FINAL
DRAFT

TECHNICAL
REPORT

ISO/IEC DTR 18720

ISO/IEC JTC **1**/SC **35**

Secretariat: **AFNOR**

Voting begins on:
2023-11-01

Voting terminates on:
2023-12-27

Information technology — User interfaces — Use cases of serviced offices

iTeh Standards
(https://standards.iteh.ai)
Document Preview

ISO/IEC DTR 18720
https://standards.iteh.ai/catalog/standards/sist/1a863901-7f01-40af-b11b-1041144fb14d/iso-iec-dtr-18720

RECIPIENTS OF THIS DRAFT ARE INVITED TO SUBMIT, WITH THEIR COMMENTS, NOTIFICATION OF ANY RELEVANT PATENT RIGHTS OF WHICH THEY ARE AWARE AND TO PROVIDE SUPPORTING DOCUMENTATION.

IN ADDITION TO THEIR EVALUATION AS BEING ACCEPTABLE FOR INDUSTRIAL, TECHNOLOGICAL, COMMERCIAL AND USER PURPOSES, DRAFT INTERNATIONAL STANDARDS MAY ON OCCASION HAVE TO BE CONSIDERED IN THE LIGHT OF THEIR POTENTIAL TO BECOME STANDARDS TO WHICH REFERENCE MAY BE MADE IN NATIONAL REGULATIONS.

Reference number
ISO/IEC DTR 18720:2023(E)

© ISO/IEC 2023

iTeh Standards
(https://standards.iteh.ai)
Document Preview

ISO/IEC DTR 18720
https://standards.iteh.ai/catalog/standards/sist/1a863901-7f01-40af-b11b-1041144fb14d/iso-iec-dtr-18720

COPYRIGHT PROTECTED DOCUMENT

© ISO/IEC 2023

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

© ISO/IEC 2023 – All rights reserved

Contents

Page

Foreword ..... **iv**
Introduction ..... **v**
1 Scope **1**
2 Normative references **1**
3 Terms and definitions **1**
4 Third workplace **2**
4.1 Overview 2
4.2 Market size 4
5 Use cases of serviced offices **5**
5.1 Typical scenarios of the uses of serviced offices 5
5.2 General use cases 7
5.2.1 General 7
5.2.2 Variation of user's work 7
5.3 Additional services 8
5.3.1 Additional services for persistent attributes change 8
5.3.2 Additional services for temporal attributes change 9
Annex A (informative) **Actor list** **10**
Annex B (informative) **Classification of use cases and related actors** **19**
Bibliography **28**

iTeh Standards
(https://standards.iteh.ai)
Document Preview
ISO/IEC DTR 18720
https://standards.iteh.ai/catalog/standards/sist/1a863901-7f01-40af-b11b-1041144fb14d/iso-iec-dtr-18720

© ISO/IEC 2023 – All rights reserved

Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives or www.iec.ch/members_experts/refdocs).

ISO and IEC draw attention to the possibility that the implementation of this document may involve the use of (a) patent(s). ISO and IEC take no position concerning the evidence, validity or applicability of any claimed patent rights in respect thereof. As of the date of publication of this document, ISO and IEC had not received notice of (a) patent(s) which may be required to implement this document. However, implementers are cautioned that this may not represent the latest information, which may be obtained from the patent database available at www.iso.org/patents and https://patents.iec.ch. ISO and IEC shall not be held responsible for identifying any or all such patent rights.

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see www.iso.org/iso/foreword.html. In the IEC, see www.iec.ch/understanding-standards.

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

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html and www.iec.ch/national-committees.

iTeh Standards
(https://standards.iteh.ai)
Document Preview
https://standards.iteh.ai/catalog/standards/sist/1a863901-7f01-40af-b11b-1041144fb14d/iso-iec-dtr-18720

© ISO/IEC 2023 – All rights reserved

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.

iTeh Standards
(https://standards.iteh.ai)
Document Preview

ISO/IEC DTR 18720
https://standards.iteh.ai/catalog/standards/sist/1a863901-7f01-40af-b11b-1041144fb14d/iso-iec-dtr-18720

© ISO/IEC 2023 – All rights reserved

iTeh Standards
(https://standards.iteh.ai)
Document Preview

ISO/IEC DTR 18720
https://standards.iteh.ai/catalog/standards/sist/1a863901-7f01-40af-b11b-1041144fb14d/iso-iec-dtr-18720

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

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

iTeh Standards
(https://standards.iteh.ai)
Document Preview

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

ISO/IEC DTR 18720
https://standards.iteh.ai/catalog/standards/sist/1a863901-7f01-40af-b11b-1041144fb14d/iso-iec-dtr-18720

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
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.

© ISO/IEC 2023 – All rights reserved

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)

iTeh Standards
(https://standards.iteh.ai)
Document Preview
ISO/IEC DTR 18720
https://standards.iteh.ai/catalog/standards/sist/1a863901-7f01-40af-b11b-1041144fb14d/iso-iec-dtr-18720

4 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 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.

© ISO/IEC 2023 – All rights reserved

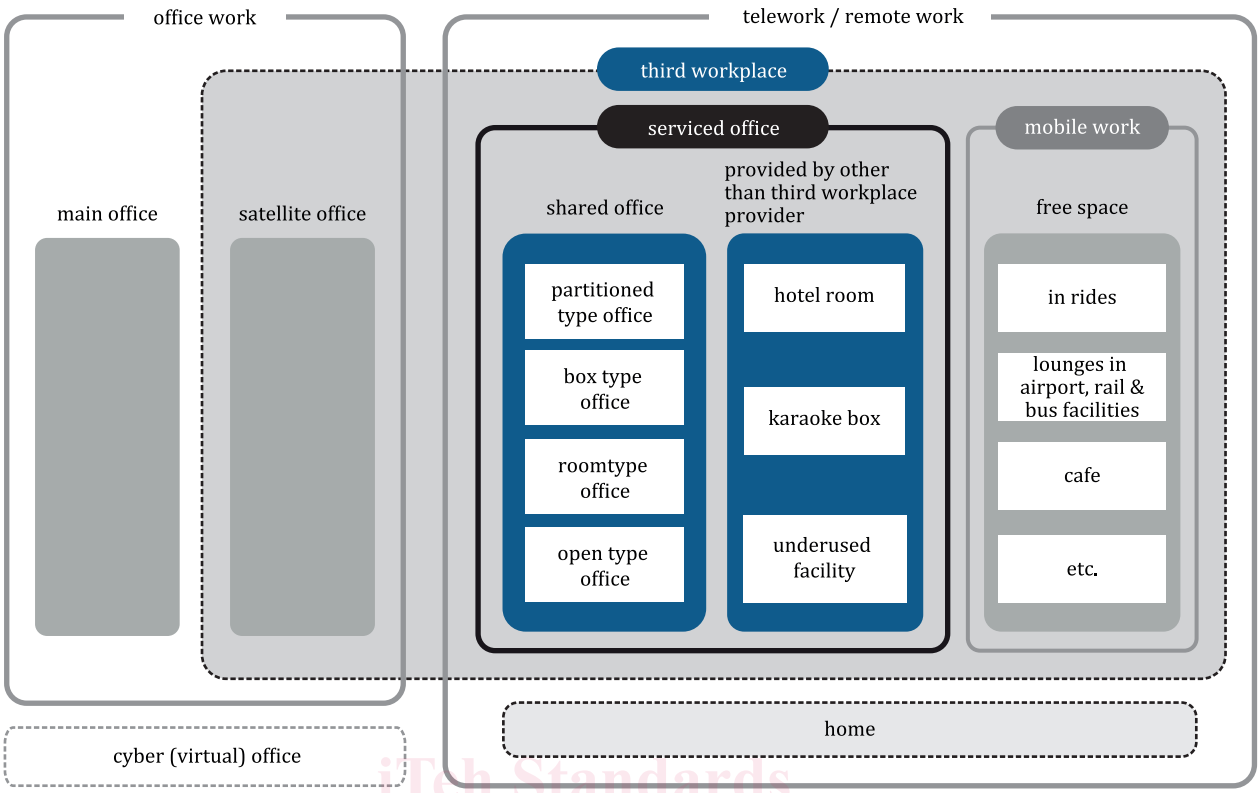


Figure 1 — Relation among telework, third workplaces and serviced offices

A concept of the use of 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.

iTeh Standards (https://standards.iteh.ai) Document Preview

© ISO/IEC 2023 – All rights reserved

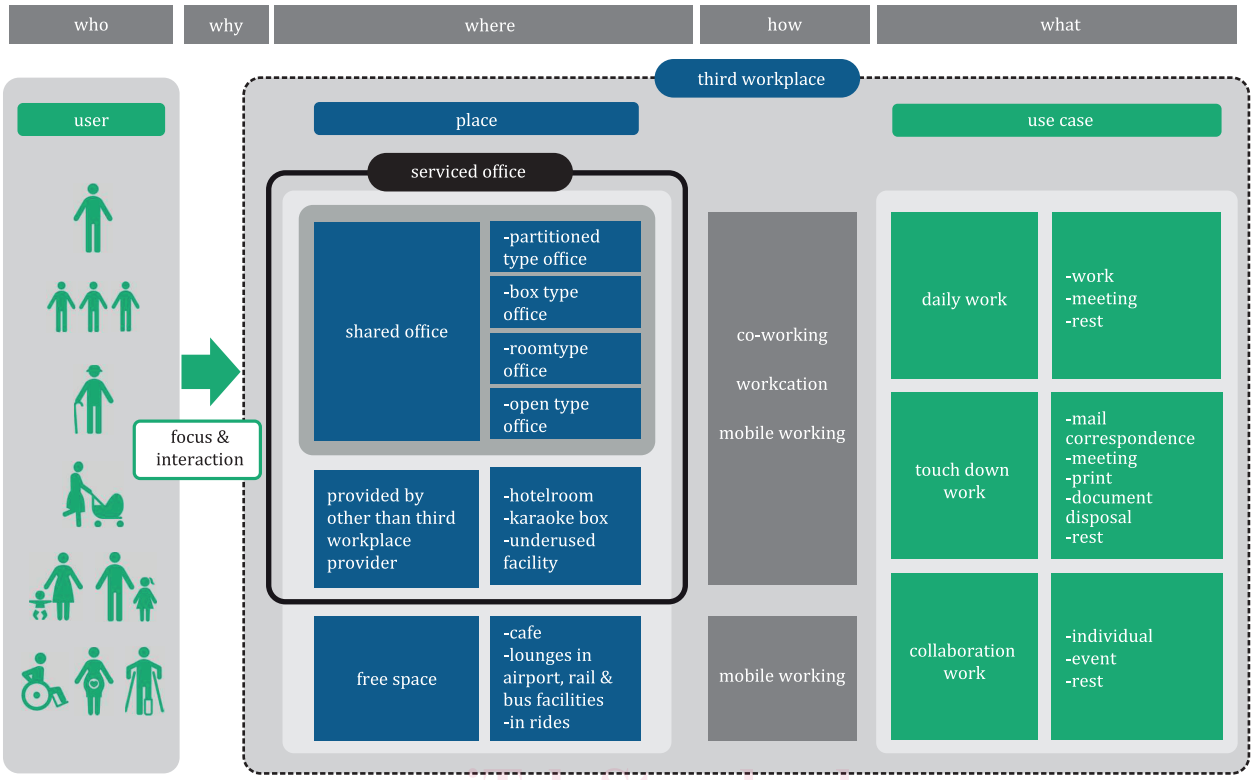


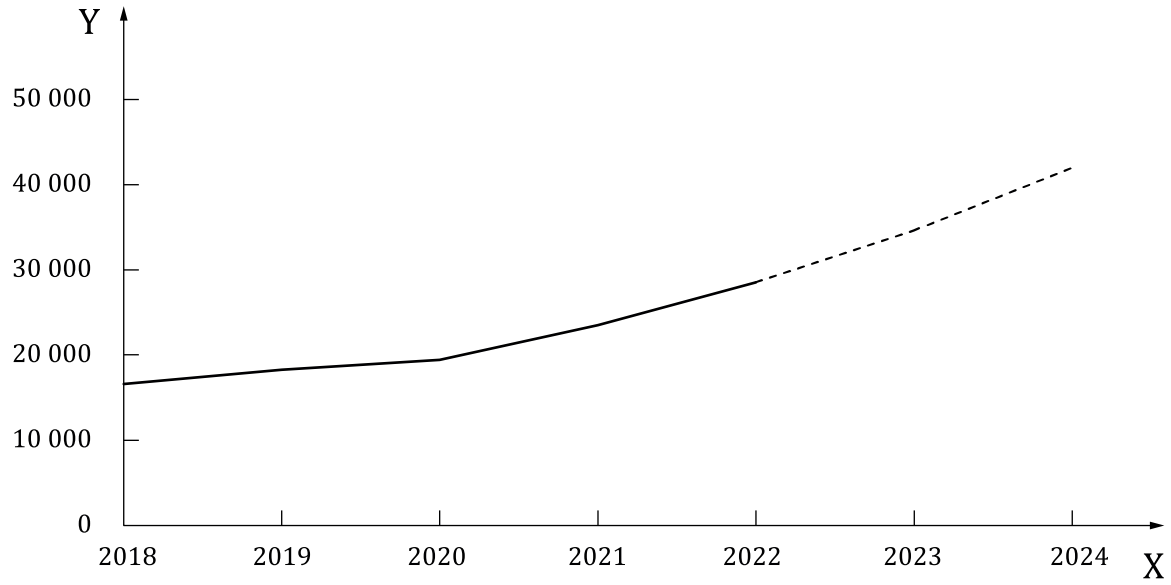
Figure 2 — Concept of serviced offices

iTeh Standards
(https://standards.iteh.ai)
Document Preview

4.2 Market size

Figure 3 shows the market forecast for number of serviced offices worldwide[1]. Serviced offices are on the rise globally and are expected to develop rapidly from 2022 onwards, with an annual growth rate of 21,3 %.

ISO/IEC DTR 18720
https://standards.iteh.ai/catalog/standards/sist/1a863901-7f01-40af-b11b-1041144fb14d/iso-iec-dtr-18720



Key

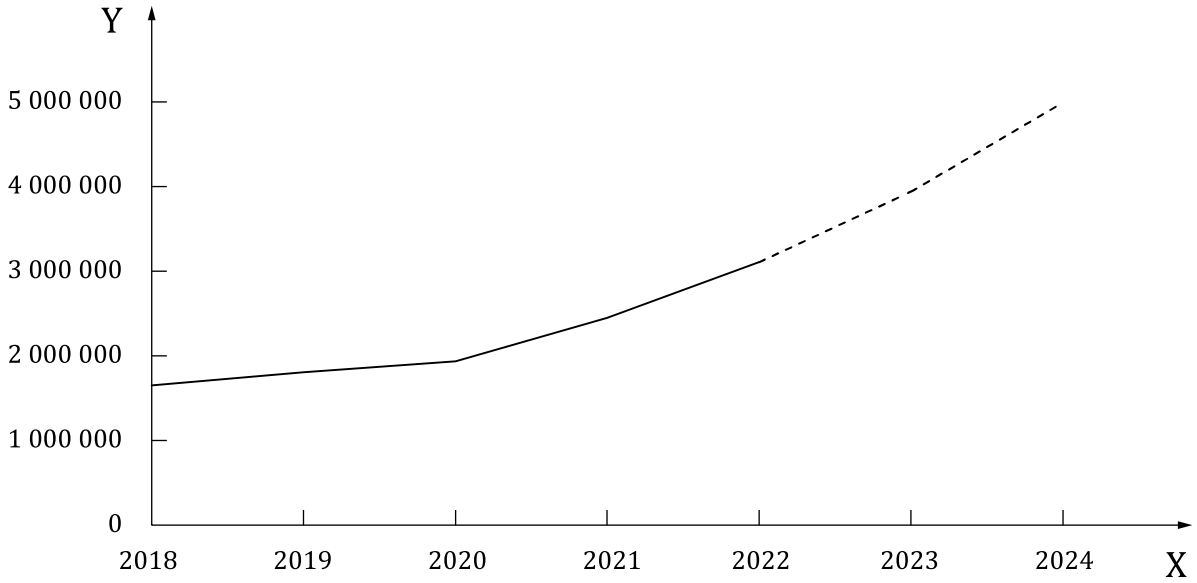
X year

Y number of serviced offices worldwide

Figure 3 — Market forecasts for number of serviced offices worldwide

© ISO/IEC 2023 – All rights reserved

Figure 4 shows the market forecast for number of people using serviced offices worldwide[2], which estimates that around 5 million people will be working in serviced offices by 2024, an increase of 158 % compared to 2020.



Key

X year

Y number of people using serviced offices worldwide

iTeh Standards
(https://standards.iteh.ai)
Document Preview

Figure 4 — Market forecasts for number of people using serviced offices worldwide

Demand for serviced offices is expected to grow rapidly from Figures 3 and 4.

NOTE The source is described as a "co-working space", but the definition in this document is "serviced office", so it is described as such.

ISO/IEC DTR 18720
https://standards.iteh.ai/catalog/standards/sist/1a863901-7f01-40af-b11b-1041144fb14d/iso-iec-dtr-18720

5 Use cases of serviced offices

5.1 Typical scenarios of the uses of serviced offices

Table 1 lists the typical scenarios of the use cases for serviced offices, together with their contents. Annex A shows actors for use cases with related information. Annex B presents a diagram of use cases for serviced offices.

© ISO/IEC 2023 – All rights reserved