

which ran from January 2001 to December 2002. The starting point for the project was the requirement from globalised companies and new mobile communications technologies for new models of workplace, work processes and property management. Traditional approaches to workspace would no longer serve the needs of global networked organisations. DEGW led a multi-disciplinary team of experts in the workplace, technology and human behaviour. Its goal was to develop a unified framework which integrated people, process and place. This involved the creation of sustainable, collaborative workplaces for European knowledge workers, encompassing both virtual and physical spaces.

The SANE space environment model has three categories of space, namely private, privileged and public. In addition to this, the model has two 'lenses', called the virtual and the physical (Figure 17.1).

The characteristics of the three categories are as follows:

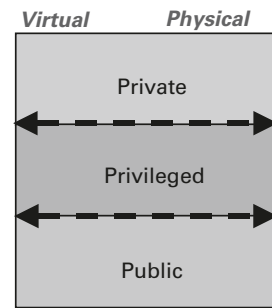
1. **Private space is characterised by protected access. Private space can be either physical, for example, the corporate headquarters of a company, or virtual, such as an Intranet. Private does not relate to the activity but rather to the conditions of accessibility of that private space which can be for either individual or group pursuits**
2. **Privileged space is characterised by invited access. Privileged space also refers to both physical space, such as a members' club and virtual space, like an instant messenger service**
3. **Public space is characterised by open access. Public space is also either physical, for example a shopping centre, or virtual such as the Internet**

The following sections illustrate the use of this model through exploring tools and spaces against these parallel virtual and physical 'lenses'.

The tools associated with the SANE model

Work tools are taken to mean the virtual settings associated with work that is delivered through technology. Technology ranges in scale from the individual to the group.

1. **Virtual – private: The primary feature of private space is protected access. The example given in Figure 17.2 is the Hive, a Collaborative Virtual Environment (CVE) created by the**



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Figure 17.1
Three categories of space (SANE space environment model).

Figure 17.2
The Hive: an example of virtual private space.



Figure 17.3
MSN messenger: an example of virtual privileged space.

petrochemical organisation BP, which uses a 3D ‘immersive’ environment to bring engineering professions together to exchange information, enabling multi-disciplinary teaming and complex systems to be understood more easily

2. **Virtual – privileged:** The primary feature of privileged space is invited access. An instant messenger service such as that offered by MSN is a good example; others include project Extranets or video conferencing. This can be an effective way of bringing a community of people together to share information, documents or simply for conversation (Figure 17.3)
3. **Virtual – public:** Open access characterises public space. The most obvious virtual example is the worldwide web. Internet sites tend to focus on communities of common interest. Other examples of virtual public space include online databases and public chat rooms (Figure 17.4). This category is effectively the virtual coffee house of the modern city

The increasingly important role of the city in these virtual environments is to provide portals and connection points. The evidence is clear in the explosion of Internet cafes and access points now commonly found in facilities such as gymnasiums, hotels and shopping centres. For those who use these environments the city can be a physical ‘pulse point’ (Mitchell, 1999) into an increasingly virtual world. The more time people choose to, or have to spend interfacing with a computer, the more important physical experiences will become. The availability of mobile technology means that people now have the capability to work almost anywhere. What will determine their choice will be factors concerning convenience and meaning.