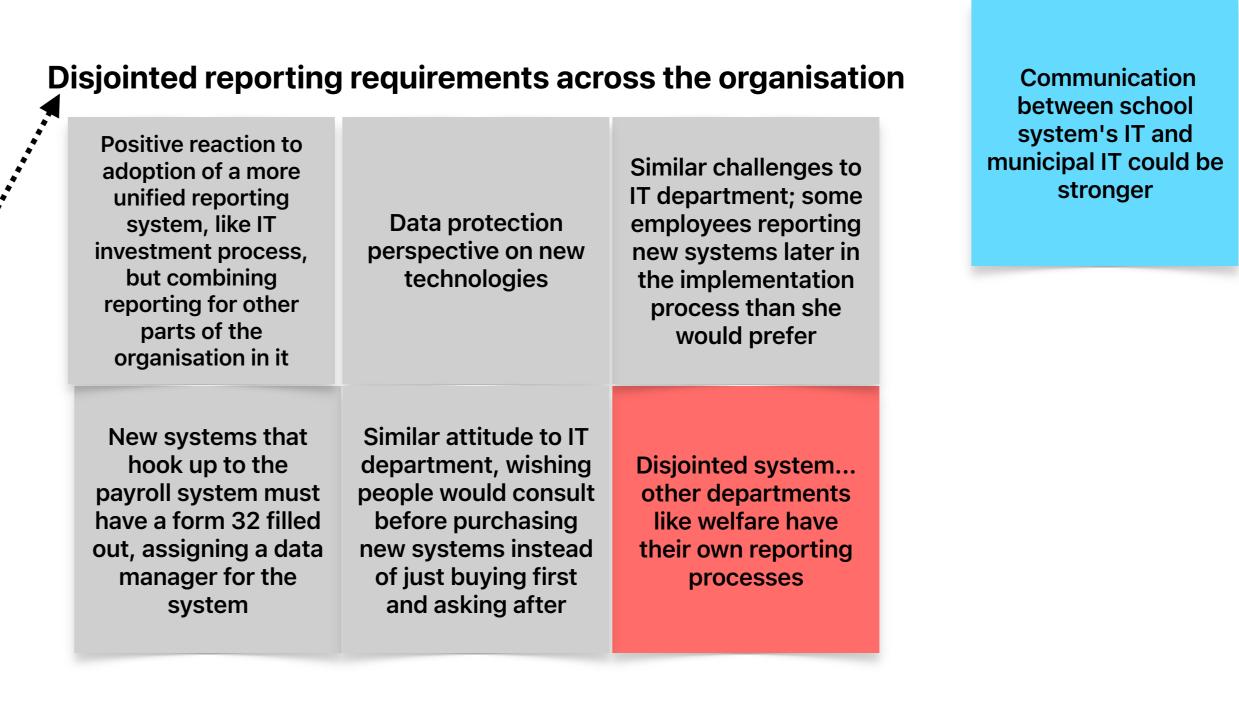
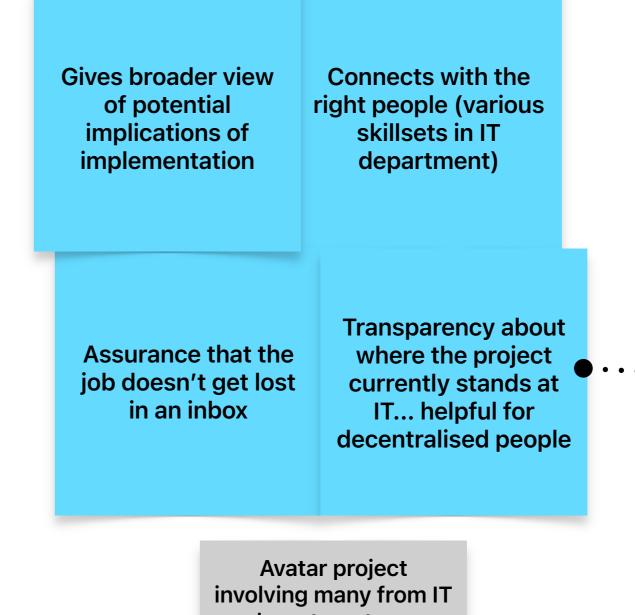
## Reasons people don't use it "Just contact IT directly" Knows about IT Worry of details lost More fixed guidelines investment process between the lines.. but has never used it; wish to speak with Just write an email to necessary and to she says she knows architects known persons in IT whom they should who to talk to in IT, bureaucratic who know the full report. Removing the as her office is just getting them to use it context guesswork... directly up the stairs from Uncategorised He isn't allowed to use Was not aware of the the IT investment Doubt as to when IT investment exactly the process process... usually IT investment organisational needs to be used, as process difficult for contacts Jonas with structure... had to use the use cases for it new investments promoted the support ticket are on paper very **Conflicts between** system for IT broad national initiatives, investment, getting the library turned away IT investment Importance of IT architects **Unattractive name of** process was process... gives somewhat frustrating impression of to fill out... explaining as communicators irrelevance for nontechnologies that one has already used so economy personel Wild West, people much time reading buying things about without consulting IT department has a with IT Quarterly meetings greater range of skills than before, both technically and Frustrations with restrictions from IT **Architect Mathilde** Architects are a has brought a good relationship-based "godsend," giving IT a service-oriented **Current wins for the process** "Conservative" IT approach, being a good collaborator outward face department.. Additional training "Overblown" fear of needed to get and resource data breaches, Desire for flexibili teachers onboard in hardware giving excessive Simplification of the She thinks people restrictions to local purchases have become more **Architects have** computer privileges has helped have a aware of not creating After the hiring of the helped strengthen less "municipal"

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



## Benefits of using the process: potential talking points



/·····≻Central/decentralised Decentral:

inadequate on-site support, only so staff member, need much can be done 24/7/365 function over the phone/ outside working

Higher ups in decentral organisation with unrealistic expectations... "administer their way out of it"

statements like "we are a Microsoft municipality"... he would like to see a more "development oriented" department

Incentives rather than punishments to think for one's self

Peter, residential

care center for

autistic citizens

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

their network infrastructure

department.. no mention of IT nvestment process. would using the process have made the project go smoother?

Anne, consultant for department and primary contact for payroll system

year with Mathilde

and the schools' IT

schools, for example

meetings with

architect Mathilde

Mikkel, department head for library's IT

architects, IT's

relationships with

the schools have

improved

Ida, GDPR lawyer

Feja, web manager for Politics, Analysis & Communication

"double solutions"

perspective

Anders, Tourism Department

Søren, school IT

Claus, Center for **Special Education**  Emma, welfare technology consultant

Lise, administrative assistant for daycare department