

NetWORK News July 10, 2009

Latest update to benchmarking fact file

Our Fact File contains information scanned from public information sources about company initiatives for new ways of working. It includes business drivers, solutions, results, source information, and links. Currently, we have data for about 60 organizations. This latest update covers the following organizations: American Express, Ascend One, BDO Seidman, Capital One, Cisco, McKesson Medical Health Solutions, Motorola, SCAN Health Plan, Telus and the US Navy. You can find the file in our library at

<http://www.newwow.net/members/node/492>. Please remember, this file is restricted to NewWOW members only.

Featured study: The Big Shift

This week, we feature a new report from the Deloitte Center for the Edge, "Measuring the forces of long-term change: The 2009 Shift Index." The three principal authors, John Hagel III, John Seely Brown, and Lang Davison, began their study to try to understand the huge transformation going on in the business world today. They decided to look at longer-range trends for clues. A major goal was to quantify the shift, not just tell stories and anecdotes. As a result of their study, the team developed the framework for The Big Shift Index, a new set of economic indicators built for the digital world.

In their Harvard Business Review blog, the authors said their research "reveals a disquieting performance paradox in the US corporate sector. On the one hand, labor productivity has nearly doubled since 1965. During those same years, however, US companies' Return on Assets (ROA) progressively dropped 75 percent from their 1965 level.' To understand these changes, the research team identified three major waves of "deep change" and 25 metrics that help to quantify the shift, understand the impacts, and predict its direction. Check out our summary at <http://www.newwow.net/members/node/1293>

Cisco's Next Generation Workplace

The May/June issue of CoreNet's *The Leader* magazine features an article by **Peggy Stritch** and **Clark Sept**. The authors, both members of our community, describe the design of Site 5.1, one of the engineering campus hubs. Cisco is undergoing a major shift to get ready for a "different tomorrow," one fueled by collaboration and teamwork. Their article describes the principles of the design process and features interviews with some of the users of the new space.

<http://www.newwow.net/members/node/807#comment-865>

Can you predict a successful virtual worker – is there "a virtual worker personality?"

According to a study by Pearn Kandola on behalf of Cisco, extroverts are better suited to working remotely than their introverted counterparts. As reported in a

special report of BusinessWeek last month, researchers found that extroverts make better remote workers because they make sure they get enough social interaction and they tend not to mind the isolating effects of working from home. Other attributes of a successful virtual worker? Strong organizational skills.

<http://www.newwow.net/members/node/1288#comment-866> **Jim Creighton** found a list of the "10 Characteristics of a Successful Flexible Worker" on the workstyle design blog. Number one on the list was a strong work ethic. Check it out and see if you have any to add.

<http://www.newwow.net/members/node/1288>

Forrester recommends a formalized telecommuting policy

A new Forrester white paper explores how implementing best practices to create a telecommuting program and standardized policy reduces operational costs and increases employee productivity. Analyst Brownlee Thomas writes that Forrester has received "a growing number of client inquiries about telecommuting best practices" over the past few months. She recommends standardizing telecommuting policies to remove inconsistencies about who can telecommute and what costs the company covers. Doing so can also reduce IT support costs by cutting the number of nonstandard and personal devices connecting to the network. The bulk of the paper discusses elements of a best practice telecommuting policy.

<http://www.newwow.net/members/node/615#comment-864>

Latest US transportation report shows slightly reduced congestion

According to the 2009 Urban Mobility Report from the Texas Transportation Institute, economic factors caused a slight reduction in traffic congestion. The Institute, an agency of the Texas A&M University System, has tracked traffic patterns in 439 US urban areas for the last 25 years. The latest installment says the overall congestion cost (based on wasted fuel and lost productivity) reached \$87.2 billion in 2007 -- more than \$750 for every U.S. traveler. The reduction in traffic congestion was minor -- a savings of just one less hour per year stuck in traffic and one less gallon of gas. The report predicts that once the recession ends, traffic congestion will rebound.

<http://www.newwow.net/members/node/1294>

NetWORK News is made available to the members of the New Ways of Working and to interested non-members. If you are interested in membership and full access to all of New WOW resources and services, please contact Jim Creighton at jim.creighton@newwow.net