

Specific Contexts and Considerations in Different Departments / Facilities

13. Difficulty in reconciling IT department expectations with national initiatives (Interviewee 169)
14. Perception of the IT department as conservative (Interviewees 189, 169)
15. Employees buying IT solutions without consulting relevant departments (Interviewees 190, 189)

Awareness and Understanding of IT investment process

1. Lack of awareness about the IT investment process (Interviewees 161, 181, 190)
2. Bureaucratic nature of the process (Interviewees 189, 169)
5. Uncertainty about when to use the IT investment process (Interviewees 169, 189)
10. Suggestions for improving the process (Interviewees 161, 181, 190)
32. Need for more effective communication of the IT investment process (Interviewee 181)
46. Complexity of the IT investment process (Interviewee 169)
16. Need for better promotion of the IT investment process (Interviewee 181)

Communication and Relationships between IT Department and Other Departments

3. Need for better communication and relationships between IT department and other departments (Interviewees 161, 189, 190)
4. Role of IT architects in the organization (Interviewees 160, 183, 189, 169)
11. Importance of fixed contact person in the IT department (Interviewees 160, 183)
19. Employees' reliance on personal connections within the IT department (Interviewees 161, 190)
20. Resistance to using forms for communication (Interviewee 161)
29. Importance of room for innovation in schools (Interviewee 163)
30. IT department's increased maturity and broader range of skills (Interviewees 189, 163)
35. Concerns about the well-being of residents in residential care facilities (Interviewee 190)
42. IT department's increased maturity and broader range of skills (Interviewees 189, 165)

Suggestions and Improvements for IT Investment Process

12. Fear of data breaches and restrictions (Interviewee 160)
18. Timeline expectations for implementing new solutions (Interviewee 190)
21. Benefits of the IT investment process (Interviewee 160)
36. Cost-saving attempts in decentralized IT support (Interviewee 190)
48. Importance of having a dedicated IT staff member (Interviewee 183)

Challenges and Barriers in IT Investment Process

6. Challenges in decentralized IT support (Interviewees 183, 190)
7. Double solutions issue (Interviewees 189, 169)
8. Lack of training on the IT investment process (Interviewees 163, 189)
26. Unclear responsibility for maintaining complex phone systems (Interviewee 183)
31. Challenges in getting schools onboard with using the IT investment process (Interviewee 163)
39. Need for hands-on IT support in decentralized facilities (Interviewee 190)
40. Challenges in using the IT investment process in practice (Interviewee 165)
9. Inaccessibility of the intranet for some employees (Interviewee 163)
17. Language barrier between different fields of expertise (Interviewee 165)
22. Difficulty in sticking to assigned roles in decentralized IT support (Interviewee 183)
27. Need for hands-on IT support in decentralized facilities (Interviewee 183)
33. Perception of the IT investment process as unattractive (Interviewee 181)
38. Unclear responsibility for maintaining complex phone systems (Interviewee 190)
41. Importance of room for innovation in schools (Interviewee 165)
23. Concerns about the well-being of residents in residential care facilities (Interviewee 183)
24. Cost-saving attempts in decentralized IT support (Interviewee 183)
25. Desire for more flexibility in hardware purchases (Interviewee 183)
28. Challenges in using the IT investment process in practice (Interviewee 163)
34. Difficulty in sticking to assigned roles in decentralized IT support (Interviewee 190)
37. Desire for more flexibility in hardware purchases (Interviewee 190)
43. Challenges in getting schools onboard with using the IT investment process (Interviewee 165)
47. Disagreements on when the IT investment process is needed (Interviewee 169)
45. Perception of the IT investment process as unattractive (Interviewee 191)
44. Need for more effective communication of the IT investment process (Interviewee 191)
49. Suggestions for making the IT investment process more user-friendly (Interviewee 181)
50. Importance of clear guidelines for reporting IT investments (Interviewee 190)