

Visioning document TPDW 2017

(Time-, place-, device independent working)

Ambition for TPDW in accordance with the I-strategy and Reform Agenda

"The national government's services have a platform which enables time-, place- and device independent working and interdepartmental cooperation in a safe and trusted manner."

(I-strategy, approved by the Second Chamber (achieved in 2015))

"At the same time the services to citizens can be improved by increasing transparency and coherence of the national civil service. The national government wishes to achieve this by working fully digitally by 2017, both regarding service provision to citizens, and as an organisation (time-, place- and device independent working)."

(Reform Agenda, letter to the Chamber dated 22 May 2013)

In 2017, as a national official, I will be able to ...

Do my job anywhere, anytime and with any device (TPDW). This includes for example: working in the office, working from home, rush hour friendly timetables, plug in with other national officials or business partners, mobile working (when travelling) or any combination of these. This means that I am always, all over the globe, able to access my processes and information and that I do not need to be in a particular location to do my job. I can enter any national public office with my national official's ID card to work in any workstation in the national public sector premises.

As an employee in a TPDW environment...

- I choose wisely where and when I do my work, so that it contributes to the successful implementation of my tasks. I agree my choices with my manager and colleagues
- I organise my working day according to the principles of activity based working and the nature of the task determines how, where and with whom I work
- I am focused on using knowledge and knowhow of national officials and actively seek to cooperate with them
- I am focused on using new possibilities for doing my job safely, efficiently and with a view to continuous improvement (work smarter)
- I take the initiative to discuss any difficulties that I encounter in my TPDW environment.
- I ensure that my work modus does not entail consequences for my well-being or my work-life balance

As a manager in the TPDW environment ...

- I provide direction to my team by communicating clearly which results and competencies I expect from them (Direction)
- I provide trust and space to my team for them to work autonomously by alleviating any barriers and supporting them where necessary (Trust)
- I encourage my team to deliver results by making best use of the possibilities offered by TPDW (Results)
- I ensure that my team can report about their results and about the tasks they performed (Accountability)
- I put in place a good and balanced dialogue with each of my team members by communicating transparently and making clear arrangements (Relationships)
- I keep in mind that TPDW must always be tailored to individual situations.

Together with my colleagues I make sound arrangements about ...

- When and how I can be reached
- When and how we organise contact moments (periodical updates, informal meetings, online exchanges)
- The way in which we cooperate and which means we use for doing so efficiently and effectively
- Any other matters that we need to agree on between us (such as use of common means, clean desk, clear desk, saving common digital information)

My manager and I make sound arrangements about ...

- The results I need to deliver within a certain time frame and how my progress is monitored
- Which devices and (adapted) facilities I need to do my job well
- How I use my various (mobile) devices safely and effectively (in accordance with the requirements of I-conscientiousness)
- How I use my different workstations safely and effectively (in accordance with the applicable Health and Safety regulations)
- How I safely and effectively use my time and energy (in accordance with the applicable Health and Safety regulations)
- Which education or training I may need to update my knowledge, insights and skills.

In any public sector office I can ...

- Enter the premises with my national official's ID card
- Access my national official's digital workstation at any guest workstation in those premises
- Print my documents (only if necessary because in principle we work paperless)
- Meet digitally or virtually by means of video or teleconferencing
- Use logistical support such as online reservation of meeting rooms available throughout public offices
- Find out where my colleagues are working and where there is workspace available
- Meet professionally outside the secured premises in meeting areas made available for meetings with persons who are not public officials
- Use the activity based work environment in the best possible way.

From any national public sector workstation (office, home, off-site or when travelling)

- I have access to all my professional information (e-mail, personal files, agenda, task list, etc.)
- I only need to provide my user name and password once to get access to my standard applications
- I can access information belonging to other departments or regarding other policy areas
- I can easily find information about TPDW via the national government's portal and I know where to ask any questions related to TPDW
- I can make use of (helpdesk) support
- I have access to all general services of the national government (more details below)

In 2017 I can safely access the national government's general services via my (own) mobile device. Such services include:

- National government's portal, including the parts which are specific to other departments
- National government's address book
- National government's app store
- National collaborative facilities to work together digitally with colleagues or externals
- Information about who is present in the office
- Digital signature
- Access to (meeting) documents
- Virtual meetings with video, teleconferencing or chat
- Facilities for booking meeting rooms
- National government's social media (internal communication)
- E-learning programmes
- Data and files from outside the national government's digital environment (newspapers, libraries)

Besides the general services, I also have access to my own professional information and files such as e-mail, personal files, agenda, task list etc.)

Regarding the means with which I work ...

I can choose a (mobile) device provided by my employer as part of a standard offer

I can (also) use own devices, provided they are compliant with the (safety) requirements

I have an individual standard set of equipment (account, phone number, digital data, mobile devices, Health and Safety facilities, transport card, national official's ID card, software) registered centrally

I may keep my standard equipment in case I'm transferred to another national public sector organisation

I know how to work safely digitally, also in a mobile environment

I have proved my knowledge of this by attending a basic course on I-conscience and -skills

I can use software I need, and which is not part of the employer's offer, in a safe manner

I do not receive reimbursements (payments)

About this visioning document ...

- The I-strategy and the Reform Agenda are formal policy documents. The intention of the present visioning document is to provide a direction for the development within organisations and to inspire collaboration and comprehensive initiatives.
- The target date for the full implementation of the National Government's Reform Agenda is 2017.
- The vision is largely based on established policy in the various policy areas where TPDW topics come into play.
- Starting point is that the vision applies to each staff member of a national public sector organisation. The vision applies foremost to office jobs but at the same time parts of it also apply to staff members with different jobs (in particular implementation and monitoring).
- The vision will be achieved in a gradual and differentiated manner. The speed of implementation is not the same for each part of the national public sector.
- The vision supports the dialogue with staff members about TPDW
- The vision can by its nature not give rise to any entitlements.