

Potential for strengthened cooperation between IT and the rest of the organisation

Disjointed reporting requirements across the organisation

Positive reaction to adoption of a more unified reporting system, like IT investment process, but combining reporting for other parts of the organisation in it	Data protection perspective on new technologies	Similar challenges to IT department; some employees reporting new systems later in the implementation process than she would prefer
New systems that hook up to the payroll system must have a form 32 filled out, assigning a data manager for the system	Similar attitude to IT department, wishing people would consult before purchasing new systems instead of just buying first and asking after	Disjointed system... other departments like welfare have their own reporting processes

Communication between school system's IT and municipal IT could be stronger

"Just contact IT directly"      Reasons people don't use it

Just write an email to architects	Typically, people just contact their school's IT advisor who then contacts Søren or Mathilde directly	Not familiar with IT investment process' official guidelines, but just thinks, "I'd better ask IT"	Knows about IT investment process but has never used it; she says she knows who to talk to in IT, as her office is just up the stairs from them	Worry of details lost between the lines... wish to speak with known persons in IT who know the full context	Investment process excessively bureaucratic	"Fortunately" IT investments aren't a part of everyday work for teachers... also a challenge in getting them to use it	More fixed guidelines for when reporting is necessary and to whom they should report. Removing the guesswork...
		Was not aware of the IT investment process... usually contacts Jonas with new investments		IT investment process not widely promoted	He isn't allowed to use the IT investment process due to organisational structure... had to use the support ticket system for IT investment, getting turned away	IT investment process difficult for school employees to access	Doubt as to when exactly the process needs to be used, as the use cases for it are on paper very broad
				Unattractive name of process... gives impression of irrelevance for non-economy personel			IT investment process was somewhat frustrating to fill out... explaining technologies that one has already used so much time reading about

Benefits of using the process: potential talking points

Gives broader view of potential implications of implementation	Connects with the right people (various skillsets in IT department)
Assurance that the job doesn't get lost in an inbox	Transparency about where the project currently stands at IT... helpful for decentralised people

Central/decentralised

Few computers per staff member, need 24/7/365 function	Decentral: inadequate on-site support, only so much can be done over the phone/ outside working hours	Higher ups in decentral organisation with unrealistic expectations... "administer their way out of it"
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Importance of IT architects as communicators

	Quarterly meetings are seen as very helpful	IT department has a greater range of skills than before, both technically and relationally
	Architect Mathilde has brought a good relationship-based approach, being a good collaborator and resource	Architects are a "godsend," giving IT a service-oriented outward face
Additional training needed to get teachers onboard.		
3 joint meetings per year with Mathilde and the schools' IT advisors	Architects have helped strengthen relations with schools, for example via quarterly meetings with architect Mathilde	After the hiring of the architects, IT's relationships with the schools have improved

Current wins for the process

She thinks people have become more aware of not creating "double solutions"	Simplification of the investment process has helped have a less "municipal" perspective
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Frustrations with restrictions from IT

"Overblown" fear of data breaches, giving excessive restrictions to local computer privileges	Desire for flexibility in hardware purchases	"Conservative" IT department... statements like "we are a Microsoft municipality" ... he would like to see a more "development-oriented" department
IT department as know-it-all's	Important to be able to think for one's self	Incentives rather than punishments

Balancing stakeholders, mandates on national and municipal level... library organisationally separate from municipality but using their network infrastructure

Avatar project involving many from IT department.. no mention of IT investment process... would using the process have made the project go smoother?

Uncategorised

Conflicts between national initiatives, the library
Wild West, people buying things without consulting with IT

- Anne, consultant for the salary department and primary contact for payroll system
- Mikkel, department head for library's IT
- Ida, GDPR lawyer
- Feja, web manager for Politics, Analysis & Communication
- Anders, Tourism Department
- Søren, school IT
- Peter, residential care center for autistic citizens
- Claus, Center for Special Education
- Emma, welfare technology consultant
- Lise, administrative assistant for daycare department