



## RESEARCH PROJECTS DELIVERED

### EBB Lessons Learned

Services Provided: Organizational Assessment

**The Challenge:** Georgia Tech is actively implementing changes in how work is performed, hiring talent with new profiles, and creating workspaces that defy traditional boundaries. One such innovation is the creation of the Engineered Biosystems Building (EBB) that opened its doors last year. The building defines a new way of collaborating and performing interdisciplinary research, and redefines the operations and staffing models for supporting interdisciplinary research. The project was designed to discover and document insights gained through the launch of the EBB with respect to the work, worker, and workplace.

**GTSC Contributions:** GTSC engaged 72 people who had been involved in the planning, design, construction, implementation, and operations of this building through focus groups and interviews. Participants compared their experience with EBB against other environments they worked in. GTSC engaged in an interactive discussion to share their experiences with:

- Workplace Experience
- Interdisciplinary Collaboration
- Shared Support Services
- Work Processes and Systems
- Quality and Productivity
- Building Specific Issues

The interviews and focus groups identified things that could be replicated and scaled in the future and opportunities for improvement. These lessons are valuable for the EBB and to provide insight for similar projects in the future.

**Impact/Value/Outcome:** The lessons learned from this project have been put into practical application in the following ways:

- Process documentation and role clarification between and across EBB and the college/school home department administrative representatives
- Identification of process changes needed for the new financial management system
- Sharing insights about how to effectively engage diverse collaborative teams in an open space environment
- Exploring portfolio management to organize multiple projects involved in Georgia Tech's newest building - Coda (including shared services)
- Addressing specific concerns with the layout, construction, and configuration of the EBB building – including assignment of custodial services.

In an assessment of the value of this work, a participant stated that GTSC provided, *“Good balance between highlighting/addressing current EBB challenges and lessons learned for the future.”*