



# A New Workplace: Modernizing Where, How, and When *Utah Works*

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Governor's Office of Management and Budget

## Is there a solution that solves a number of seemingly different problems?

### Issue:

-  Air quality
-  Jobs in rural Utah
-  Building utilization
-  Employee productivity
-  Employee Retention / Recruitment

### Solution:

- Less Cars on the road
- Don't have to live on Wasatch Front
- Less square footage per person
- Less distractions
- More satisfied employees / options

## How many believe teleworking is a good thing?



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## Agenda / objectives

- Why pilot and test Telework?
- What were the results of the pilot?
- What now?
- What do we plan to accomplish?
- How are we going to be successful?

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## Why pilot and test telework?



Air



Rural Jobs



Real Estate



Productivity



Retention &  
Recruitment

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## What were the results of the pilot?



273 pounds of emissions reduced



1 hire in DTS



Plans for first building reduction (\$220,000 O & M reduction)



Over 20% increase in productivity



3 employees retained

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# What now?



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# What now, r

gt government technology

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Cybersecurity GovTech Biz Emerging Tech Cloud Gov

Sonoma County empowers caseworkers to better serve the most vulnerable. [Learn more](#)

CLOUD & COMPUTING

Utah Expands Teleworking Program After Successful Pilot

State officials in Utah hope to roll out a teleworking program for 2,553 eligible employees during the next 18 months to reduce vehicle emissions, save taxpayer dollars and increase staff productivity.

BY NEWS STAFF / JULY 9, 2019

Services Agriculture Government

LT. GOVERNOR

St George News

REMEMBER YOUR LOVED ONES LEGACY

New telework program called a win for rural state employees, including those in Utah

Written by Mark Kessler | July 9, 2019

STATE ROLLS OUT TELEWORKING PROGRAM

PROGRAM AIMS TO INCLUDE OVER 2,000 STATE EMPLOYEES

KSL.com

NEWS / UTAH / More sections

Get housepower

Teleworking program could help rural communities diversify their economies

By Lauren Bennett, KSL.com | Posted - Jul 10th, 2019 @ 2:50pm

At 5:30 am the alarm on my phone informs me it is time to start the day. Jur...  
teeth, combing my hair, workin...  
I sit down...at work. I have just...  
I do have more flexibility to bal...  
love my life!

ment and I say, "My office is at...  
the most of the time," their res...  
people working in private indu...  
acceptance.

ing remotely?

to telecommuting teleworking

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## What do we plan to accomplish?

-  1,300 pounds of emissions reduced / month
-  200 jobs in rural Utah
-  63,900 square feet saved
-  Maintain or increase in productivity
-  56 employees retained

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## How are we going to be successful?

1. Change how the work gets done, by the people who do the work.
2. Implementing the right types of “physical changes” with the people who do the work is the critical activity in improvement – without it, nothing else matters.
3. Physical changes are changes to the actual flow or content of work.

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## Rules of flow

- Triage
- Full Kit
- Work in Process / Bad Multi-tasking
- Synchronization
- Mistake Proof
- Standard Work



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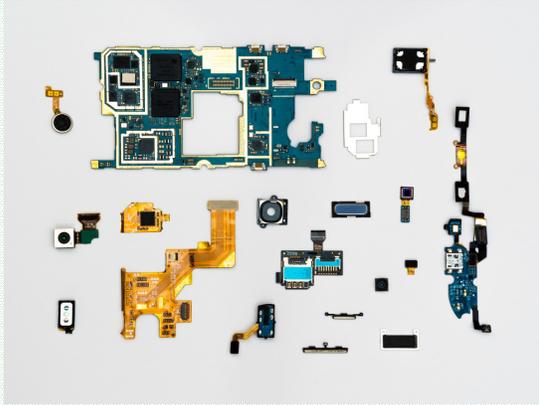
**Triage:** A screening activity (determines if work should enter the system) that assigns a priority or category of work



- DHRM survey summer 2018, Identify groups first to go
- Identify issues before beginning

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**Full Kit:** Having everything required to complete task or start a project



- Deployment Guide Tools.
- Change Management Consultant
- Executive and Legislative Support
- Staff Resources
- Money

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**Work in Process / Bad Multitasking:** The total amount of work in a system that has been started and is waiting for completion



- Incremental Rollout
- Senior Consultant

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**Synchronization:** Aligning and pacing work based on system-level priorities



- Aligning with resources of supporting agencies
- DTS
- DHRM
- DFCM

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**Mistake Proof:** Proactively eliminating causes of rework



- Research, Risk Identification, Trainings

The 3 C's

**C**ulture

**C**ommunication

**C**oordination

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**Standard Work:** A documented process or procedure for an important function or task that requires consistency



- Deployment Guide
- Policy
- FAQs
- Technology Standards
- Trainings

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## Why do we struggle with execution?

- There is no dedicated time allocated to project work
- Changes take too long and we lose momentum
- There is no accountability to complete action items
- Leadership is not available to help overcome roadblocks or make critical decisions
- There is no defined process to manage projects

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# Ongoing Success

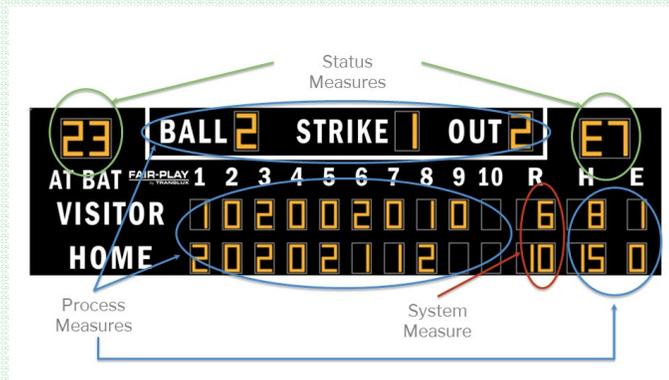
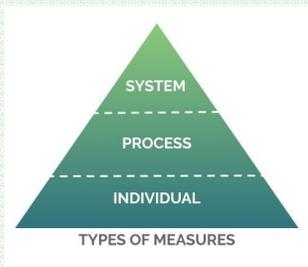
## “Managing Performance over Presence”



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# Ongoing Success

- System Level
- Process Level
- Individual Level



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