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

First edition
2024-01

Reference number
ISO/IEC TR 18720:2024(en)

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Published in Switzerland

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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.

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