

## Submitter Information

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## UC Locations Represented

Irvine

## Award Categories

Operational Excellent Award, IT Security

## Project Name

The Future of Work Program

## Project Leadership and Team Members

**Leadership:** Kian Colestock, Sarkis Daglian, Saroj Sharma, Timothy Harris

**Team Members:** Mehran Bozorgmehri, Angel Gutierrez, Andrew Laurence, Maribel Marquez, Jennifer Otero, Jeremy Paje, and David Pritikin

## Project Summary

In response to the changing business needs of the campus, UC Irvine initiated the Future of Work program. Future of Work is a centrally funded campus wide initiative which has transformed how the University functions by enabling mobility, enhancing security, and keeping the campus connected in the hybrid world.

## Project Narrative

UC Irvine adopted a campuswide vision of a mobile workforce which would embrace the hybrid/remote working paradigm. This vision's goals were to improve work/life balance from increased flexibility and maintain the campus's competitive position as a top regional workforce destination. To meet the vision, a cross functional partnership between IT, Human Resources, and the Division of Finance and Administration proposed the Future of Work program. Future of Work is a first of its kind centrally funded program spanning all 10,000 main campus employees aimed at common technology adoption to enable a hybrid workforce. Campus leadership awarded the program six-million dollars during the fiscal 2021-2022 year meet the initiative's four primary goals:

1. Provide standardized specification for hybrid work equipment, office space design, and synchronous collaboration technology
2. Improve the cybersecurity posture of the campus through modernized and standardized equipment and configurations
3. Establish criteria of eligibility
4. Support of campus units during the hybrid workforce transition process

Program goals were met through three highly complex workstreams due to campus wide scale and use case variation between departments and schools. The first component was a drive toward increased

campus mobile cybersecurity and computing adoption. The second addressed the challenges of a seamless and equivalent meeting and collaboration experience for teams who are a mix of on and off-site employees. The third aimed to assist the campus reimagine space utilization through hoteling and huddle rooms by transforming recaptured office space by staff working hybrid or remote. Program success was measured by adoption of technology resources and utilization of program funding to meet the new ways of working for University business.

UC Irvine's endpoint landscape consists of heterogeneous independent academic units and standardized administrative units under central IT. This paradigm presents security and asset management risks due to variance in available resources at the school level to meet these needs. The Future of Work program capitalized on the opportunity to introduce centrally integrated campus wide endpoint security standards that were deployed as a condition for funding across all campus. The development of this common solution set for patching, anti-malware, and asset management has greatly improved the visibility and security posture of campus endpoint assets. Additionally, UCI now has a model for future bring your own device expansion and adoption for other campus populations not included in the Future of Work scope through the scaling up of existing infrastructure while also assisting all campus departments and schools with a transition to mobile computing. The laptop workstream to date has replaced 1,500 desktops with laptops for any staff who are working hybrid or remote in 27 departments with a common security toolset.

With a mobile workforce, the second component of the Future of Work program focused on how to ensure meeting and collaboration experience equivalency and inclusion irrespective of an attendee's physical location. Operationally, we wanted to standardize all campus on a simple single solution across departments for a consistent experience. We also had to consider that we needed a solution flexible enough to account for different meeting room sizes. Following extensive research, a single solution set focused on the Logitech one touch was selected but was created in a way that allowed for flexibility of other audio/video components for meeting rooms based on size. The solution has served well bridging the experience for all attendees by solving for problems such as active speaker focus by having smart technology in the room track sound and focus video on an active speaker. The solutions ease of use via one touch to start and familiar Zoom technology set has made for easy campus adoption and use. Future of Work has funded the installation of 181 Zoom rooms across campus across 25 departments and we've received extensive positive feedback on their use. An example of our Zoom room installations is included in Appendix A.

The increase in campus hybrid and remote work provided the campus cost savings opportunities and a chance to rethink about how campus space is utilized. Leveraging the Future of Work program, campus was able to save several million dollars in off campus lease spaces by bringing staff located on campus back to shared hoteling spaces on campus. The program funded technology components such as docking stations, multiple monitors, and peripherals to assist with the conversion. This change has enabled teams within a given department or even multiple departments to share space if they are on site to increase staff space utilization density and facilitate in person collaboration. The program has funded 14 hoteling spaces for different campus departments to date. One example of such a hoteling space is provided in Appendix B.

The Future of Work program has helped UC Irvine achieve its vision and reshape its workforce to become more mobile, secure, and flexible. By centrally funding this workforce mobile transformation the program ensured that every department could take part in driving our working future. Through this

fiscal year, the program has funded improvements in mobility computing and security, widespread creation of hybrid meeting spaces, and leveraged the changing dynamics of space utilization to increase density and achieve cost savings. As we near the end of the fiscal year, over 90% of the initial almost \$6M investment has been allocated. All of which has touched thousands of campus employees improve their workplace experience by enabling the flexibility to work their own way.

#### **Appendix A:**



**Appendix B:**

