



# Technical Report

**ISO/IEC TR 18720**

## Information technology — User interfaces — Use cases of serviced offices

*Technologies de l'information — Interfaces utilisateur — Cas  
d'utilisation des bureaux équipés*

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## Foreword

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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>
- IEC Electropedia: available at <https://www.electropedia.org/>

### 3.1

#### **telework**

#### **remote work**

working outside the *main office* (3.5) using information and communications technology (ICT)

### 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.

### 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

#### **coworking 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**

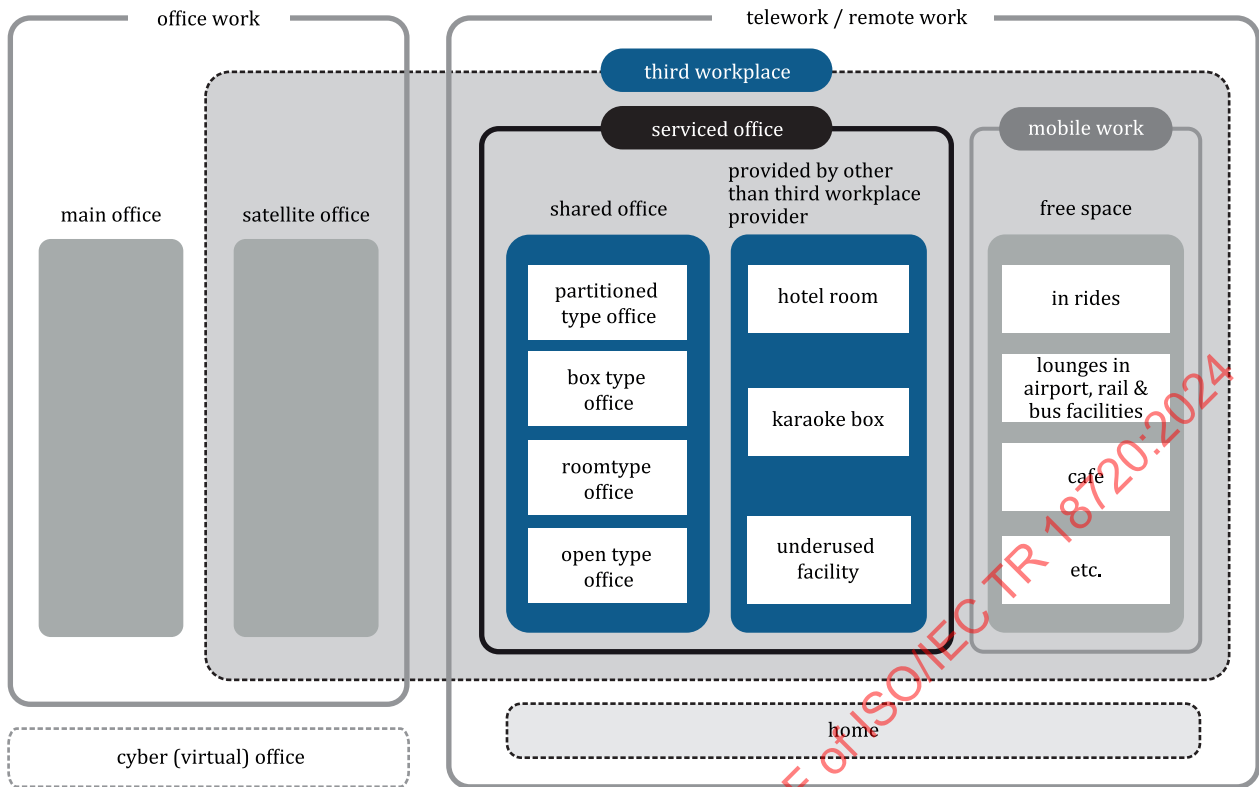
activities that utilise telework and provide opportunities to stay in a *third workplace* (3.3) for leisure and experience things other than work, while continuing to work in the *main office* (3.5)

## 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.





**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.

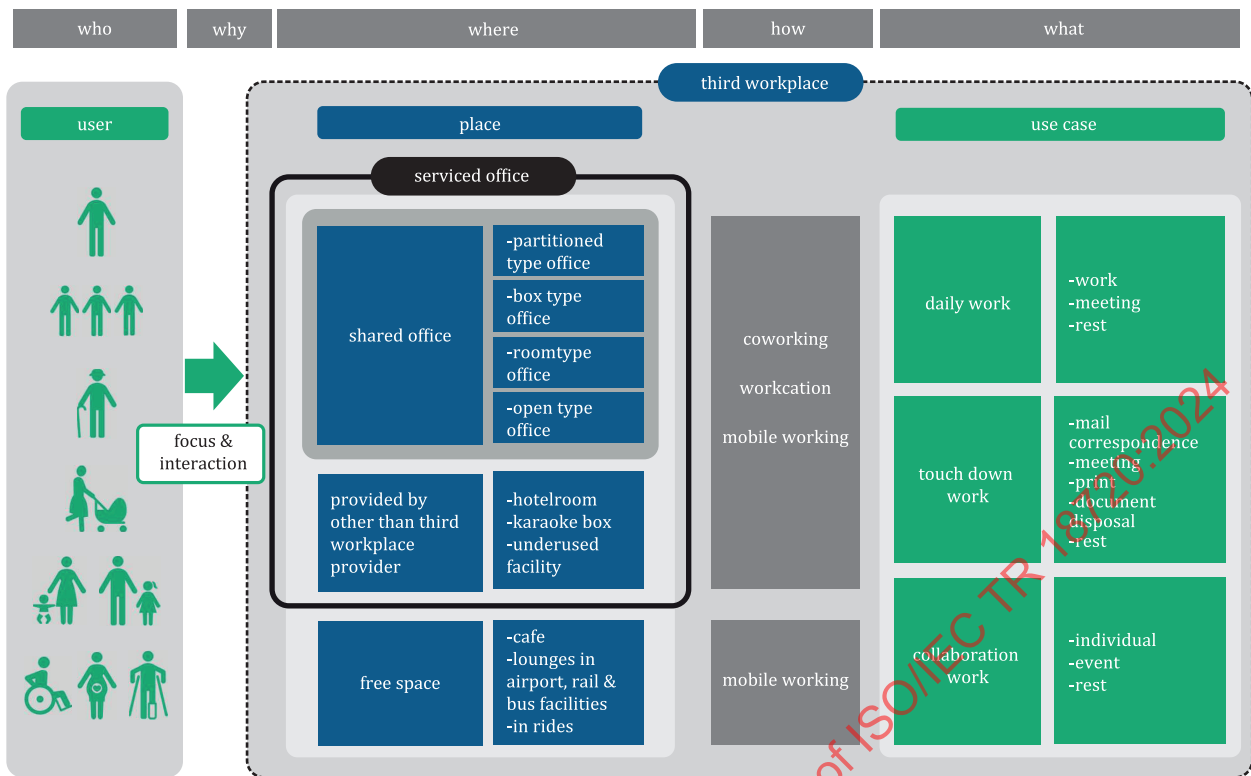
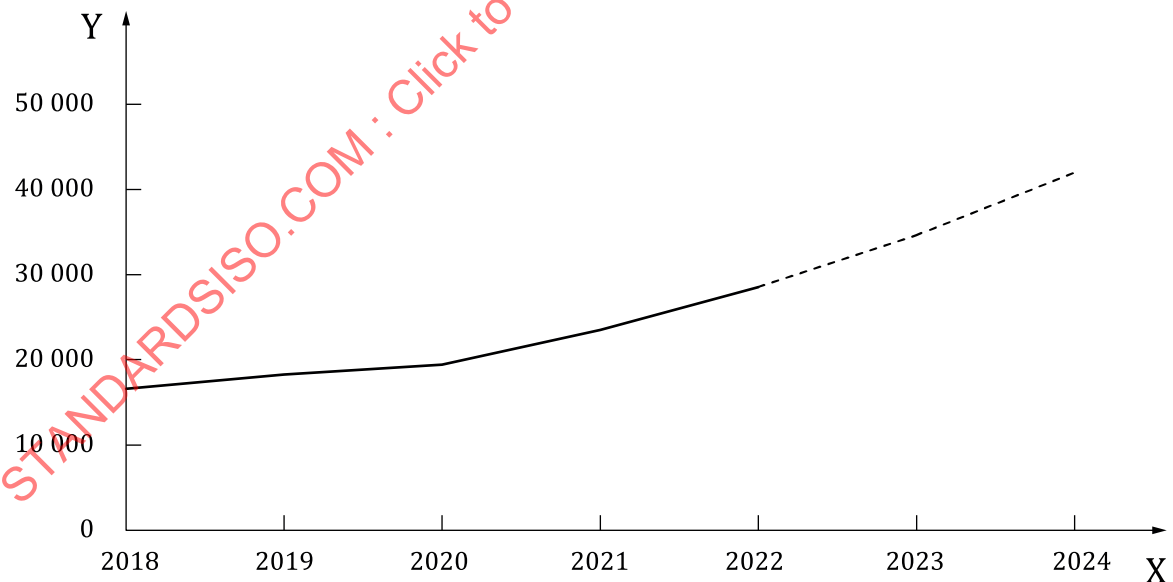


Figure 2 — Concept of serviced offices

## 4.2 Market size

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



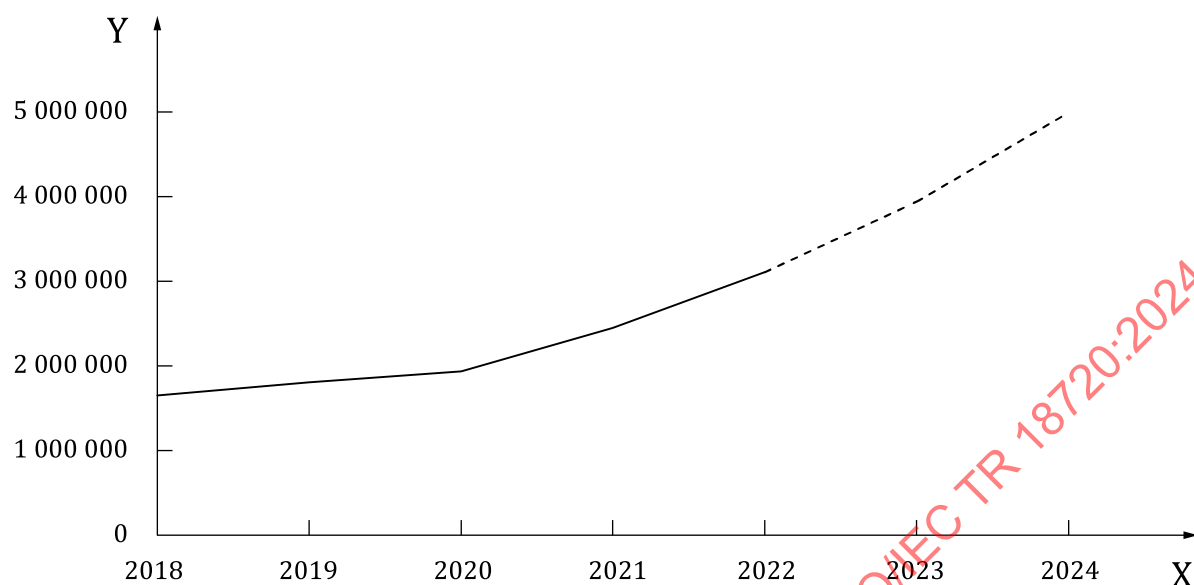
### Key

X year

Y number of serviced offices worldwide

Figure 3 — Market forecasts for number of serviced offices worldwide

Figure 4 shows the market forecast for number of people using serviced offices worldwide<sup>[2]</sup>, 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

**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 "coworking space", but the definition in this document is "serviced office", so it is described as such.

## 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.

**Table 1 — Use cases of serviced offices and details**

| Category                          | Label   | Details                                                                                                                                                                                                                                                                                                         |
|-----------------------------------|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| daily work<br>(concentrated work) | work    | Perform the works that need to be completed that day in the quiet, work-focused environment of a serviced office, using the services provided by it (see <a href="#">B.1</a> ).                                                                                                                                 |
|                                   | meeting | While the user is out of the office, using the services provided by the serviced office in there; and <ul style="list-style-type: none"> <li>— meet alone with a colleague in the office,</li> <li>— meet with a colleague in the office, joining with another colleague.</li> </ul> <a href="#">(B.3, B.5)</a> |
|                                   | rest    | Eating and drinking away from your seat in between work in serviced offices (see <a href="#">B.8</a> )                                                                                                                                                                                                          |

Table 1 (continued)

| Category           | Label               | Details                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| touch down work    | mail correspondence | Checking and replying to incoming mail while the user is out of the office and using the services provided by the serviced office at there (see <a href="#">B.2</a> ).                                                                                                                                                                                                                       |
|                    | meeting             | While the user is out of the office, using the services provided by the serviced office in there; and <ul style="list-style-type: none"> <li>— meet alone with a colleague in the office,</li> <li>— meet with a colleague in the office, joining with another colleague,</li> <li>— meetings with customers.</li> </ul> ( <a href="#">B.3</a> , <a href="#">B.4</a> , <a href="#">B.5</a> ) |
|                    | printing            | Reviewing and printing documents sent from the office for submission to customers while the user is out of the office and using the services provided by the serviced office at there.                                                                                                                                                                                                       |
|                    | document disposal   | Reviewing and disposing of documents to be submitted for customers sent from the office while the user is out of the office and using the services provided by the serviced office at there.                                                                                                                                                                                                 |
|                    | rest                | Eating and drinking away from their seat between works in the serviced office (see <a href="#">B.8</a> ).                                                                                                                                                                                                                                                                                    |
| collaboration work | individual          | Users work in a large, relaxing open space surrounded by sofas and furniture, using the services provided by the serviced office. In between, they have a drink in hand from the drinks service corner provided in the workspace and chat with new people they meet to explore some ideas for their work (see <a href="#">B.6</a> ).                                                         |
|                    | event               | Participate in events organized by the serviced office; and to <ul style="list-style-type: none"> <li>— meet new people,</li> <li>— exchange ideas with other participants and create ideas and other activities</li> </ul> ( <a href="#">B.6</a> ).                                                                                                                                         |
|                    | rest                | Eating and drinking away from the seat in between work in the serviced offices (see <a href="#">B.8</a> ).                                                                                                                                                                                                                                                                                   |

## 5.2 General use cases

### 5.2.1 General

The following are examples of facilities and equipment services required for general users (persistent attributes) to carry out daily works and touch down work (e.g. mail processing).

- Facilities: Internet connection (actor [A.2.1](#)), furniture (actor [A.2.1](#)), air-conditioning (actor [A.2.2](#)), lighting equipment (actor [A.2.2](#)), toilet (actor [A.2.2](#));
- Equipment: electrical power supply (actor [A.3.1](#)), infection control products (actor [A.3.2](#));
- Services: disinfection.

### 5.2.2 Variation of user's work

Examples of additional facility and equipment services depending on the type of user's work are given below.

#### a) Writing and submitting daily reports and documents (concentrated work):

- Facilities: desk with partitions (actor [A.2.1](#)), telephone box style meeting booths for web conferencing (actor [A.2.1](#)), multifunction peripheral (actor [A.3.1](#)), shredders (actor [A.3.1](#));

- Equipment: large monitor (actor [A.3.1](#)), cables (actor [A.3.1](#)), stationery (actor [A.3.1](#)), battery chargers (actor [A.3.1](#));
- Services: none.
- b) Internet (web) conferencing:
  - Facilities: telephone box style meeting booths for web conferencing (actor [A.2.1](#)), conference room (actor [A.2.1](#));
  - Equipment: power strip (actor [A.3.1](#)), cable (actor [A.3.1](#)), headset (for phones and other devices) (actor [A.3.1](#)), large monitor (actor [A.3.1](#)), microphone speaker (actor [A.3.1](#)), projector (actor [A.3.1](#)), screen (actor [A.3.1](#)), laser pointer (actor [A.3.1](#)), equipment for visualising voice volume (actor [A.2.2](#)), whiteboard (actor [A.3.1](#)), marker pen (actor [A.3.1](#)), stationery (actor [A.3.1](#));
  - Services: none.
- c) Sales activities (used by several people with customers):
  - Facilities: conference room (actor [A.2.1](#));
  - Equipment: large monitor (actor [A.3.1](#)), projector (actor [A.3.1](#)), screen (actor [A.3.1](#)), laser pointer (actor [A.3.1](#)), whiteboard (actor [A.3.1](#)), marker pen (actor [A.3.1](#)), stationery (actor [A.3.1](#));
  - Services: none.
- d) Meetings with colleagues (use with more than one colleague):
  - Facilities: conference room (actor [A.2.1](#));
  - Equipment: large monitor (actor [A.3.1](#)), projector (actor [A.3.1](#)), screen (actor [A.3.1](#)), laser pointer (actor [A.3.1](#)), whiteboard (actor [A.3.1](#)), marker pen (actor [A.3.1](#)), stationery (actor [A.3.1](#));
  - Services: none.
- e) Collaboration:
  - Facilities: conference room (actor [A.2.1](#)), open lounge (actor [A.2.2](#)), coffee counter (actor [A.2.2](#));
  - Equipment: large monitor (actor [A.3.1](#)), projector (actor [A.3.1](#)), screen (actor [A.3.1](#)), laser pointer (actor [A.3.1](#)), whiteboard (actor [A.3.1](#)), marker pen (actor [A.3.1](#)), stationery (actor [A.3.1](#));
  - Services: coordination (actor [A.4.1](#)).
- f) Fabrication:
  - Facilities: large desk (actor [A.3.3](#));
  - Equipment: 3D printer (actor [A.3.3](#)), sewing machine (actor [A.3.3](#)), DIY tools (actor [A.3.3](#));
  - Services: instruction on use of equipment (actor [A.4.2](#));
- g) Spend one's leisure time:
  - Facilities: open lounge (actor [A.2.1](#)), coffee counter (actor [A.2.1](#)), space for eating and drinking (actor [A.2.1](#)), vending machine (actor [A.2.2](#)), resting room (actor [A.2.5](#));
  - Equipment: headset (for phones and other devices) (actor [A.3.1](#)), large monitor (actor [A.3.1](#)), equipment for visualising voice volume (actor [A.2.2](#)), book (actor [A.3.2](#)), magazine and newspaper (actor [A.3.2](#));
  - Services: free drink (actor [A.4.1](#)).
- h) Use as part of workcation activities:
  - Facilities: add as described in a) to h), depending on type of work;

- Equipment: add as described in a) to h), depending on type of work;
- Services: workcation concierge (actor [A.4.1](#)), coordination (actor [A.4.1](#)).

### 5.3 Additional services

#### 5.3.1 Additional services for persistent attributes change

The following are examples of facilities, equipment and services that are added to perform routine and touch down work (e.g. mail processing) when persistent attributes change.

NOTE See [A.1.1](#) for persistent attributes.

##### a) Elderly persons:

- Facilities: multifunction peripheral for barrier-free access (actor [A.3.1](#)), desk with elevating function (actor [A.2.4](#));
- Equipment: large monitor (actor [A.3.1](#)), resting room (actor [A.2.5](#));
- Services: assistance (actor [A.4.3](#)), instruction in operation of ICT equipment (actor [A.4.3](#)).

NOTE Assistance can provide the services for both workers themselves and their companions.

##### b) Language related:

- Facilities: signatures in major languages (actor [A.2.3](#));
- Equipment: book (actor [A.3.2](#)), magazine and newspaper (actor [A.3.2](#)) in all major languages;
- Services: interpreter (actor [A.4.4](#)).

##### c) Persons with disability:

- Facilities: multifunction peripheral for barrier-free access (actor [A.3.1](#)), desk with elevating function (actor [A.2.4](#)), toilet for person with disability (actor [A.2.5](#)), simple cooking facility (actor [A.2.5](#)), resting room (actor [A.2.5](#)), accessible parking space (actor [A.2.5](#)), dog park (toilet for serviced dog) (actor [A.2.5](#));
- Equipment: reader with magnification (actor [A.3.4](#)), braille printer (actor [A.3.4](#)), braille sign (actor [A.3.4](#)), text reader (actor [A.3.4](#)), PCs with braille word-processing function (actor [A.3.4](#));
- Services: guide in a building (actor [A.4.5](#)), sign language (actor [A.4.5](#)), communicating in writing (actor [A.4.5](#)), counselling (actor [A.4.5](#)).

#### 5.3.2 Additional services for temporal attributes change

The following are examples of facilities, equipment and services that are added to perform routine and touch down work (e.g. mail processing) when temporal attributes change.

NOTE See [A.1.2](#) for temporal attribute.

##### a) Persons with children:

- Facilities: toilet for children (actor [A.2.6](#)), nap room (actor [A.2.6](#)), shower room (actor [A.2.6](#)), nursing room (actor [A.2.6](#)), nappy changing room (actor [A.2.6](#)), resting room (actor [A.2.5](#)), stroller storage area (actor [A.2.6](#));
- Equipment: toy (actor [A.3.6](#)), playground equipment (actor [A.3.6](#));
- Services: feeding and lactation (actor [A.4.6](#)), changing nappies (actor [A.4.6](#)), care for sick children (actor [A.4.6](#)), food for children (actor [A.4.6](#)), making baby food (actor [A.4.6](#)), toddler classes (learning programme) (actor [A.4.6](#)), childcare consultation (actor [A.4.6](#)), helping homework (actor [A.4.6](#)), picking

up (actor [A.4.6](#)), courtesy bus (actor [A.4.6](#)), after-school care for school children (school-age classes, learning programmes) (actor [A.4.6](#)), follow-up on park play (actor [A.4.6](#)).

b) Pregnant women:

- Facilities: resting room (actor [A.2.5](#));
- Equipment: doughnut-shaped cushion (actor [A.3.7](#)), lap blanket (actor [A.3.7](#));
- Services: maternity consultation (actor [A.4.7](#)).

c) Injured persons:

- Facilities: resting room (actor [A.2.5](#));
- Equipment: none;
- Services: assistance (actor [A.4.3](#)).

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## Annex A

### (informative)

## Actor list

### A.1 User

#### A.1.1 Persistent attribute

[Table A.1](#) shows users as actors and their persistent attributes.

**Table A.1 — Users as actors and their persistent attributes**

| Actor name             |                        | Actor description                                                                                                                                                      | Remarks                                                                                                                                                                    |
|------------------------|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| general user (default) |                        |                                                                                                                                                                        |                                                                                                                                                                            |
| attribute              | subscriber             | <ul style="list-style-type: none"> <li>— corporate contract (company employee, freelancer)</li> <li>— individual contract</li> <li>— no contract (hot desk)</li> </ul> |                                                                                                                                                                            |
|                        | elderly person         | Users aged 65 and over                                                                                                                                                 |                                                                                                                                                                            |
|                        | non-fluent speaker     | <ul style="list-style-type: none"> <li>— second foreign language</li> <li>— users whose local language differs from their native language</li> </ul>                   |                                                                                                                                                                            |
|                        | person with disability | Users with the potential to hinder the accessibility of the interaction between the user and the system                                                                | <ul style="list-style-type: none"> <li>— lower or upper limb disability</li> <li>— visual disability</li> <li>— hearing disability</li> <li>— mental disability</li> </ul> |

NOTE There are also combination of several attributes, such as 'elderly person with disabilities'.

#### A.1.2 Temporal attribute

[Table A.2](#) shows the users as actors and their temporal attributes.

**Table A.2 — Users as actors and their temporal attributes**

| Actor name           | Actor description             | Remarks                                         |
|----------------------|-------------------------------|-------------------------------------------------|
| person with children | Users with children           | Children include pre-school and school children |
| pregnant woman       | Users who are pregnant women. | Some people use wheelchairs                     |
| Injured person       | Users who are wounded         | Excluding the seriously injured                 |

NOTE There can also be combinations of several attributes, such as 'pregnant woman with child' or 'injured elderly person'.



## A.2 Facilities

### A.2.1 Common facilities — Directly related to users' work

[Table A.3](#) shows the facilities which are common to the office. They are directly related to users' work as actors.

**Table A.3 — Common facilities directly related to users' work**

| Actor name                                                               | Actor description                                                                                                                                                                                                                        | Remarks                                                                              |
|--------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| furniture                                                                | Desks and chairs, etc.                                                                                                                                                                                                                   |                                                                                      |
| private rooms or telephone box style meeting booths for web conferencing | Used by one person. Used when both your speech and the other person's speech is not be heard by others. No possibility of being overheard.                                                                                               | It is also used for works where you do not want others to be able to peek in on you. |
| conference room                                                          | Used when it has already been decided to do so today and is to be used by more than one person. Used when both your speech and the other person's speech is not be heard by others.                                                      |                                                                                      |
| high stool                                                               | Used when both your speech and the other person's speech can be heard by others and you want to finish the work in a short time.                                                                                                         | Not suitable for long working hours.                                                 |
| open lounge                                                              | Large room without partitions. Used when both your speech and the other person's speech can be heard by others, and when a certain amount of time is needed. Meeting new people. A comfortable type of desk and chair are also provided. |                                                                                      |
| desk with partitions                                                     | Partitions are placed between neighbouring desks to reduce the possibility of peeping. Some types also have a partition at the back. (The back is half-hidden. Image of a bank's individual consultation desk)                           |                                                                                      |
| internet connection                                                      | Wired and wireless connection forms are possible and both forms have speed and security as attributes.                                                                                                                                   |                                                                                      |
| VPN                                                                      | A dedicated network with a virtual leased line on the Internet that can only be used by certain persons.                                                                                                                                 |                                                                                      |

### A.2.2 Common facilities — Not directly related to users' work

[Table A.4](#) shows the facilities which are common but not directly related to users' work as actors.

**Table A.4 — Common facilities, not directly related to users' work**

| Actor name                             | Actor description                                                                                                                                         | Remarks                                                                                          |
|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| coffee counter                         | Allows work in a relaxed atmosphere.<br>Used as an alternative if the place to work was not available.                                                    |                                                                                                  |
| space for eating and drinking          | Space to relax while eating                                                                                                                               |                                                                                                  |
| sound masking                          | Background noise that is deliberately played into a room to make it difficult to hear small sounds from neighbouring rooms or distant sources.            |                                                                                                  |
| equipment for visualising voice volume | Devices that warn according to the loudness of the voice.                                                                                                 |                                                                                                  |
| air-conditioning                       | Equipment for regulating temperature, humidity and air flow, and for air purification (ventilation).                                                      |                                                                                                  |
| lighting equipment                     | Equipment that illuminates and brightens the room with light.                                                                                             |                                                                                                  |
| toilet                                 | Ordinary toilet                                                                                                                                           |                                                                                                  |
| multi-purpose toilet                   | Toilet for various purposes                                                                                                                               |                                                                                                  |
| studio                                 | Used for delivery of seminars, filming of artworks, etc.                                                                                                  | It would be useful to have a staff who can show the user how to use the equipment.               |
| vending machine                        | Vending machines for drinks and snacks                                                                                                                    |                                                                                                  |
| parking lot                            | Places users can park their vehicles                                                                                                                      |                                                                                                  |
| parking place for bicycles             | Places where users can park their bicycles                                                                                                                |                                                                                                  |
| place of worship                       | Room for prayer                                                                                                                                           |                                                                                                  |
| smoking area                           | Areas where smoking is separated from non-smokers.                                                                                                        | Passive smoking is taken into consideration.                                                     |
| locker                                 | A place to store baggage and other personal items.                                                                                                        | It would be useful to have lockers where large items can be stored, e.g. for business travellers |
| security buzzer, emergency alarm       | In the event of an emergency, the user can press a button to report the situation to a pre-registered security company, police authority or fire brigade. | For example, reporting a suspicious intruder.                                                    |
| kitchen                                | Users can cook.                                                                                                                                           |                                                                                                  |

### A.2.3 Language related facilities — Directly related to users' work

[Table A.5](#) shows the facilities which are language related and directly related to users' work as actors.

**Table A.5 — Facilities which are language related, directly related to users' work**

| Actor name                    | Actor description                                                                                                                        | Remarks |
|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|---------|
| signatures in major languages | Facility information and equipment manuals in the main languages for users whose local language is different from their native language. |         |

### A.2.4 Facilities for persons with disability — Directly related to their work

[Table A.6](#) shows the facilities which are used for persons with disability and directly related to their work as actors.

**Table A.6 — Facilities for persons with disability, directly related to their work**

| Actor name                   | Actor description                 | Remarks |
|------------------------------|-----------------------------------|---------|
| desk with elevating function | Desks with adjustable desk height |         |

**A.2.5 Facilities for persons with disability — Not directly related to their work**

[Table A.7](#) shows the facilities which can be necessary for persons with disability but not directly related to their work as actors.

**Table A.7 — Facilities for persons with disability, not directly related to their work**

| Actor name                           | Actor description                                                                                                                                                              | Remarks                                                                                                                                                                    |
|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| toilet for person with disability    | Specially designed toilets to better accommodate people with physical disabilities                                                                                             |                                                                                                                                                                            |
| ostomate-friendly facility           | Toilet with features that facilitate the disposal of excreta and other waste materials.                                                                                        | Ostomates can dispose of waste, change and fit stoma appliances (pouches), wipe and clean the skin around the stoma, and wash and dispose of clothing and used appliances. |
| simple cooking facility              | Kitchens with simple cooking facilities, such as the ability to understand hot water and heat food.                                                                            | Microwave oven, small gas cooker, hot-water supply, etc.                                                                                                                   |
| resting room                         | Beds that can be used to lie down and are used by users to take a nap or calm themselves down.                                                                                 | It is intended for persons with disability, but can be used by users of all attributes.                                                                                    |
| accessible parking spaces            | Car parks with enough space for wheelchair users to get in and out easily                                                                                                      |                                                                                                                                                                            |
| dog park (toilet for serviced dogs). | A place where the service dog owner can remove the tether and allow the dog to exercise and defecate freely in an isolated space under supervision of the service dog's owner. |                                                                                                                                                                            |

**A.2.6 Facilities for persons with children — Not directly related to their work**

[Table A.8](#) shows the facilities which are used for persons with children but not directly related to their work as actors.

**Table A.8 — Facilities for persons with children, not directly related to their work**

| Actor name            | Actor description                                                                          | Remarks                                                                                                |
|-----------------------|--------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| nap room              | Used for children's naps                                                                   |                                                                                                        |
| toilet for children   | Toilets that are appropriate for the size of the child so that he or she can use it alone. |                                                                                                        |
| shower room           | Users dispose of children's waste themselves.                                              | Needed if there is no service provided by staffs. Not needed if there is a service provided by staffs. |
| nursing room          | Users breastfeed their own children.<br>Users feed their own children                      | Needed if there is no service provided by staffs. Not needed if there is a service provided by staffs. |
| nappy changing room   | Users change their own children's nappies                                                  | Needed if there is no service provided by staffs. Not needed if there is a service provided by staffs. |
| stroller storage area | Users can place stroller.                                                                  | It is useful to have a covered area or a roof that is not exposed to rain.                             |

## A.3 Equipment

### A.3.1 Common equipment — Directly related to users' work

Table A.9 shows the equipment which are common and directly related to users' work as actors.

**Table A.9 — Common equipment, directly related to user's work**

| Actor name                             | Actor description                                                                                                              | Remarks                                                                                                                                          |
|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| headset (for phones and other devices) | Communicate speech each other clearly                                                                                          | Not needed if private rooms or meeting rooms are used.                                                                                           |
| large monitor (TV, monitor, etc.)      | Enlarge the documents on your computer.                                                                                        | Information on size and resolution would be helpful.                                                                                             |
| microphone speaker                     | Communicate speech each other clearly                                                                                          | Needed if the meeting room is used by more than one person.                                                                                      |
| screen                                 | Projecting materials                                                                                                           | Needed when using a large meeting room for several people.                                                                                       |
| projector                              | Projecting materials                                                                                                           | Needed when using a large meeting room for several people.                                                                                       |
| whiteboard                             | Write down ideas, etc. that come up during the meeting.                                                                        |                                                                                                                                                  |
| marker pen                             | marker pen for writing on whiteboards.                                                                                         |                                                                                                                                                  |
| stationery                             | Ballpoint pens, scissors, post-its, glue, staples, etc.                                                                        |                                                                                                                                                  |
| laser pointer                          | Used to point at materials, diagrams, etc. projected on a screen using a laser beam.                                           |                                                                                                                                                  |
| electrical power supply                | Source of electrical energy. Where power to run electrical equipment is taken in.                                              |                                                                                                                                                  |
| power strip                            | An appliance for supplying power to a location remote from an outlet on a wall etc. or to several appliances. Extension cords. |                                                                                                                                                  |
| cable                                  | Cable, such as HDMI, that connect ICT equipment and transmit video, audio and operation signals.                               |                                                                                                                                                  |
| battery charger                        | Device used to charge batteries. In particular, a device that converts AC to DC for charging.                                  | For both smartphones and PCs.                                                                                                                    |
| rental computer                        | PCs available to users within their serviced office.                                                                           |                                                                                                                                                  |
| multifunction peripheral               | Office equipment that combines the functions of photocopier, printer, image scanner and facsimile machine in one device.       | Convenient and safe if speed and security are guaranteed.<br>Barrier-free access is preferred for the elderly person and person with disability. |
| shredder                               | Machines that cut up unwanted documents into small pieces for confidentiality purposes.                                        |                                                                                                                                                  |

NOTE Equipment have the attributes 'available or not available', 'permanent or rental' and 'free or paid'.

### A.3.2 Common equipment — Not directly related to users' work

Table A.10 shows the equipment which are common but not directly related to users' work as actors.

**Table A.10 — Common equipment, not directly related to users' work**

| Actor name                   | Actor description                                            | Remarks                  |
|------------------------------|--------------------------------------------------------------|--------------------------|
| infection control products   | Disinfectant alcohol, acrylic plates, etc.                   |                          |
| books, magazines, newspapers | Providing information tailored to the demographics of users. | For example, trade press |

NOTE Equipment have the attributes 'available or not available', 'permanent or rental' and 'free or paid'.

### A.3.3 Equipment for fabrication — Directly related to users' work

[Table A.11](#) shows the equipment which are used for fabrication and directly related to users' work as actors.

**Table A.11 — Equipment for fabrication, directly related to users' work**

| Actor name                                                          | Actor description                                                                                       | Remarks                                                                                   |
|---------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| 3D printer                                                          | Machines that can create objects based on three-dimensional digital models.                             | It is useful to have a staff who is ready to instruct the users how to use the equipment. |
| large desk                                                          | Space to spread out and work with large cloths, large papers, etc.                                      | It is better that more than enough space is provided around the desk.                     |
| drawing board (drawing table, drafting table, or architect's table) | Drafting tables specifically designed for drafting                                                      | It would be useful to have staff who can show you how to use the equipment.               |
| sewing machine                                                      | Machines for sewing textiles, paper, leather, etc. together.                                            | It would be useful to have staff who can show you how to use the equipment                |
| DIY Tools                                                           | Electric drills, electric saws, hammers, measuring tools, spanners, pliers, nippers, metal scales, etc. | It would be useful to have staff who can show you how to use the equipment                |
| high intensity lighting fixtures                                    | Used when looking at small objects                                                                      |                                                                                           |

NOTE Equipment have the attributes 'available or not available', 'permanent or rental' and 'free or paid'.

### A.3.4 Equipment for persons with disability — Directly related to their work

[Table A.12](#) shows the equipment which are used for persons with disability and directly related to their work as actors.

**Table A.12 — Equipment for persons with disability, directly related to their work**

| Actor name                                | Actor description                                                                                          | Remarks |
|-------------------------------------------|------------------------------------------------------------------------------------------------------------|---------|
| reader with magnification                 | Equipment for the visually impaired that makes it easier to read, write and perform fine manual works.     |         |
| braille printer                           | Printer for printing Braille text and 3D image data.                                                       |         |
| braille sign                              | Information boards, display boards, hand-rail displays, operating displays, etc. are displayed in Braille. |         |
| text reader                               | A reading machine that reads textual information on paper aloud.                                           |         |
| PC with Braille word-processing functions | PCs with Braille input and editing software and automatic Braille translation software installed.          |         |

NOTE Equipment have the attributes 'available or not available', 'permanent or rental' and 'free or paid'.

### A.3.5 Equipment for persons with disability — Not directly related to their work

[Table A.13](#) shows the equipment which can be necessary for persons with disability but not directly related to their work as actors.

**Table A.13 — Equipment for persons with disability, not directly related to their work**

| Actor name | Actor description                | Remarks |
|------------|----------------------------------|---------|
| AED        | Automated External Defibrillator |         |

NOTE Equipment have the attributes 'available or not available'.

### A.3.6 Equipment for persons with children — Not directly related to their work

[Table A.14](#) shows the equipment which can be necessary for persons with children but not directly related to their work as actors.

**Table A.14 — Equipment for persons with children, not directly related to their work**

| Actor name           | Actor description                                   | Remarks                                          |
|----------------------|-----------------------------------------------------|--------------------------------------------------|
| toy                  | Toys for toddlers                                   | For example, stuffed animals and building blocks |
| playground equipment | Simple play equipment that can be installed indoors | For example, slides and tents.                   |

NOTE Equipment have the attributes 'available or not available', 'permanent or rental' and 'free or paid'.

### A.3.7 Equipment for pregnant women — Not directly related to their work

[Table A.15](#) shows the equipment which can be necessary for pregnant woman but not directly related to her work as actors.

**Table A.15 — Equipment for pregnant women, not directly related to their work**

| Actor name              | Actor description                                                                  | Remarks                                                                  |
|-------------------------|------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| doughnut-shaped cushion | Pregnant women close to the last month of pregnancy, or maternity women, use this. |                                                                          |
| lap blanket             | Used in cold weather protection, including when air-conditioning is too harsh.     | It can be used not only by pregnant women but also by the general users. |

NOTE Equipment have the attributes 'available or not available', 'permanent or rental' and 'free or paid'.

## A.4 Services

### A.4.1 Common

[Table A.16](#) shows the services which are commonly provided to the office.

Table A.16 — Common services

| Actor name                                         | Actor description                                                                                                                                                      | Remarks                                                                    |
|----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|
| entry and exit management                          | Manage people in and out of serviced offices                                                                                                                           | In some cases, entry and exit logs are managed.                            |
| disinfection                                       | Sanitize facilities and equipment before and after use with alcohol or similar for infection control.                                                                  |                                                                            |
| free drink                                         | Provide free drinks for users.                                                                                                                                         |                                                                            |
| acting on behalf of the physical office functions. | Provides the necessary functions of an office with regard to address, telephone, postage, etc., to enable businesses to operate without owning or renting an office.   | Lockers, company registry, telephone agent, mail forwarding, etc.          |
| event organization                                 | Organize seminars, workshops, etc.                                                                                                                                     |                                                                            |
| coordination                                       | Provide support in terms of work, such as business matching, programmes for employee training, collaborating with local people, etc.                                   | For example, providing user-specific social networking services.           |
| workcation concierge                               | Provide support for the vacation aspect of workcations. Planning leisure time and providing information on nearby amusement facilities, restaurants and accommodation. |                                                                            |
| services for accompanying persons                  | Services for people users bring with them.                                                                                                                             | for elderly person,<br>for person with disabilities,<br>for children, etc. |

#### A.4.2 For fabrication

[Table A.17](#) shows the service which is provided for fabrication as an actor.

Table A.17 — Services for fabrication

| Actor name                      | Actor description                 | Remarks |
|---------------------------------|-----------------------------------|---------|
| instruction on use of equipment | Teaching how to use the equipment |         |

#### A.4.3 For elderly persons

[Table A.18](#) shows the services which are provided for elderly persons as actors.

Table A.18 — Services for elderly person

| Actor name                                | Actor description                                                                                                                                             | Remarks                           |
|-------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|
| instruction in operation of ICT equipment | Explain the operation and use of ICT (Information and Communication Technology) equipment such as PCs, projectors, video conferencing systems, scanners, etc. |                                   |
| assistance                                | Provide support for those who need assistance                                                                                                                 | Injured persons are also need it. |

#### A.4.4 Language related

[Table A.19](#) shows the language related service which is provided for non-fluent speakers as an actor.



**Table A.19 — Language related service**

| Actor name  | Actor description                                                              | Remarks |
|-------------|--------------------------------------------------------------------------------|---------|
| interpreter | Staff speak in a language different from the local language (native language). |         |

**A.4.5 For persons with disability**

[Table A.20](#) shows the services which are provided for persons with disability as actors.

**Table A.20 — Services for persons with disability**

| Actor name               | Actor description                                                                                                               | Remarks                                               |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
| sign language            | Sign language-speaking staff are available.                                                                                     |                                                       |
| communicating in writing | Communicating with people who are normally within speaking distance of each other, not by speech, but by writing to each other. |                                                       |
| guide in a building      | Guiding people who have difficulty moving around the building by themselves.                                                    | For example, guiding a person with visual disability. |
| counselling              | Psychological counselling.                                                                                                      | Mainly for people with mental disabilities.           |

**A.4.6 For persons with children**

[Table A.21](#) shows the services which are provided for persons with children as actors.

**Table A.21 — Services for persons with children**

| Actor name                                                    | Actor description                                                         | Remarks                                           |
|---------------------------------------------------------------|---------------------------------------------------------------------------|---------------------------------------------------|
| feeding and lactation                                         | Staffs breastfeeding with a bottle and weaning children.                  |                                                   |
| changing nappies                                              | Staffs change children's nappies.                                         |                                                   |
| care for sick children and day-care service for sick children | Staffs care for sick children.                                            |                                                   |
| toddler classes (learning programme)                          | Staffs and outside teachers educate children.                             |                                                   |
| food for children and making baby food                        | Nutritionists prepare school lunches.                                     |                                                   |
| childcare consultation                                        | Staffs and counsellors provide advice on childcare.                       |                                                   |
| helping homework                                              | Staffs supervise children's homework.                                     |                                                   |
| pick-up                                                       | Staffs pick-up children from school and other places.                     |                                                   |
| courtesy bus                                                  | Used for transporting children to and from school and other places        |                                                   |
| after-school care for school children                         | Staffs and outside teachers educate children.                             | Includes school-age classes (learning programmes) |
| follow-up on park play                                        | Staffs take the children to the park and watch over them while they play. |                                                   |

**A.4.7 For pregnant women**

[Table A.22](#) shows the service which is provided for pregnant women as an actor.



Table A.22 — Services for pregnant women

| Actor name              | Actor description                                | Remarks |
|-------------------------|--------------------------------------------------|---------|
| maternity consultations | Consultation during pregnancy and after delivery |         |

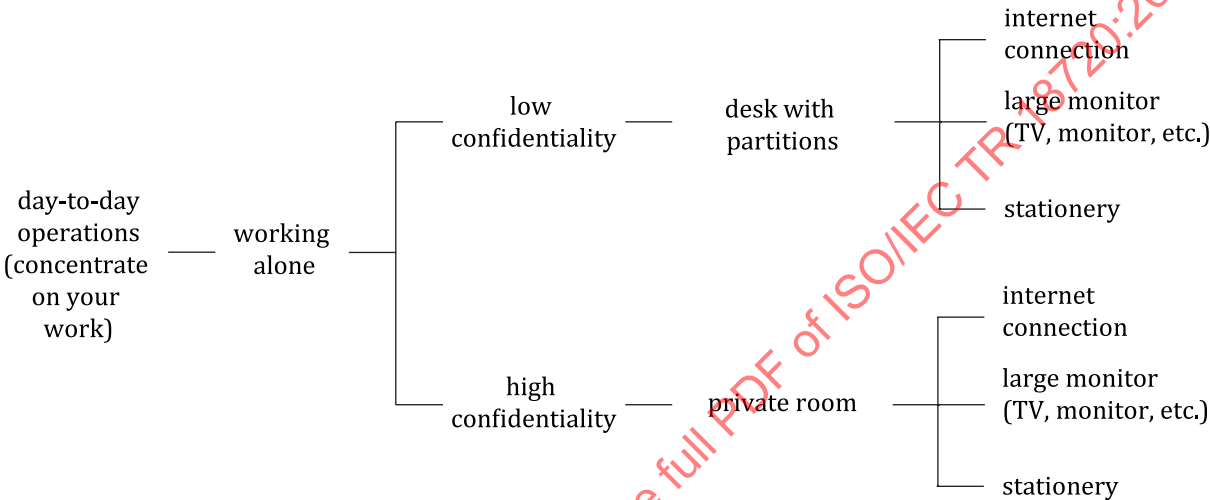
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**Annex B**  
(informative)

**Classification of use cases and related actors**

**B.1 Day-to-day operations**

[Figure B.1](#) shows the use cases and related actors of day-to-day operations.

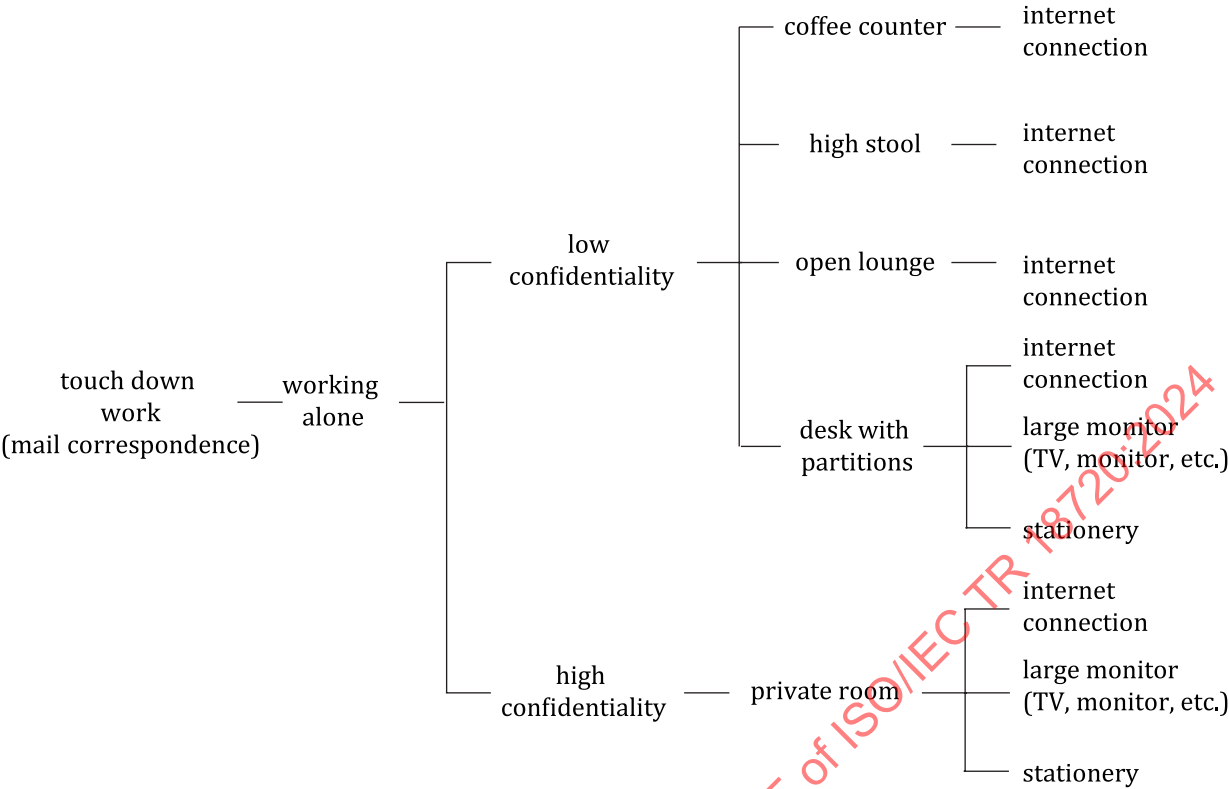


NOTE Day-to-day operations assumes, for example, writing and submitting daily reports and documents concentrating on work,

**Figure B.1 — Use cases and related actors of day-to-day operations**

**B.2 Touch down work**

[Figure B.2](#) shows the use cases and related actors of touch down work.

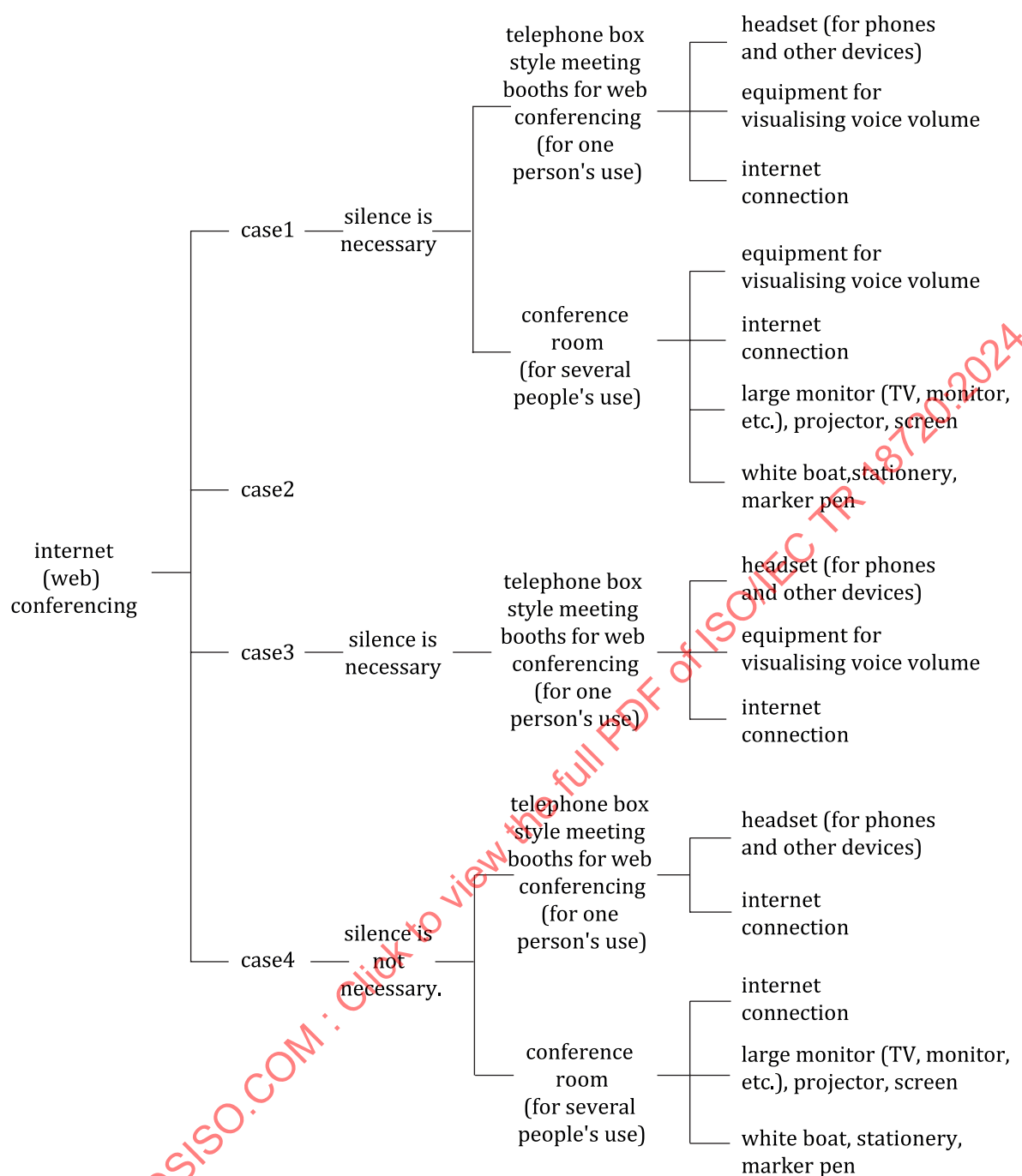


NOTE Touch down work assumes, for example, mail correspondence.

Figure B.2 — Use cases and related actors of touch down work

B.3 Internet (web) conferencing

Figure B.3 shows the use cases and related actors of internet (web) conferencing.



NOTE 1 Case 1 implies both the user's speech and the other party's speech must not be heard by others. it assumes normal web conferencing.

NOTE 2 Case 2 implies the user's speech cannot be heard by others, but their speech can be heard by others. In serviced offices, this use case is rarely found.

NOTE 3 Case 3 implies the other person's speech cannot be heard by others, but the user's speech can be heard by others. It is assuming the situation as if the user were normally making a telephone call.

NOTE 4 Case 4 implies both the user's speech and the other party's speech can be heard by others'. It assumes a seminar at a private venue.

**Figure B.3 — Use cases and related actors of internet (web) conferencing**