



Date	Time	Topic
Fri. 19. Jan	12:15–14:00	Introduction of course and seminar
Fri. 26. Jan	12:15–14:00	Strategy, governing documents and other structural frames: what does it mean, and what is the importance of IT?
Fri. 2. Feb	12:15–14:00	Tools and frameworks 1: Introduction + projects
Fri. 9. Feb	12:15–14:00	Tools and frameworks 2: concept selection and alternative analysis with a business case
Fri. 16. Feb	12:15–14:00	Tools and frameworks 3: Business processes and IT architecture
Fri. 1. Mar	12:15–14:00	Tools and frameworks 4: IT Governance & platforms.
Fri. 19. Apr	12:15–14:00	Agile organizations

 Strategy and strategic context

 Management tools and frameworks

We have discussed:

- Strategy
- Actions plans
- Projects
- Concept selections
- Business process modeling and IT architecture
- Governance

In general, these topics often involve assessing the current situation and then initiate *organizational change*.

What does this mean?

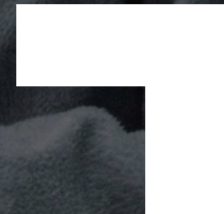
Today

- Guest lecture by Steffen Sutorius – formerly head of the Norwegian Digitalization Agency («Digitaliseringsdirektoratet»)
- Topic: (Organizational) change management with practical examples



Photo: Digitaliseringsdirektoratet

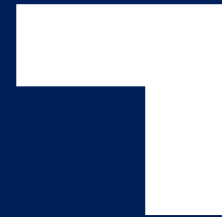
Change management with practical examples



8.3.2024

Metier
A TETRA TECH COMPANY

Vårt samfunnsoppdrag er å bidra til bærekraftig samfunnsutvikling gjennom bedre prosjekter, virksomhetsutvikling og digital transformasjon



About Metier

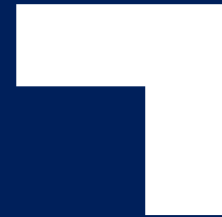
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Our business areas

We help our clients get the most value out of their project investments, development- and change initiatives





Change management

What is change management

1. Change management is defined as the methods and manners in which a company describes and implements change within both its internal and external processes.
2. Change management is a systematic approach to dealing with the transition or transformation of an organization's goals, processes or technologies.

Even obvious change can be difficult

Norway invented winter sports, but did not want to change it

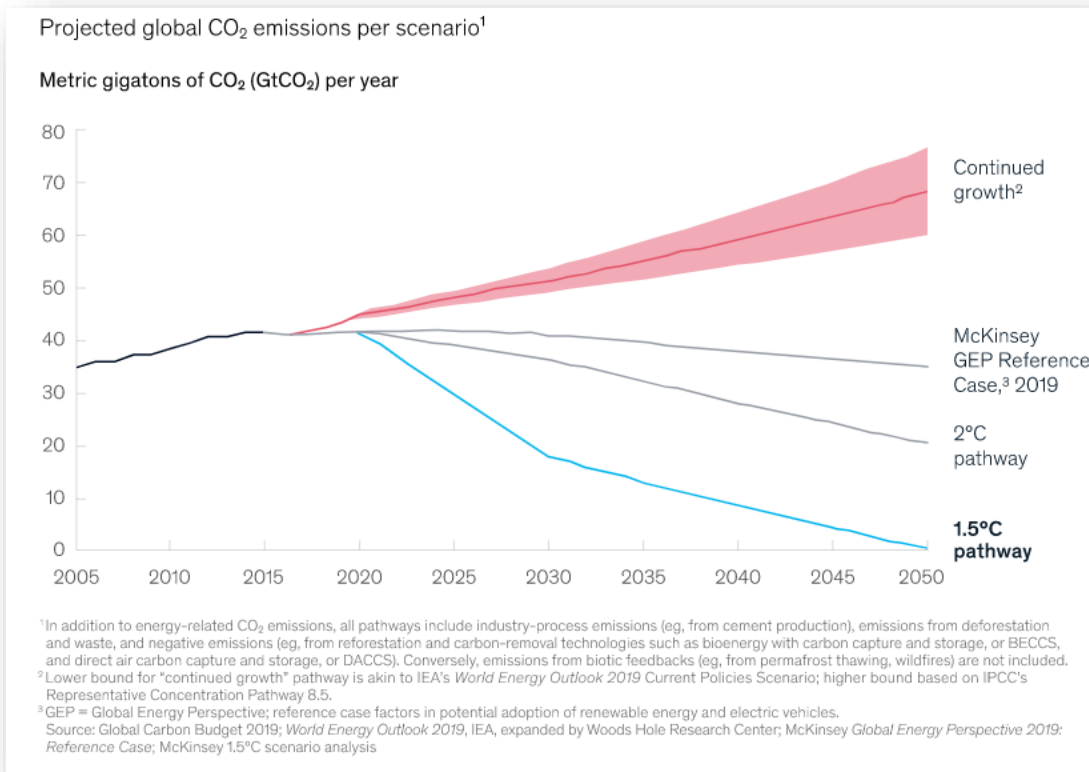


Change
management is
not always easy

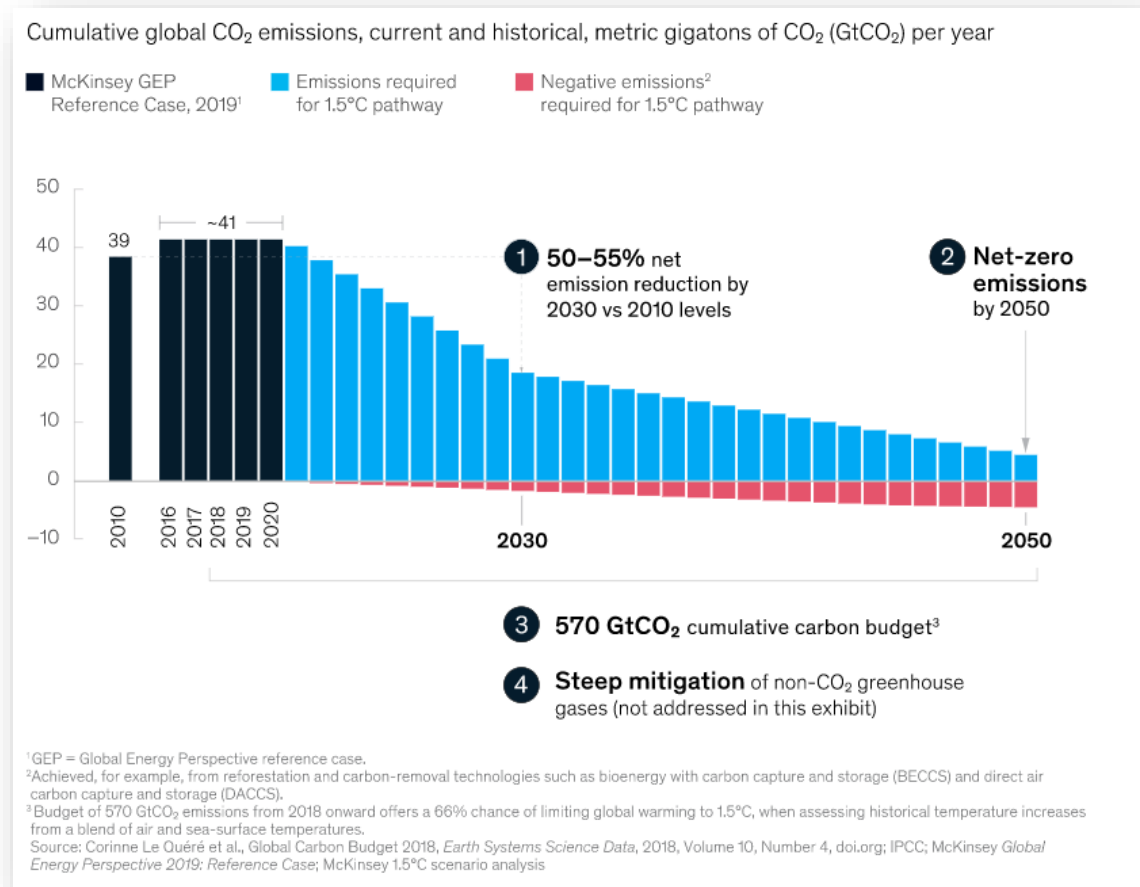


To reach the 2050 1,5°C target, significant changes are needed across the industry

Continued growth vs 2 / 1,5°C pathway¹



Four requirements to reach the 1,5°C pathway



How to manage change successfully

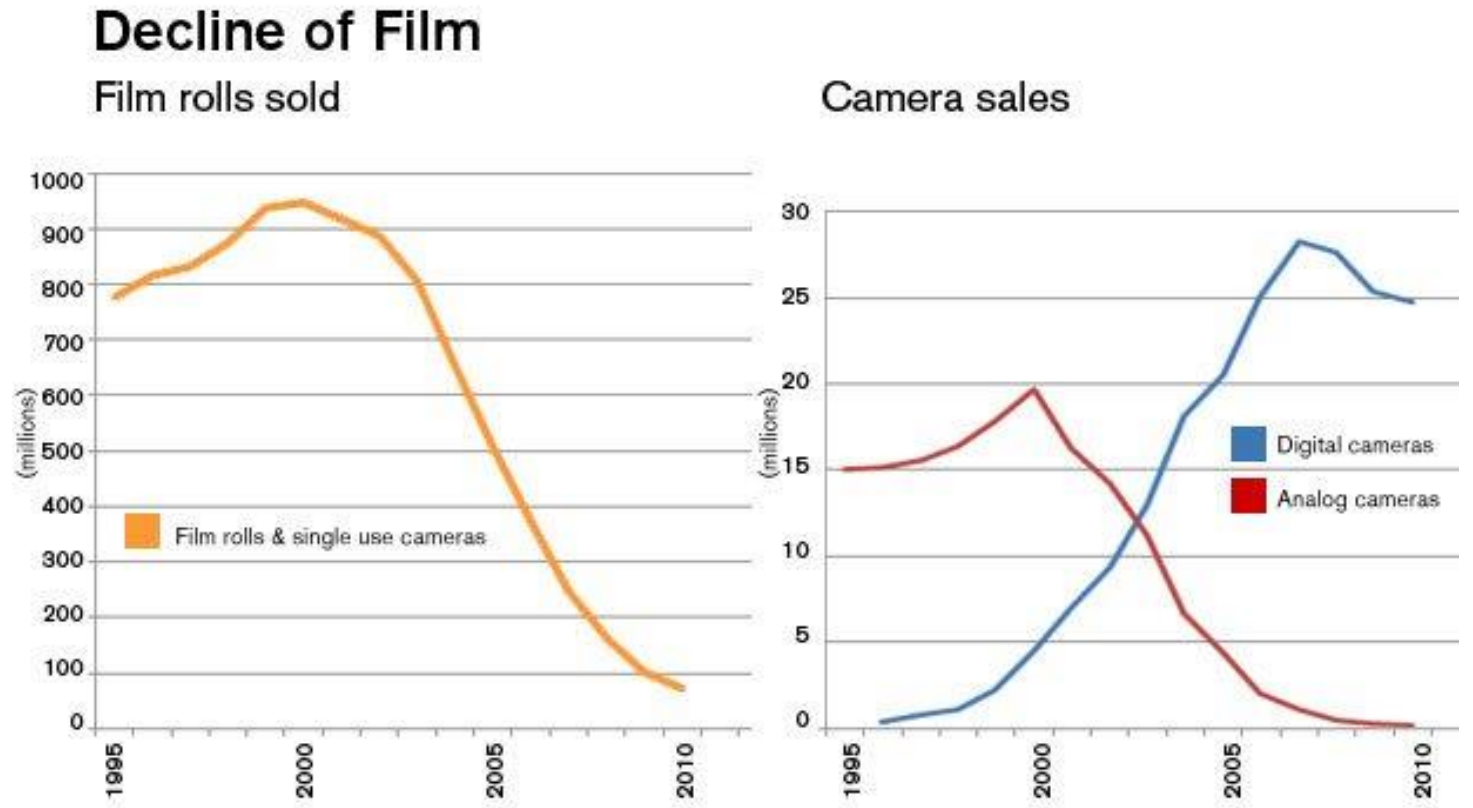
- Plan for change....
- Communicate the why and how of change. ...
- Integrate. ...
- Motivate staff to embrace change. ...
- Embrace change with confidence. ...
- Create space for people to adjust. ...
- Evaluate.





Practical examples

The Kodak failure - lack of change or adaptation to market



Steve Jobs and Mark Zuckerberg changed the way we live



For better or worse?

<https://www.youtube.com/watch?v=f8NJViyW6a0>

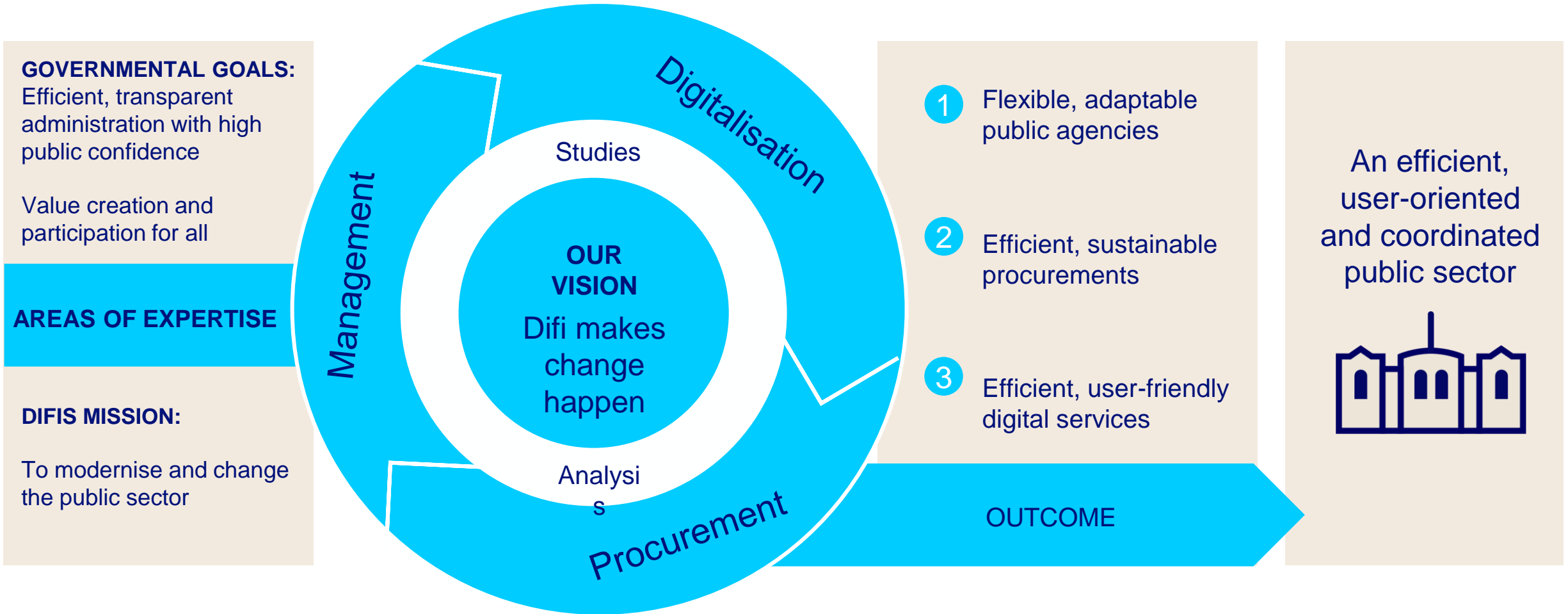


A little story about digitalisation in public sector

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I started as managing director of Difi in 2016



Evaluation of Difi 2014 - 2015

Stakeholders said that Difi did not fulfill its role



AGENDA
KAUFANG

Direktoratet for forvaltning og IKT (Difi)

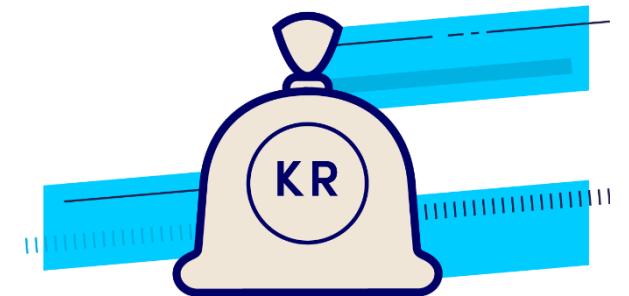
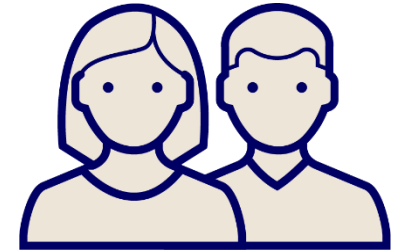
Evaluering av Difi

Rapport

21. desember 2014

2016 - Change is still challenging in the public sector

- 58 % of public managers in Norway consider digitalisation a priority in their organisation
- 31 % of public employees in Norway consider digital change projects well managed
- 82 % consider lack of culture and processes to get results as major challenge to reach the goals in the public sector
- Only 1 of 4 IT projects in the public sector result in cost cuts



How to change Difi?

Good news...

2019 : Nikolai Astrup – Norway's first Minister of Digitization

2019: One digital public sektor – Digital strategy for the public sector 2019 - 2025

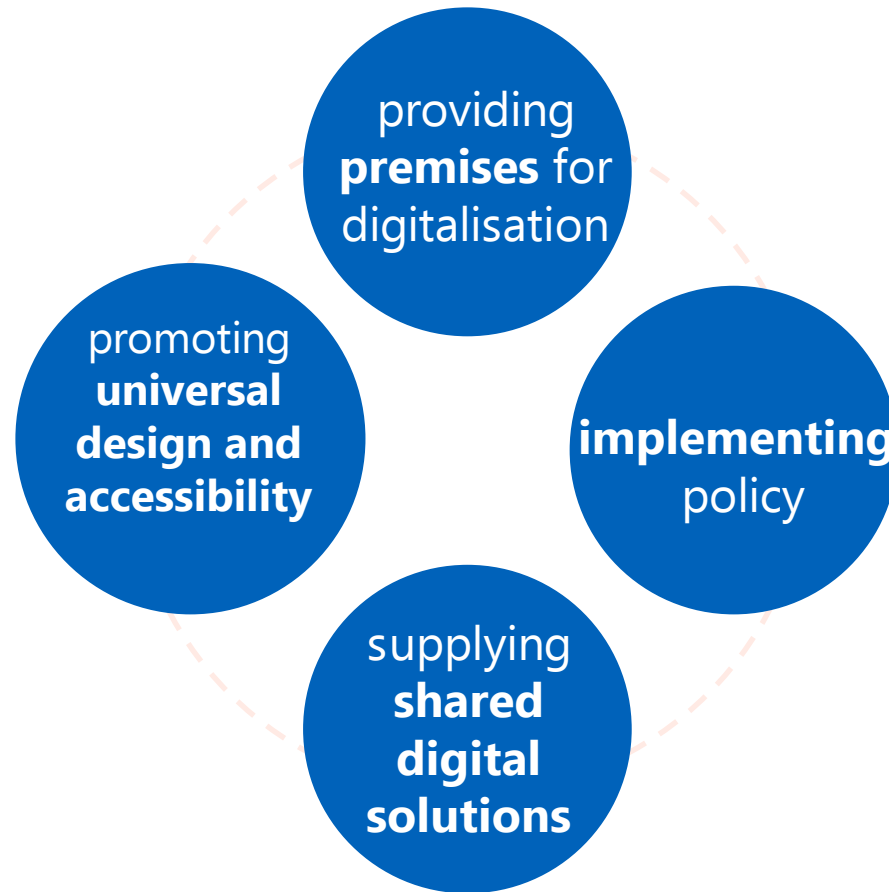
2020 : Norwegian Digitalisation Agency must be established – based on Difi

2020: The pandemic





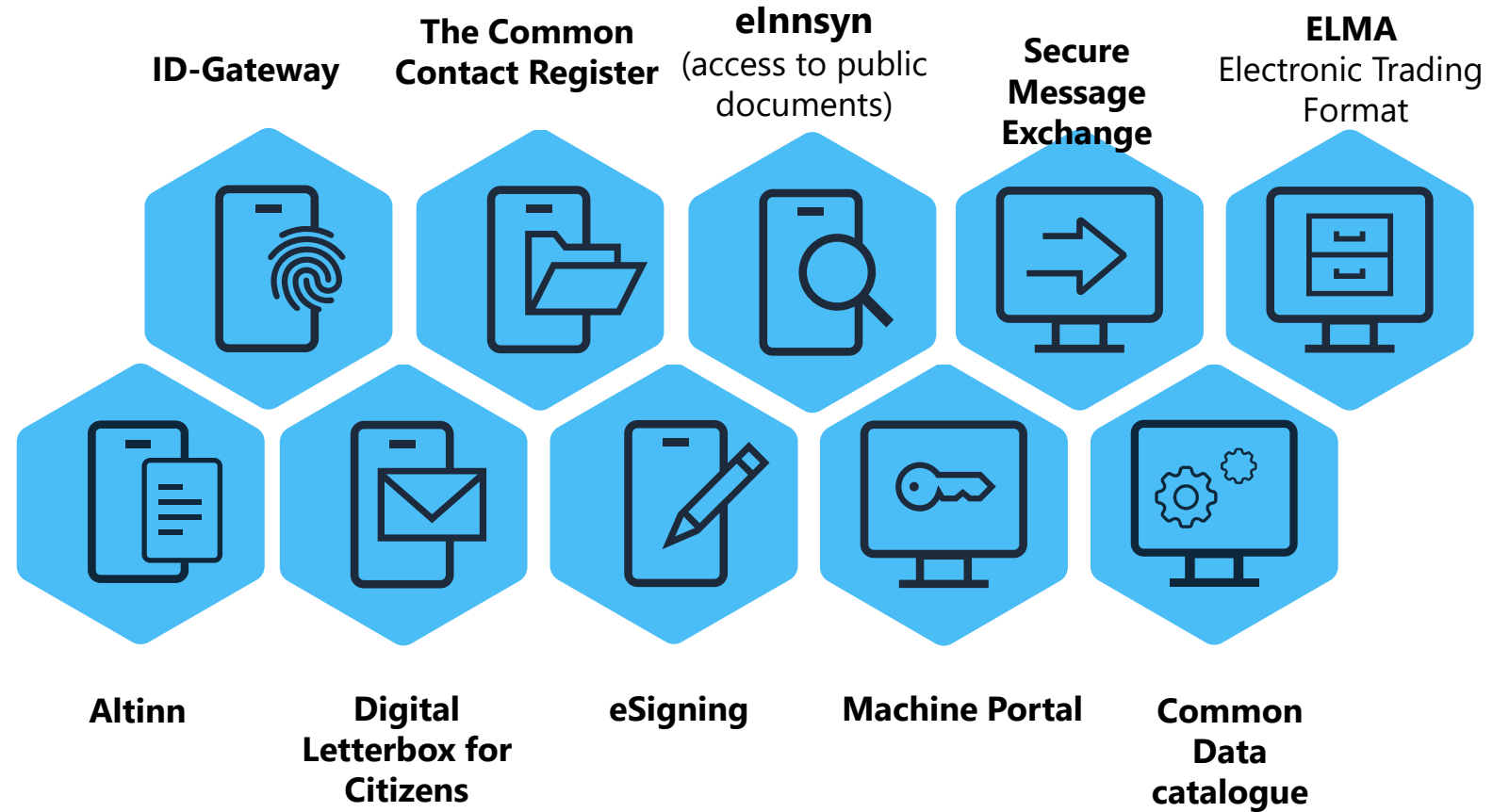
Faster and more coordinated digitalisation of the society



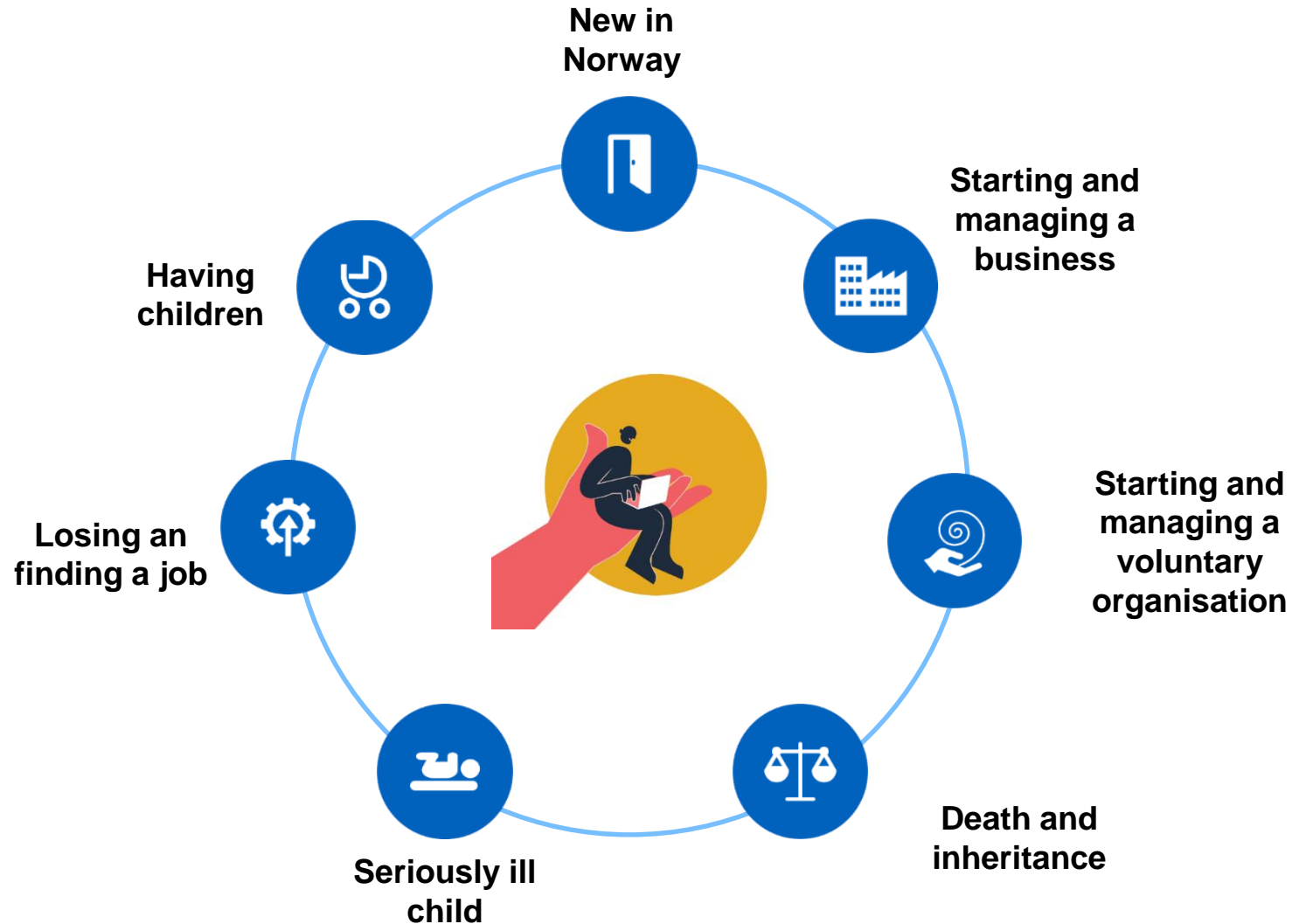
1. make the public sector more cost efficient
2. create more value for businesses
3. make life easier for citizens and businesses
4. and basically to have a sustainable society



of shared digital solutions



Digital strategy for the public sector 2019 – 2025 –life events ^{Metier}



DIGITAL Europa

The Program:

- 2021 – 2027
- 100 bill. kr.



Norway will develop a digital wallet

Benefit form ublic and private digital collaboration

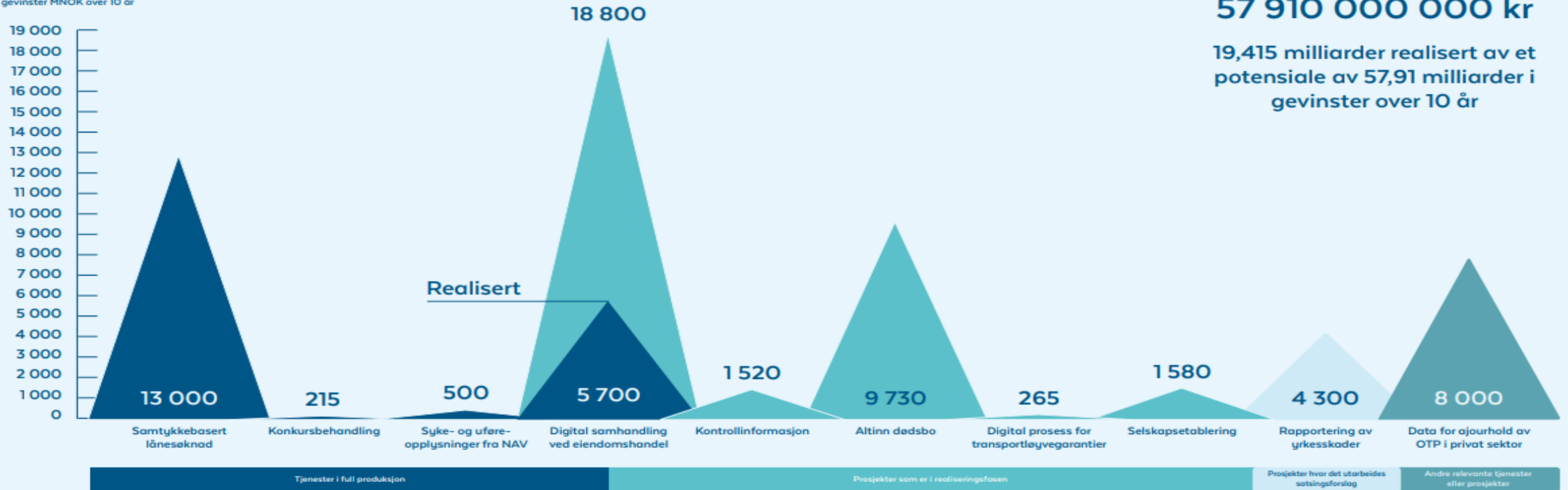
GEVINSTER FRA DSOP-AKTIVITETER



57 910 000 000 kr

19,415 milliarder realisert av et potensiale av 57,91 milliarder i gevinster over 10 år

gevinster MNOK over 10 år



Companies involved in the life event death and inheritance



Sbanken

SpareBank 1



Statens vegvesen



Kartverket



BITS



Finans Norge



NORSK PENSJON



Landbruksdirektoratet
Eanandoallodirektoráhtta



Brønnøysundregistrene



NORGES
DOMSTOLER

Some digital solutions from the pandemic

- Kompensasjonsordningen for næringslivet
- MinID Passport
- Connect2Norway
- Skjema for selvrapportering av koronasymptomer
- Smittestopp-app
- Løsning for smittesporing i kommunene
- Rapporteringsløsning for smittevernutstyr for tannleger
- Tjeneste for registrering av helsepersonell
- Rapporteringsløsning for smittevernutstyr i kommunene
- Digital søknad om sosialhjelp
- Opplysninger til krisetiltaksplaner til Kredittilsynet
- Søknad om fritak fra koronahotell til UDI
- Søknadsskjema - ekstraordinær tilskuddsordning fra Kulturrådet i forbindelse med koronakrisen
- Påminnelse om å sende inn inntektsmelding til NAV
- Rapportering av behandlingsskapasitet til Helsedirektoratet
- Valg av hyppigere refusjonsutbetaling fra NAV
- Søknad om brukertilgang til Nasjonalt Helsepersonell.no
- Søknad kompensasjon for tapt inntekt for selvstendig næringsdrivende til NAV
- Samordnet koronainformasjon til næringslivet på Altinn informasjonsportal



«MINID PASSPORT»
 Norge har lansert digital ID-kontroll, uten behov for fysisk oppmøte



Nets-appen må skanne ansiktet ditt både med foto og en videosnutt, uten ablegøyer og med godt nok lys. (Foto: Marius Jørgenrud)

The use of Norwegian Digitalizations shared digital solutions increased by 1000 % from 2016 - 2022

Hopefully – The change of Difi was a success



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