

Interactive Session B

2. Modernising Norway's Social Services: A New Digitalisation Strategy

Presented by
**Ministry of Labour and Social
Inclusion, Norway**



Arbeids- og
inkluderingsdepartementet

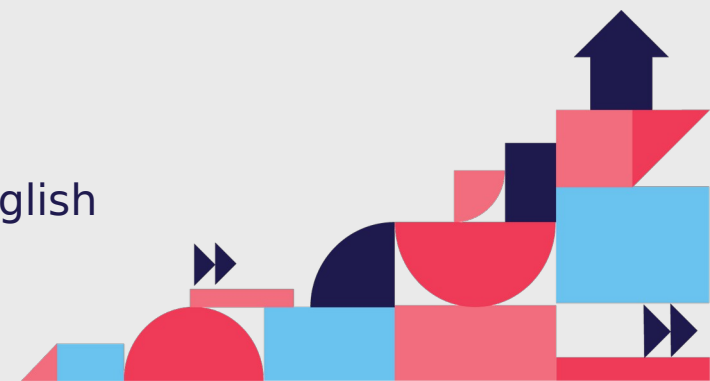
16.15 - 17:15

Room

HIGH 3



Session in English





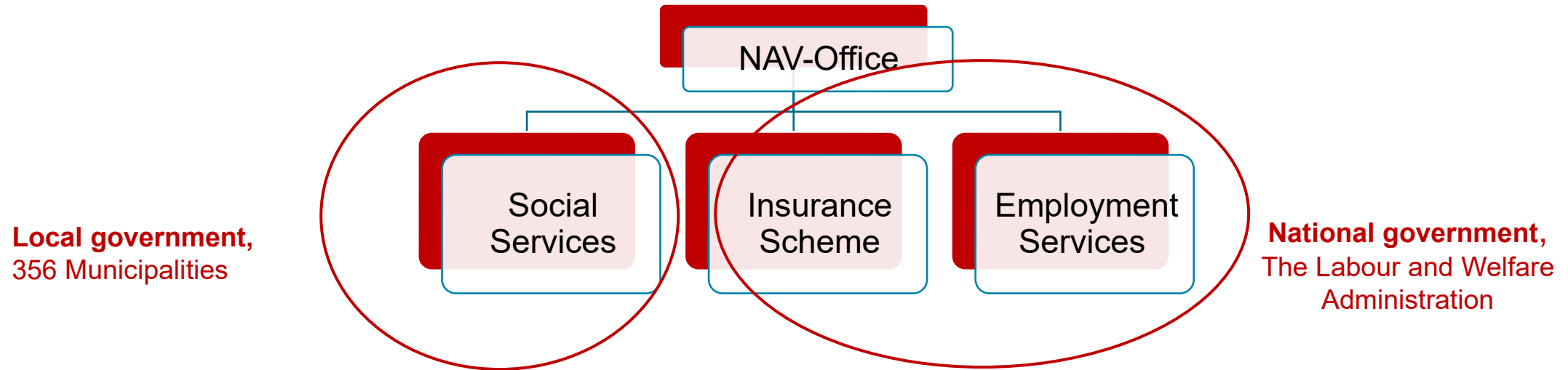
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Handling wicked problems in development and digitalisation of Norways social services

Åse Tea Bachke, Ministry of Labour and Social Inclusion in Norway
Roy Bøhmer, The Norwegian Association of Local and Regional Authorities
Ronny Nyhammer Olsen, Bergen municipality

Malmö, 14th June

The NAV- Office «one stop shop»



- The aim was to ensure comprehensive and coordinated services across these three services.
- A NAV tutor can follow up users with services and benefits from all three service areas
- Each NAV office is established by an agreement, a statutory partnership between the municipality and the Norwegian Labour and Welfare Administration. The NAV office is based on 365 partnerships.



Going from «despite of» to «because of»

- Service development is input and output at the same time.
- Diverse, silo-based and rigid IT systems counter the purpose of NAV.
- Issues when changing the situation:
 - Distributed governance and management.
 - Strict rules for exchanging data between involved parties.
 - Accordance with principles of local autonomy.



Identifying needs – setting a direction

- NAV supervisors need
 - Easy access to all relevant information.
 - Tools to assist in assessments.
 - Coherence between tools, routines and professional practice.
- Citizens need
 - A unified way of communicating digitally.
 - Predictable (digital) service level across all services.
- On a system level
 - Regulatory analysis and development.



Digisos – history, challenges and experiences

Background:

- 429 municipalities, multiple stakeholders, commercial vendors

Goal:

- Digital application, data collection from registers, transparency

Challenges:

- GDPR, Finance, Technical, Legal

Experiences:

- Initial contact, workload, waiting/transport time



Two steps to ensure progress

- Develop a new national strategy for digitalisation across central and local government in the NAV-office
 - Develop common long-term and binding goals
 - Leadership anchoring
 - Create consensus on roles and responsibilities
- Establish a co-management council for digitalisation
 - Advice on financing and prioritisation.
 - Describe decision-making processes for the actors involved.
 - Point out how priorities and any conflicts are resolved.



Points for further discussion

- Do you have experience of digital and service development across administrative levels and sectors?
 - What were the biggest challenges, and how did you go about solving them?
- Experiences with
 - national strategy for digitalisation across central and local government in the NAV-office
 - a co-management council for digitalisation

