

## **Business Technology Advisory Committee**

Shoreline Community College

November 15, 2005

Room 1402 4 p.m. to 5:30 p.m.

Present: John Green, App. Support Mgr/Syst Architect, Seattle Department of Transportation  
Lynda Knight, Secretary Supervisor, Shoreline Community College  
Michael G. Troy, Division Director, Office Team, Lynnwood  
Pamela Kihlstrand-Kovesnikov, Technical Support Services, Shoreline Community College  
Anne Mitchell, Program Chair, Northshore School District  
Darlene Curtice, Records Manager, Snohomish County PUD  
Carolyn Wurdeman, Executive Assistant to the City Manager, City of Shoreline

Shoreline Community College Faculty and Administrators:  
Carla Hogan, Dean, Business Administration, Automotive and Manufacturing Division  
Marcia Liaw, Program Chair and Faculty  
Sally Rollman, Faculty  
Karen Toreson, Faculty

Next Meeting: Tour and meeting at City of Shoreline, April 2006

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### **Welcome and Introductions**

- Chair Lynda Knight called the meeting to order at 4:30 p.m. She welcomed all the committee members.
- The committee members introduced themselves.

### **Approval of Minutes**

- The minutes of the May 26, 2005, meeting were approved as submitted.

### **Report on Business Technology for 2005-2006**

- Marcia Liaw, Program Chair, reported that the Business Computer Study Center that is staffed by a faculty member was cut for the year because of a budget shortfall at the college.

### **Update on Modularized Curriculum**

- Marcia reported that 4 courses are being offered this quarter for the first time and 3 more courses will be added during Winter Quarter 2006.
- Karen Toreson developed the courses for Fall Quarter.
- The college is supporting these modular classes through Winter Quarter.

**Office of the Future 2020: The Evolution of the Workplace and the Skills Needed to Succeed—Michael Troy, Staffing Manager, Officeteam, Lynnwood**

- Michael Troy reported on a survey on the “Office of the Future” conducted by Office Team, a company that specializes in career and employment issues.
- This report identified several emerging trends in hiring and employment.
- More of a company’s staff will work off-site.
- More temporary, instant “plug and play” offices wherever needed that are fully wired. More contract employees.
- More employees will use portable, wireless tools to communicate from any location.
- Wireless connectivity will permit people to collaborate with colleagues
- Virtual interaction will replace face-to-face meetings. Workers will gather in virtual offices from remote locations.
- Some telecommuters will be based at home, but the majority may walk or drive to the nearest wired office center.
- A “hybrid” organization will emerge that draws talent from academia, science, business, and government. Businesses will seek employees with expertise in multiple fields.
- Workers will have to make education a lifelong priority and continually upgrade their skills to remain marketable in the office of the future.
- Mike mentioned a “Blackberry,” integrated technology that is portable—a virtual office.
- Cell phones and PDAs are combined

**Changes in the Role and Function of Support Personnel**

- Darlene Curtice remarked that information security in virtual offices is becoming a greater issue. Best practices now include what not to store.
- Companies lose some of their timeliness of information because of security concerns and need for spam filters.
- Project management and entrepreneurship are getting greater emphasis.
- Increase in teaming activities
- Teleconferencing is getting bigger.
- Document collaboration as part of workflow

**Next Meeting:** Carolyn Wurdeman, Executive Assistant to the City Manager of the City of Shoreline, will check with the City Manager about a visit from the Business Technology Advisory Committee to their office in April 2006 to learn about their internal information system.

**Adjournment**

- The meeting adjourned at 5:30 p.m.