



The future of knowledge work

Intel Labs
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Five key findings


1. Flexibility becomes the key requirement
2. Dynamic teams; guns for hire
3. Office location and the human condition
4. Electronic team mates
5. Intelligent agents: the second wave of consumerization

*1. Flexibility becomes
the key requirement*



Changing Expectations of the Workforce

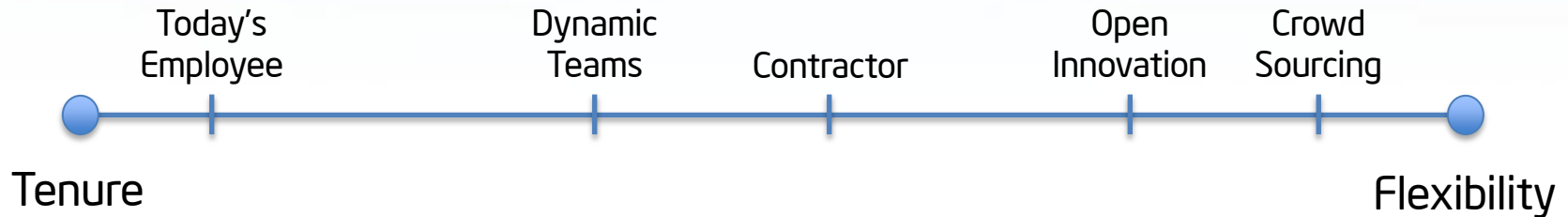
- Flexibility is the key desire
 - Where, when, how, and how long
 - Young and mature workers
 - Split time: traditional roles, cultivation of entrepreneurial opportunities, volunteering, and leisure
 - Flexibility and remote access trump salary
- Social responsibility expected
- Personalized engagement expected

A close-up photograph of several hands of different skin tones reaching towards the center, each holding a white puzzle piece. The pieces are being assembled into a larger shape against a warm, reddish-orange background. The lighting is dramatic, highlighting the texture of the hands and the interlocking edges of the puzzle pieces.

*2. Dynamic team structures the norm
Employee = "Gun for Hire"*

New Employment Models

- Dynamic employee staffing
 - Resource pool
 - Skills, interests and availability
- Talent marketplaces
- Open innovation and crowd sourcing



A photograph of a modern office hallway. The hallway is long and narrow, with a curved glass wall on the right side. The ceiling is made of light-colored wood slats, and the floor is a polished, reflective surface. The lighting is bright and even, creating a clean and professional atmosphere. The text "3. Office location and the human condition" is overlaid on the bottom left of the image.

3. Office location and the human condition

Office location and the human condition

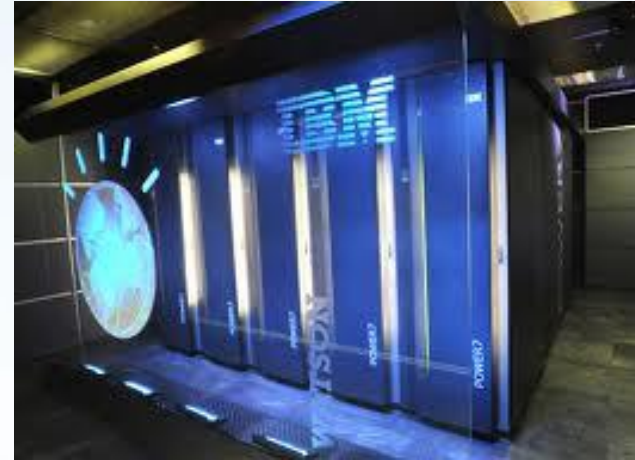
- Permanent office space gives way to more flexible options
 - Real estate costs represent significant overhead
 - Dispersed workforce in a myriad of locations
 - Workers increasingly desire mobile options
- Office location is dynamic and changing
 - Office becomes a temporary anchor point for human interaction instead of a daily destination
 - Location that best enables productivity becomes the norm (type of task, role of job, needed tools)
- Office as a Service (OaaS) becomes a strategic tool
 - Land employees in the right place, at the right time
 - Leasing, rental, multi-company shared spaces, temporary formats
- “Virtually being there” is a long term goal
 - Ambient sociability to hang out
 - Homing from Work

*4. Electronic team mates:
Smart systems become
the colleagues of
tomorrow*



Smart systems as new team mates

- Smart systems
 - Ingest historical information and current trends
 - Collaborate to recommend best approaches
 - Game changing across a broad set of domains
 - Help humans focus on their unique value
- Knowledge workers freed from low level tasks - or increase their competence



5. Personal data agents make life easier, but present the next big IT challenge



Calendaring
agent



Travel
agent



Wellness
agent



Shopping
agent



Finance
agent

Questions