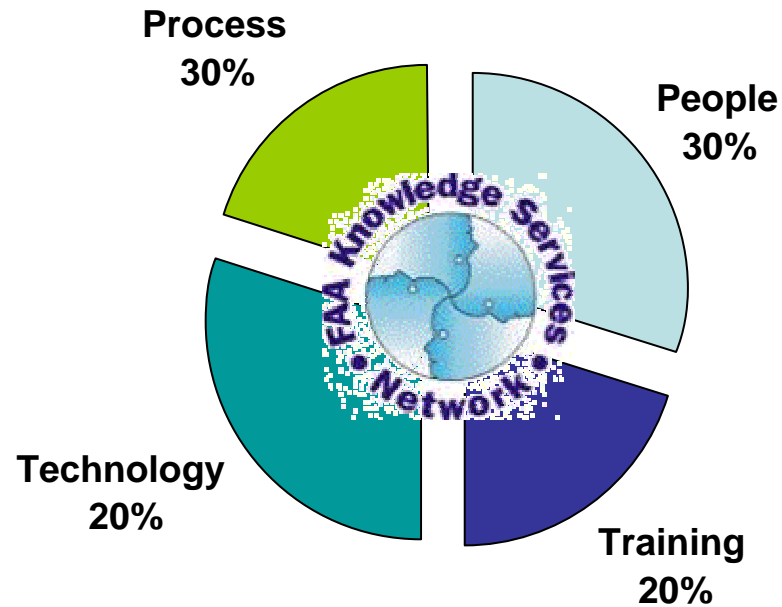


KSN Features and Functions

- **Features: Fully functioning virtual office suites to include:**
 - Document Management
 - Contacts Management
 - Decision Support
 - Bulletin Boards
 - Search
 - Links for other information sources
 - Program/Project Management
 - Forms Management
 - Executive Dashboards
 - Meetings
 - Subscription
 - Discussions
- **Functions**
 - Virtual Conferencing Integration
 - Messaging
 - Business Intelligence Module
 - Business Process Management Module
 - Executive R&D Laboratory



How Does KSN Work?



**Champion and sustain from the top down;
Build and implement from the bottom up;
Model and encourage middle to engage**

The four Pillars of KSN

- Identify risks and benefits of moving business processes to virtual environments;
- Define the functional requirements for information workers to work and collaborate more efficiently and effectively;
- Develop an inexpensive technology environment matched to processes and workers needs;
- Understand the learning infrastructure required for maximum adoption (vs deployment)



Conclusions:

Requirements:

- **Internet connection and MS Office**

Benefits:

- **Provides a secure virtual office that supports a mobile, geographically diverse workforce**
- **Integrates with, e.g., VPN, online conferencing, instant messaging**
- **Supports prepared workforce to be able to work from anywhere and mobilize quickly for coordinated efforts**

