Communication between school system's IT and unicipal IT could be 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 employees reporting new systems later in the implementation process than she ····► Reasons people don't use it "Just contact IT directly" • and asking after Knows about IT Worry of details lost between the lines... wish to speak with known persons in IT who know the full Benefits of using the process: Just write an email to potential talking points as her office is just context up the stairs from Uncategorised He isn't allowed to use Gives broader view Connects with the Was not aware of the the IT investment Doubt as to when the support ticket system for IT investment, getting turned away Conflicts between national initiatives, the library IT investment Importance of IT architects Unattractive name of ^······≻Central/decentralised process... gives impression of irrelevance for nonas communicators economy personel Wild West, people buying things without consulting with IT Avatar project involving many from IT department.. no mention of IT investment process... would using the process have made the project go smoother? Frustrations with restrictions Architect Mathilde has brought a good relationship-based approach, being a good collaborator and resource from IT **Current wins for the process** She thinks people have become more aware of not creating "double solutions" relationships with the schools have improved

Potential for strengthened cooperation between

IT and the rest of the organisation

stronger

