

February 11, 2022

Ten Tips to Make Workspace Reservations a Success



In recent months, many of us have started to explore the hybrid option, splitting our time between working remotely and visiting the office. It can be an attractive alternative, and some find they are more productive in the hybrid model, but it means trading in an established workspace for one you reserve.

In support of the hybrid option, MITRE offers a flexible office reservation system called [Reservations@MITRE](#). To make the experience as productive and positive as possible, here are a few items to keep in mind:

1. Planning—make your reservation before arriving if possible.
2. Reserving a workspace for a half-day is an option.
3. Choose a location near team members with [Find My Colleague](#).
4. Do not occupy a space that you have not reserved.
5. If you do find an open room, go to [Reservations@MITRE](#) to make sure it is not taken, then reserve it

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Kate Goodin author

6. Room Finder—located on your [MITRE@Work](#) phone app, it contains [detailed maps](#) that are currently being updated to help you find your workspace.
7. [MITRE@Work](#) Reservation widget—the tool displays your reserved workspace on your phone’s home screen. To activate the device:
 - Go to the Home Screen page.
 - Touch and hold the home screen background until the apps begin to jiggle.
 - Press the plus sign at the top left of the screen to open the widget gallery.
 - Search [MITRE@Work](#) and tap on the name.
 - Then tap ‘Add Widget.’
 - While the apps are still jiggling, move the widget where you want it on the screen, then press done.
8. Cleaning—the facilities’ staff uses the reservation schedule to target rooms for sanitizing in addition to their regular cleaning schedule.
9. Self-cleaning option—cleaning supplies are provided to all locations, visit the [sanitation stations](#) website to find the location nearest you.
10. Equipment—every effort is made to provide the necessary equipment for all workspaces including conference rooms, but if you do see an issue, [contact](#), or if on campus, visit the Workplace Solutions desks.

Working from home and the office is an adjustment that will be made all the easier by everyone following a few simple rules and practicing courtesy with each other.

FJ: [Reservations](#)

—*Service Desk*

Article Publication Date:

Friday, October 8, 2021 – 10:15 am

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August 12, 2021

Headline: New Service Desk podcast keeps you current on the challenges at MITRE

The article begins here:

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The Service Desk is launching a new podcast, which focuses on the latest technology news at MITRE. The podcast, called **The Top Three**, highlights some of the most frequent questions coming into the Service Desk for the week. In addition, you will hear about new resources, changes in services, and improvements in capabilities happening at MITRE. In a concise, information-driven format, **The Top Three** is loaded with tips, techniques, and technology updates.

“At the Service Desk, we have a direct line to the technology issues currently affecting MITRE people,” said [Jimmy Vo](#), department manager, Service Desk. “With **The Top Three**, our goal is to capture the relevant issues for people and offer solutions in real-time. Chances are if you are experiencing a problem, others are as well, and we want to help.”

The inaugural episode is Friday, August 13. There is a fresh podcast every Friday through the month. FastJump: [Podcasts](#)

*****MME*****

Run date: August 16

Email: New service desk podcast keeps you current on technology changes at MITRE

POC: [Service Desk](#)

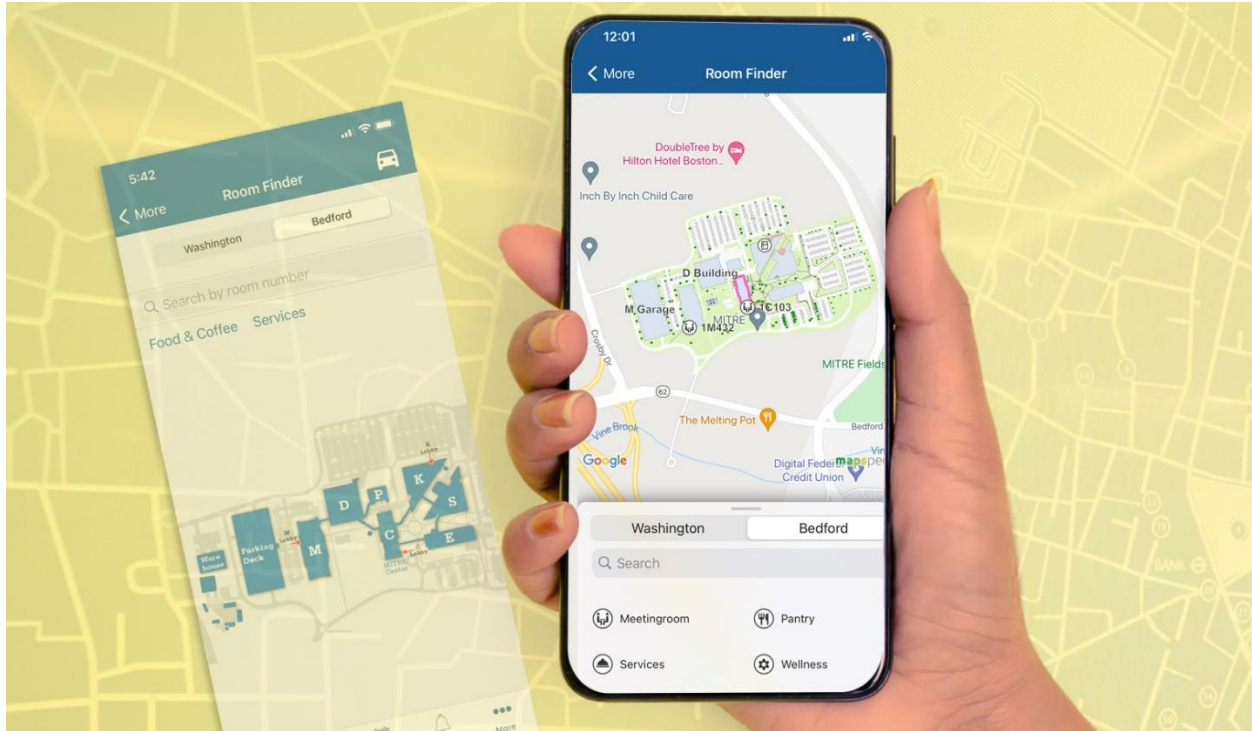
Starting Friday, August 20, the Service Desk will be hosting a five-minute podcast to address the most current technology issues for MITRE staff. **The Top Three** podcast will answer the top questions this week to the service desk and give a shout out to what is on the horizon at MITRE. There is a fresh episode every Friday. Tune in and hear what’s new.

FastJump: [Podcasts](#)

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MITRE@Work App's Room Finder Is Updating Its Maps

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The maps inside Room Finder are being revised to make it a more engaging experience for the user. Nestled inside the [MITRE@Work app](#), Room Finder initially offered basic maps that lacked detail making it difficult to navigate unfamiliar buildings.

“The old system’s maps are very generic, so when looking for a specific room, the app only highlights a section of the floor versus an exact space,” says [Christine Cho](#), principal mobile integration architect. “We are expanding the app’s capabilities to provide richer interactive maps.”

New Features

The improved maps can also be used onsite to locate the room you reserved, the conference room where your team is meeting, and other useful features, such as:

- Explore campus and/or site, switch floors, and zoom in on points of interest.
- Search for a location by room number or keywords, like the Solutions Café.
- Browse and/or search by category, for example, meeting spaces or food and coffee services.
- Share a specific location via a link sent by text, Teams chat, Slack, or email to colleagues.

The upgraded Room Finder will eventually have an optional turn-by-turn directions feature.

Agile Release

As the Enterprise Computing, Information, and Security (ECIS) Mobile Team upgrades the maps, it’s using an agile approach: adding new features and locations over time. The Bedford campus is the first to see the detailed diagrams. Next, McLean will get the renovated Room Finder, followed by MITRE-managed sites.

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As the improved maps are ready, they will be updated in the [MITRE@Work](#) mobile app under Room Finder. [MITRE@Work](#) is automatically installed on MITRE iPhones. Employees and contractors can also install [MITRE@Work](#) on their personal iPhones or Androids.

Instructions and more information are available at FJ: [MITRE@Work](#).

POC: [Christine Cho](#)

Article Publication Date:

Tuesday, October 5, 2021 - 2:00 pm

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Run date: June 1, 2021

Email Subject Line: New on-campus wireless connection is here!

To all MITRE employees:

Starting June 1, logging onto the wireless network at any MITRE location will be a little easier, thanks to a new wireless network called MITRE_Employee. Staff and contractors, with a MITRE username, can connect to the wireless network from their MITRE iPhones, laptops, and personal devices.

There will be no change to wired connections, the new login is for wireless only.

After the first connection to MITRE_Employee, you will automatically join the wireless network each time you are on campus or at a MITRE site. To access MITRE resources, you will sign into your appropriate VPN client, just as you do when working off campus.

New for guests too

Visitors will now connect to the MITRE_Guest network and complete a self-registration form, allowing them access for 12 hours. If a guest returns, they will need to register again using the guest portal.

Please consider notifying visitors if they are accustomed to using OuterNET that there is a new way to join the internet.

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During the month of June, both MITRE_Employee and MITRE_Guest will be monitored and evaluated with the goal of retiring MITRE WiFi and OuterNET in July.

FJ: Wireless

For technical issues?

Contact the service desk after June 1.