



How office metaverses will transform public sector workplaces.

Remote and hybrid workplaces aren't just here to stay. They are evolving. The adoption of interactive 3D virtual worlds – metaverses¹– will create new opportunities², but also technology challenges. It's vital to begin building the necessary frameworks now to support the hybrid workplaces coming in the next decade to the public sector.

The public sector is forecast to mix:

- Physical offices with virtual communication ecosystems³
- Skilled staff members with AI-powered bots⁴
- Blueprints with virtual reality-based models
- Auditoriums with augmented reality spaces



Benefits of this new hybrid include enhanced:

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Access to government officials⁵



Customer service and engagement⁶



Employee retention⁷



Training opportunities⁸



Operational efficiencies



Public sector leaders must rethink how:



Teams support one another and collaborate⁹



Constituents experience services¹⁰



Governments can innovate^{11,12}

To prepare for this new model, public sector leaders must create robust 5G¹³ infrastructures featuring edge computing¹⁴ to enable:

- Faster applications and easier communication with IoT sensors and actuators
- Ultra High Definition (UHD) streaming for virtual reality settings that make the metaverse enticing
- Interactive live events, to better engage with colleagues and constituents
- Enhanced cybersecurity, which is expected to only grow in importance
- The ability to scale services quickly, safely and efficiently
- Cost savings, regardless of ever-increasing data demands
- Automation of services and operational procedures



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