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Information technology~~-~~ — User interfaces — Use cases of serviced offices

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This document was prepared by Joint Technical Committee ISO/IEC JTC~~ ~~1, *Information technology*, Subcommittee SC 35, *User interfaces*~~..~~

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Introduction

For a serviced office that is defined as a part of third workplace, there are a variety of service forms and usage patterns. Consistency between the service form and the mode of use of its user and the service form and the mode of use provided is highly important. This document investigates and reports the current situation of serviced offices by using use cases to develop an international standard that defines icons intended for use on search sites.

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Information technology — User interfaces — Use cases of serviced offices

1 Scope

This document illustrates the use cases of serviced offices among the third workplaces used for flexible working hours and places.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

— — ISO Online browsing platform: available at ~~https://www.iso.org/obp~~https://www.iso.org/obp

— — IEC Electropedia: available at ~~https://www.electropedia.org/~~https://www.electropedia.org/

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3.1
telework
remote work
working outside the *main office* (3.5) using information and communications technology (ICT)

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3.2
workplace
place where intellectual production activities, production and office work are carried out

3.3
third workplace
workplace (3.2) other than the primary place of work (*main office* (3.5)) and the secondary place of work (home)

3.4
serviced office
office managed by a facility management entity, where services are provided to users based on a contract of use

Note 1 to entry: A serviced office can be paid for or free of charge.

3.5
main office
workplace (3.2) to which the worker belongs

3.6

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satellite office
workplace (3.2) located outside the *main office* (3.5)

Note 1 to entry: A satellite office is a place that fulfils the same role as the *main office* (3.5) of the company or the group and is set up for the exclusive use of the company or the group.

3.7
cyber office
virtual office
workplace (3.2) located in virtual space that is implemented with ICT

3.8
partitioned type office
serviced office (3.4) with individual workspaces divided by separators

3.9
box type office
serviced office (3.4) with enclosed workspaces divided by walls and ceilings

Note 1 to entry: A box type office is shaped like a telephone booth.

3.10
room type office
serviced office (3.4) as a closed work area that can be used exclusively

3.11
open type office
serviced office (3.4) as an open work area that is not separated by walls or other barriers

3.12
shared office
workplace (3.2) where multiple companies share the same space rather than only one company using it as its own space

3.13
co-working place
workplace (3.2) that intends to promote people-to-people exchanges, where a worker shares facilities and equipment with people who do not belong to the same organization such as a company

Note 1 to entry: A worker can work independently.

3.14
workcation
activities that utilise telework and provide opportunities to stay in a *third workplace* (3.3) for leisure and experience things other than work, while continuing to work in the *main office* (3.5)

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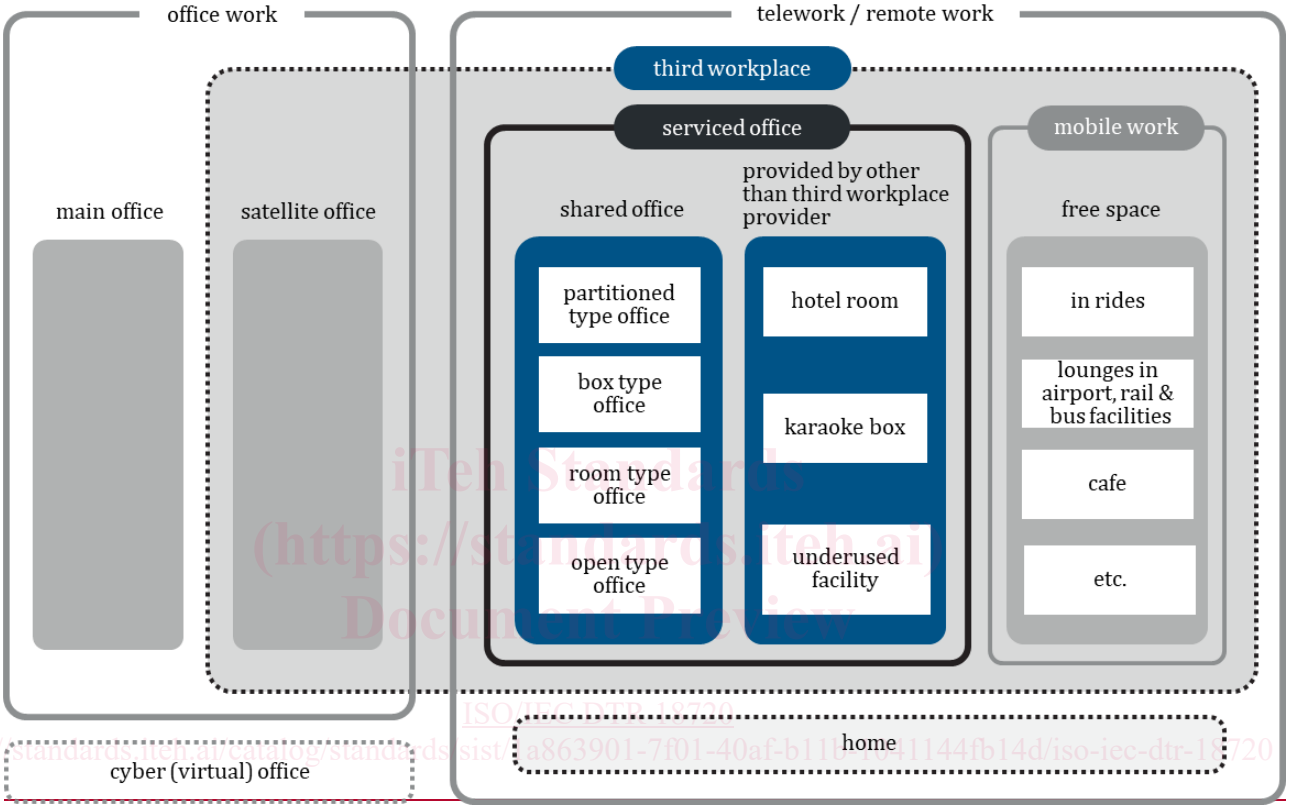
4 ~~The third~~Third workplace

4.1 Overview

Figure ~~-~~ 1 shows relation among telework, third workplace and serviced office in terms of working place. The third workplace is defined as a workplace other than the primary place of work (main office) and the secondary place of work (home), and therefore it also includes the satellite offices. However, this document concentrates ~~the~~on serviced offices, which are workplaces managed by a facility management entity and where services are provided to users based on a contract of use, among third workplaces.



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~~**Figure 1 — Relation among telework, third workplaces and serviced offices**~~

~~Alternative text of~~ Figure ~~1~~

~~Figure~~ 1 shows that there are two types of works: Office work and telework ~~/~~ /remote work. The ~~Office~~office works includes main office and satellite office. The telework ~~/~~ /remote work includes serviced office, mobile office, and home. ~~Third~~The third workplace consists of the satellite office, the serviced office~~,~~ and the mobile office. The serviced office includes shared office and the spaces that are not provided by other than third workplace provider. The shared office includes partitioned type office, box type office, room type office~~,~~ and open type office. The spaces that are not provided by other than third workplace provider includes hotel room, karaoke box, and underused facility. The mobile work ~~include~~includes free space such as in-rides, lounges in airport, rail ~~&~~and bus facilities, cafe, etc.

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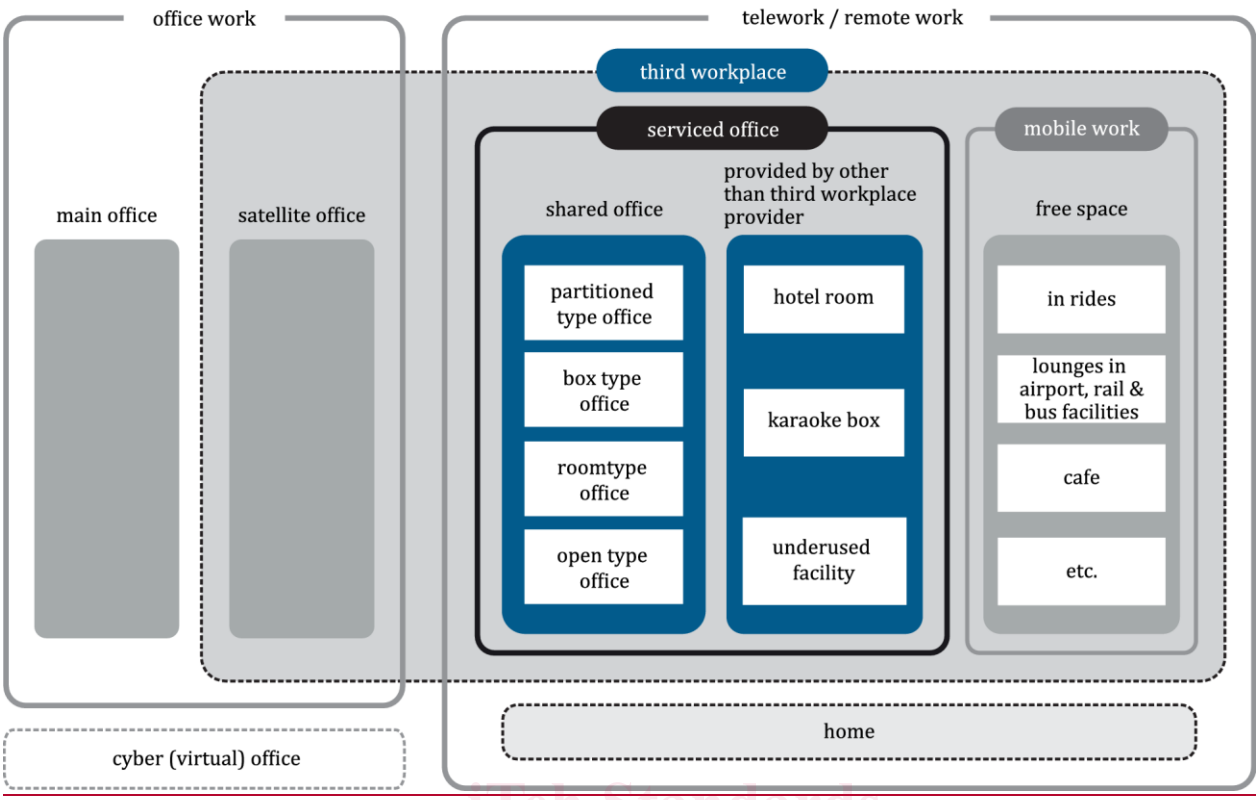

Figure 1 — Relation among telework, third workplaces and serviced offices

A concept of the use of ~~servced~~serviced offices is also shown in Figure- 2. From the perspective of using the serviced offices, users include not only people in general, but also specific people such as the elderly, persons with disabilities and persons working with children, and the use cases include daily work, touch down work or collaborative work. The shared offices are equipped with a variety of facilities such as partitioned type office, box type office, room type office and open type office, which are selected according to the use cases of daily work, touch down work and collaborative work.

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