



Enterprise Mobility

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What is Enterprise Mobility

Enterprise mobility is an approach to work in which employees can do their jobs from anywhere using a variety of devices and applications. It gives employees flexibility and choice, which can improve job satisfaction and increase productivity

Are you doing Enterprise Mobility without calling it that?

- Office 365
- Smart Phones
- Tablets
- Corporate Wi-Fi
- notebooks
- Web mail



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Why are we embracing enterprise mobility?

- City of Salisbury is building a new Community hub with 2 floors dedicated to administration staff
- The work area has been designed to accommodate 295 employees, using a mix of 232 dedicated workstations, bookable and non-bookable meeting rooms & collaborative spaces
- there will be no assigned desks and people will have flexibility in where they sit
- Staff will have access to a locker and will not be able to leave anything on the desk at the end of the day
- With the exception of a small number of functions, there are no assigned areas within the work area
- The City of Salisbury operates a predominantly desktop-based computing fleet and as part of the transition to the Community Hub it is expected that the vast majority of employees will be issued with mobile devices



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The journey

1. Establish the vision of a modern, mobile and flexible working environment
2. Create a Pilot Group to establish a pilot space to trial technology, furniture and a flexible working environment
3. Create a change Agent Network (CAN) to be the voice of the organisation
4. Create the pilot space with...
 - Different work zones – collaboration spaces, quiet spaces, working spaces
 - Adjustable desks
 - Screens
 - Docking stations
 - Meeting rooms – booking system, TV, conference call facilities
5. Business Systems & Solutions to source and implement the supporting technology
 - TV's
 - Devices
 - Headsets
 - Docking stations
 - Keyboards and mouse
6. Every 2 weeks a different group of 10 people move into the workspace and when they move out they have...
 - A new device
 - A headset and a soft phone
 - Personal mouse and keyboard
7. Decant to the Community Hub in September/October 2019



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GOTCHA!



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The Lessons Learnt



- Setting the budget early
- Not changing how to procure
- Having a contract in place



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The Lessons Learnt



- Selecting the technology
- What does wireless actually mean
- Supporting the tech – Service Desk
 - One size does not fit all
- What to share and what not to share? (keyboards, mouse, headsets)



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The Lessons Learnt



- Don't assume
 - Staff Expectations are not always reality
 - Getting the personas right
 - Instructions for everything
- Change management is for the experts



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Want to learn more?

- Come for a visit to the Pilot Space
- Contact Laura Fischetti for further information



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