

Service design and e-services/digital solutions in Gävle municipality

The methodology Innovationsguiden (service design)

SDN Service Design Network winner 2018



WINNER - BEST CULTURAL CHANGE IN THE PUBLIC SECTOR

PUBLIC SECTOR DEVELOPMENT BASED ON USER NEEDS
BY INNOVATIONSGUIDEN

Category: Professional Non-Profit/Public Sector

Client: The Swedish Association of Local Authorities and Regions (SALAR)/ Sveriges Kommuner och Landsting (SKL)



e2

Innovationsguiden

Digital platform

Step-by-step instructions,
movies, templates, inspiration.
Do it on your own.

The screenshot shows a digital interface for 'Innovationsguiden'. At the top left is a green button labeled 'Testa idéer' (Test ideas). Below it is a large image of a person's hands working with colorful sticky notes. To the right is a form titled 'Testa idéer med era anhöriga' (Test ideas with your relatives). The form includes fields for 'Från vem' (From whom) and 'Vad?' (What?). A large yellow arrow points from the 'Testa idéer' button towards this form.

Development programme

Working with a real challenge for
8 months, training workshops,
coach support. **Support throughout
the whole process.**



+ training in getting
"certified instructor" i
Innovationguiden

Service design/ Human centered design

***“It’s not just a method, it’s a
mindset”***

Har du behov av att
låna en rullstol,
säg till i receptionen
1 trappa upp.

If you need to borrow a wheelchair please
ask in the reception, which is located upstairs



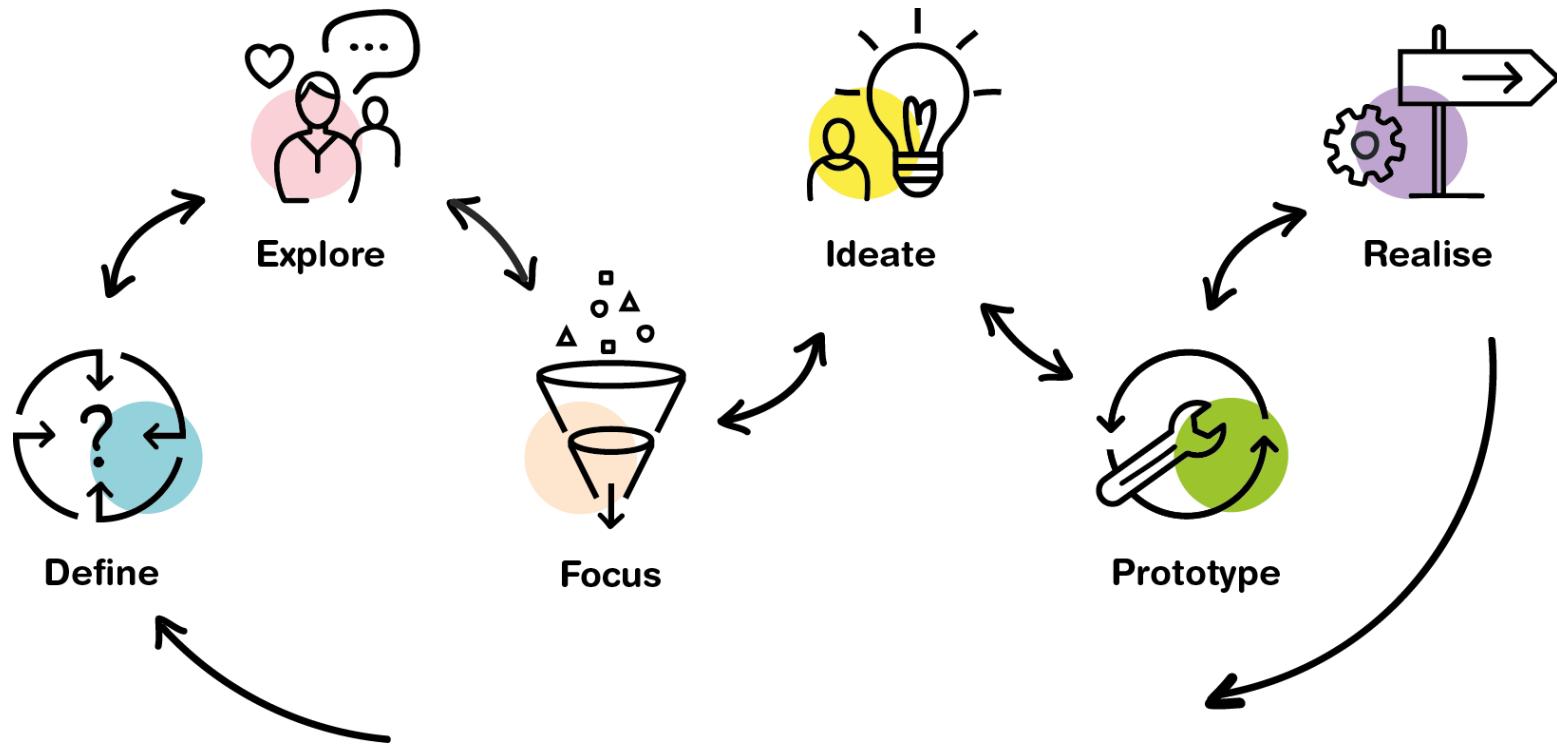
Service design

– is a process of development

... Where we from the users perspective create solutions together with our users

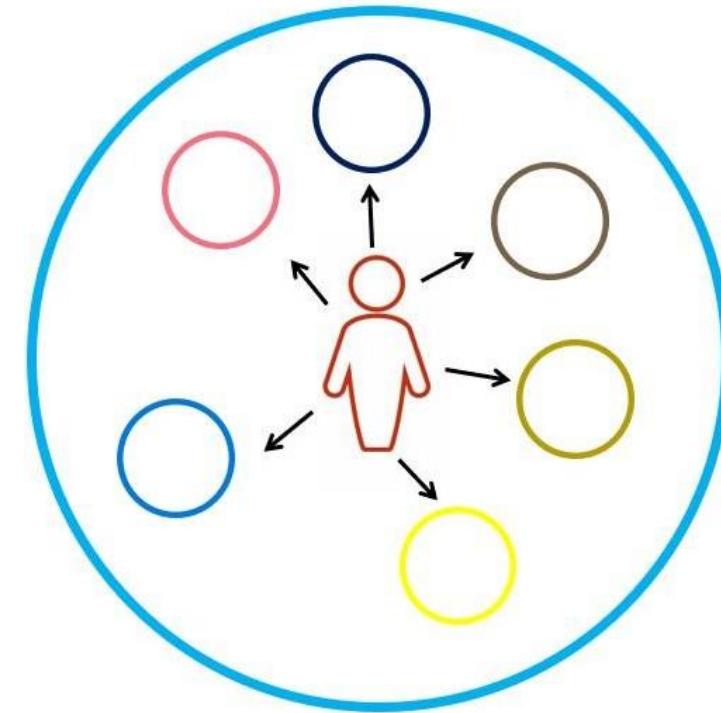
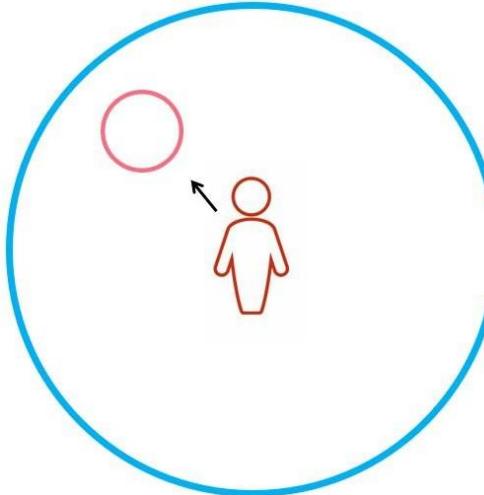
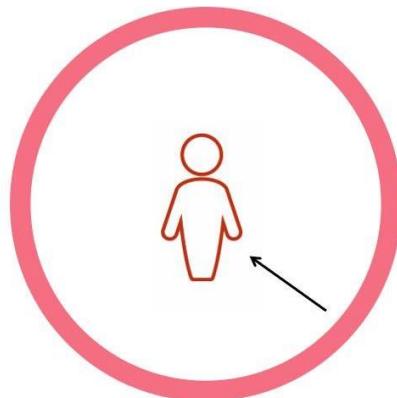


The innovation process



Innovationsguidens process contains six steps – adapted to suit the working conditions in the public sector – to guide the development teams from challenge to solution in a structured way.

Customer in focus...or?



fiey to...



Solution



Needs

Assumption



Insight

Business/operations



Reality

Discussion



Test

Assumption

S

We have too many forms! We gather all the applications on the same form, that will be easier for us to manage

Business perspective

We don't understand how to fill in this form. There are too many options and boxes, I don't know what to do

End user/customer perspective

Assumptions

We only give information to the parents in order to protect the kids

Business perspective

No one tells me what's going on. It is my life they are discussing. I am worried; what will happen to me?

End users perspective

Assumptions

Our customers has a
need to call us

Business perspective

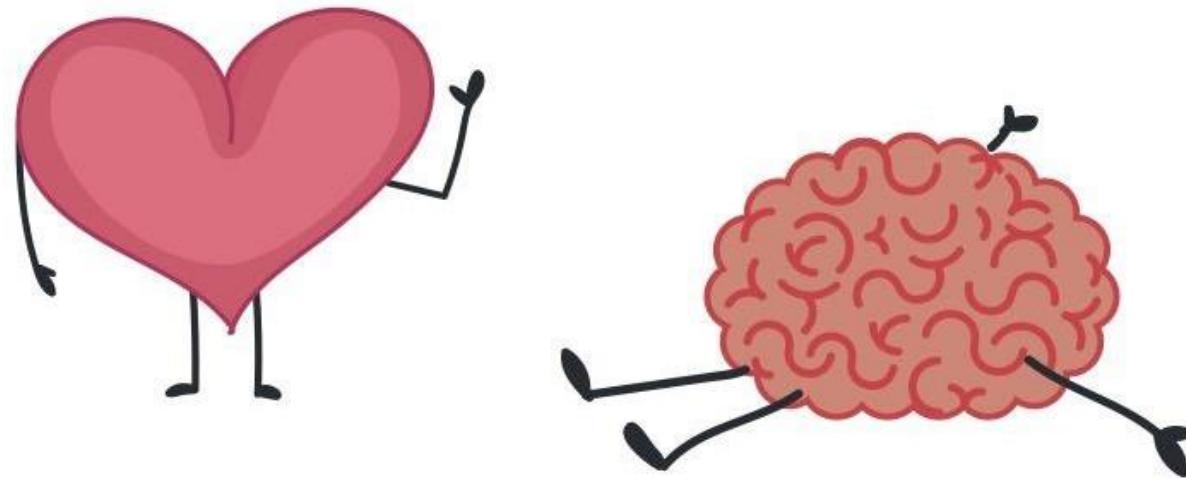
Why can't the web
site answer my
questions? Now I
need to call to get
answer to my
questions...

End user
perspective



Turn off your business/operational brain

- Become a beginner
- Ask, although you know the answer
- Don't explain



**l'íy, fail, leaín, tíy, fail,
leaín.-**



Organisation of “Digital renewal”

Digitalisation is not a technical issue!

It is not a technical issue, but it is all about evolution of society, cultural and behavioral changes, business development, processes, change management, innovation, culture and leadership



Digital renewal - programme

- 1 jan 2016 establishment of Programme "Digital renewal"
- Funds directly from municipal council (means no costs for core business)
 - Supporting the entire organisation
 - Holistic view
 - Start in enduser needs
 - Usage of national services, co-operation with authorities
 - Co-operation and co-creation with civil society, private sector and citizens

”Digital Renewal” – opportunities from/with digitalisation



Improved customer service

- Simple, efficient and fast – on customer terms!
- Increased participation and involvement in public service / processes
- Increased transparency

More efficient / streamlines operations

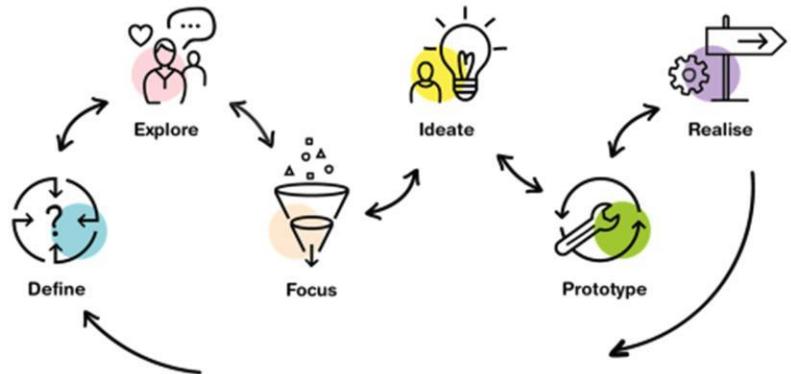
- Better and higher quality
- Faster handling
- Automation
- More efficient resource management

New challenges have to be addressed in new ways

From
2016

- We work in team
- We are located together (originally from different parts of the organization)
- We work iteratively and agile
- We are close to the board and decisionmaking
- We always work together with the client (and preferably the enduser) and they are a part of the process

The innovation process



Innovationsguidens process contains six steps – adapted to suit the working conditions in the public sector – to guide the development teams from challenge to solution in a structured way.

Design principles (from UK gov)

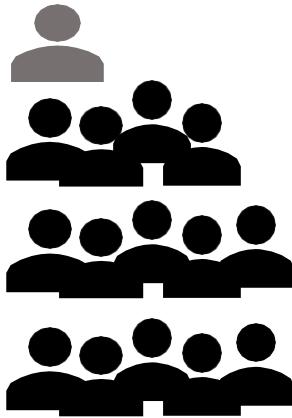
1. Start with user needs
2. Do less
3. Design with data
4. Do the hard work to make it simple
5. Iterate. Then iterate again
6. This is for everyone
7. Understand context
8. Build digital services, not websites
9. Be consistent, not uniform
10. Make things open: it makes things better

Competence in / can support (or knows who can)

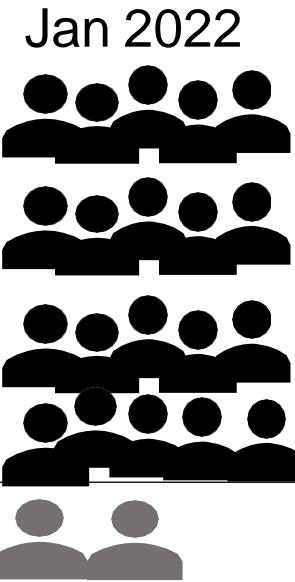
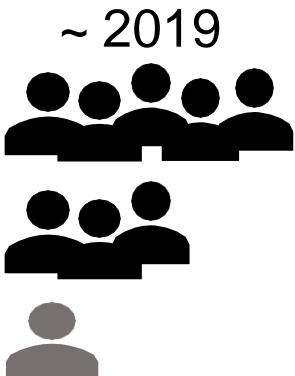
- Project management, Change Management
- Service design, Process mapping
- Strategical advice
- "Hands-and-feet"
- Digital platform for e-services
- Building e-services
- Communication, development website
- Lectures, workshop leaders
- Analysis tools
- Monitoring global, national, local trends
- Involved in global, national, regional projects
- Technical skills, integrations, API etc
- Procurement, laws, archiving (GDPR, Schrems....)



Jan 2016. Start
of "Digital
renewal"-
programme



Jan 2021
Digitalisation
unit established



Digital renewal – Digitalisation unit

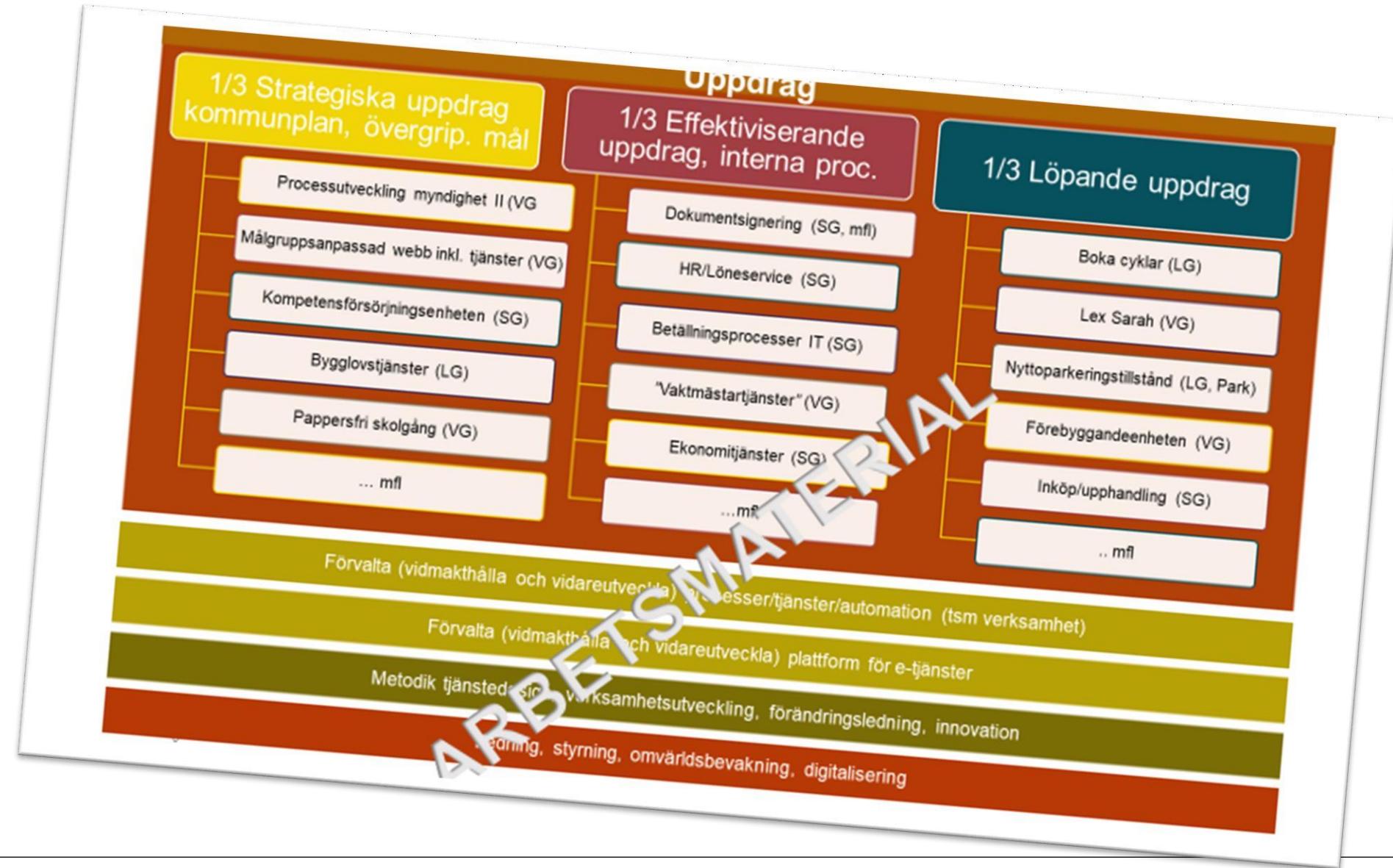


- Still exists as a programme
- Part of Digitalisation unit
- Broadened responsibility for Digitalisation unit (examples)
 - (More) Acknowledged part of boards, strategic functions and steering processes (within entire organization)
 - Engaged in portfolio management for business development within the entire organisation
 - Masterdata management (incl. identity management)
 - Competence and responsibility in architecture, integration, IT solutions (for the IT department)
 - Process management, development and private-civic engagement of rural areas
 - Focus on systematic work with innovation
 - Systematic meetings, working more closely with Gävle Innovation Hub

Financing

Some parts are funded

- by the municipal board (we have had an increase in money, Digital renewal programme)
- other initiatives by municipal board or city council
- funded by the clients (sectors, departments we work for)
- overhead from services provided by the IT-departement (like Wifi, network, computers, e-mail, servers etc)



Working with mindset/methodology

Service design - Innovationsguiden

- Recognized "method or mindset" by the entire organisation
- Mentioned in steering and policy documents
- Steering documents, policies for employees etc focus on "understanding end-users need"

Inspiration and education



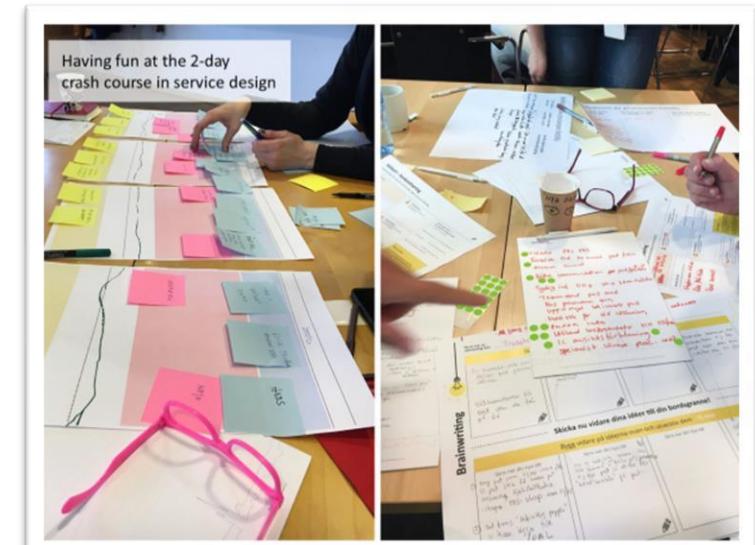
- Meetings, inspirational talks, lectures, hands-on exercises, "taste of method" for more than 1200 employees
 - Boardmeeting, "KickOff Activities", workplace meetings, inspirational days, As a start in a new project, networks
- Several certified educators by Innovationsguiden
 - Providing in-house 2 days-crash course for employees (free of charge)

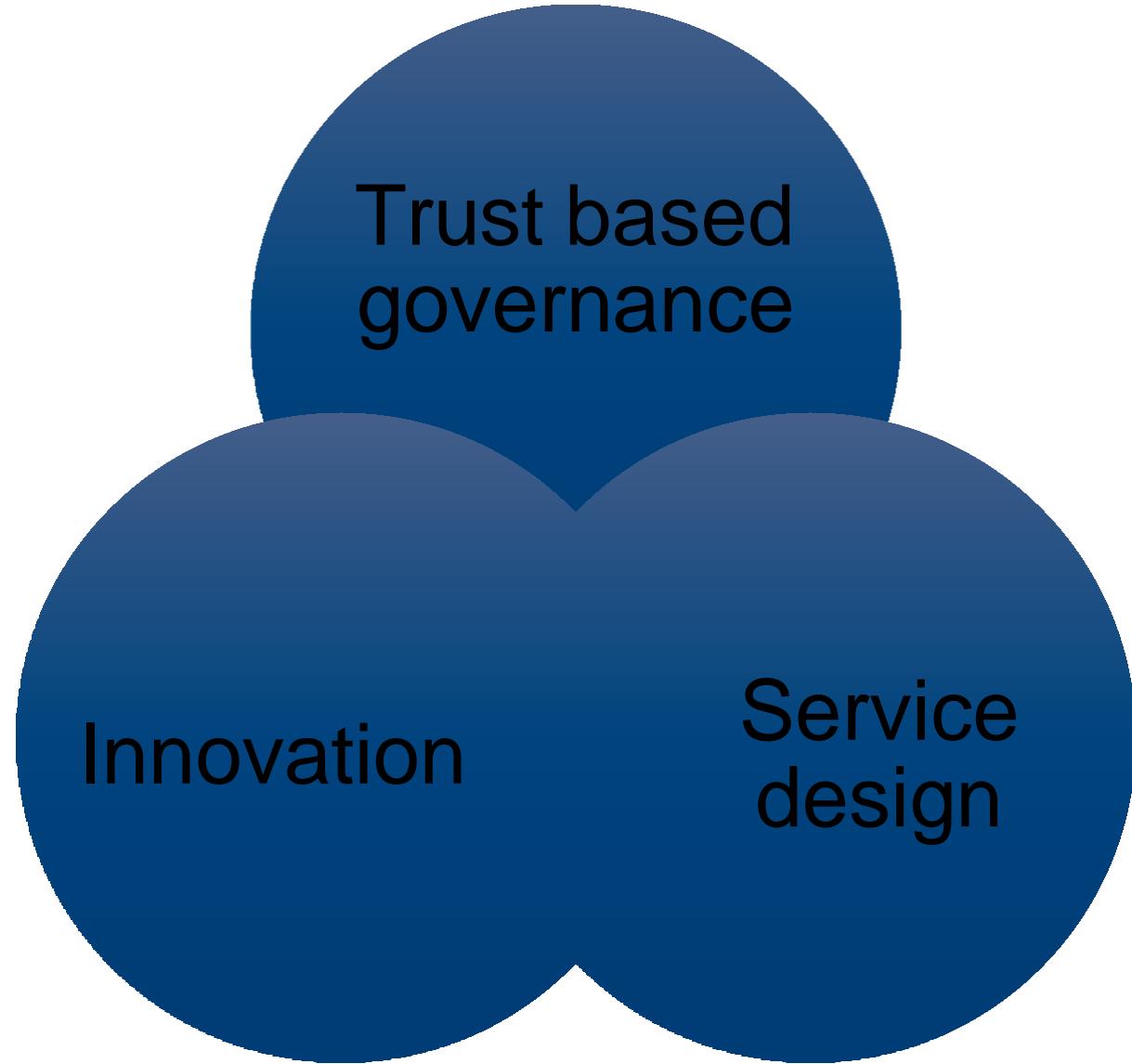


Inspiration and education



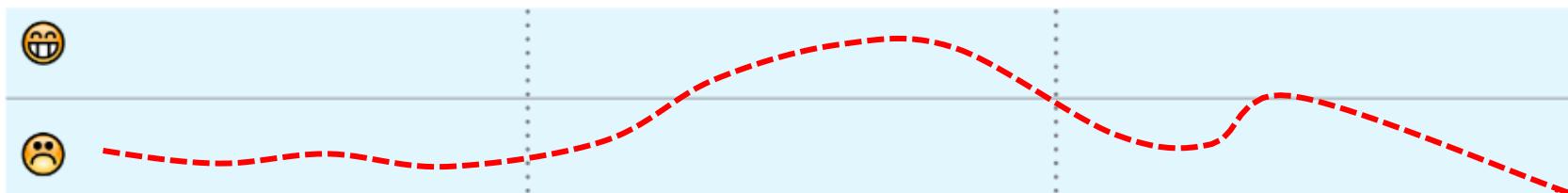
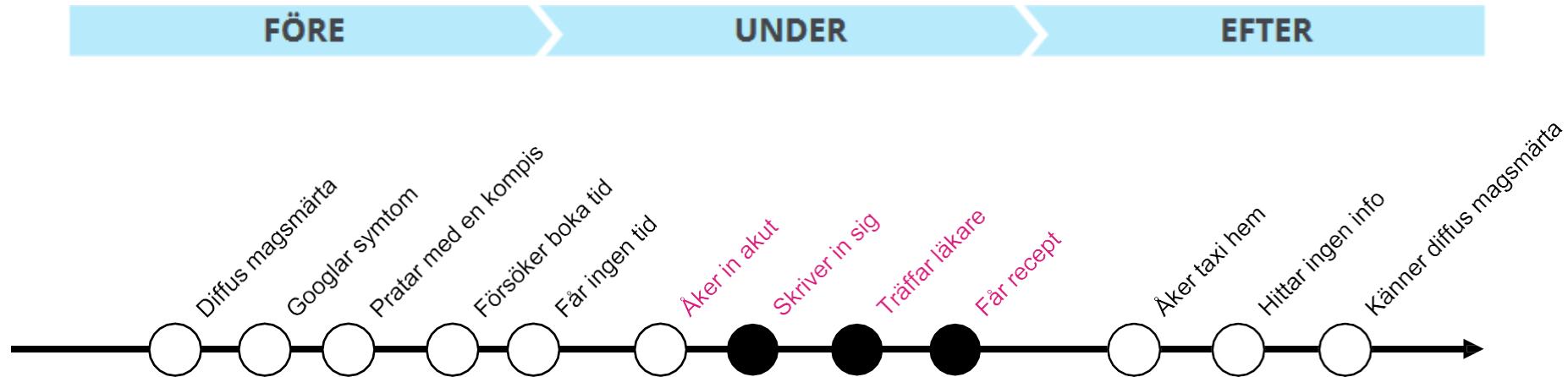
- Projects/programmes supported by Innovationsguiden nationally
- Mandatory introduction for all (new) managers since 2 years
- Networks for employees who have taken the course or been involved in service-design projects
 - Tools
 - Present your challenge
 - Get help



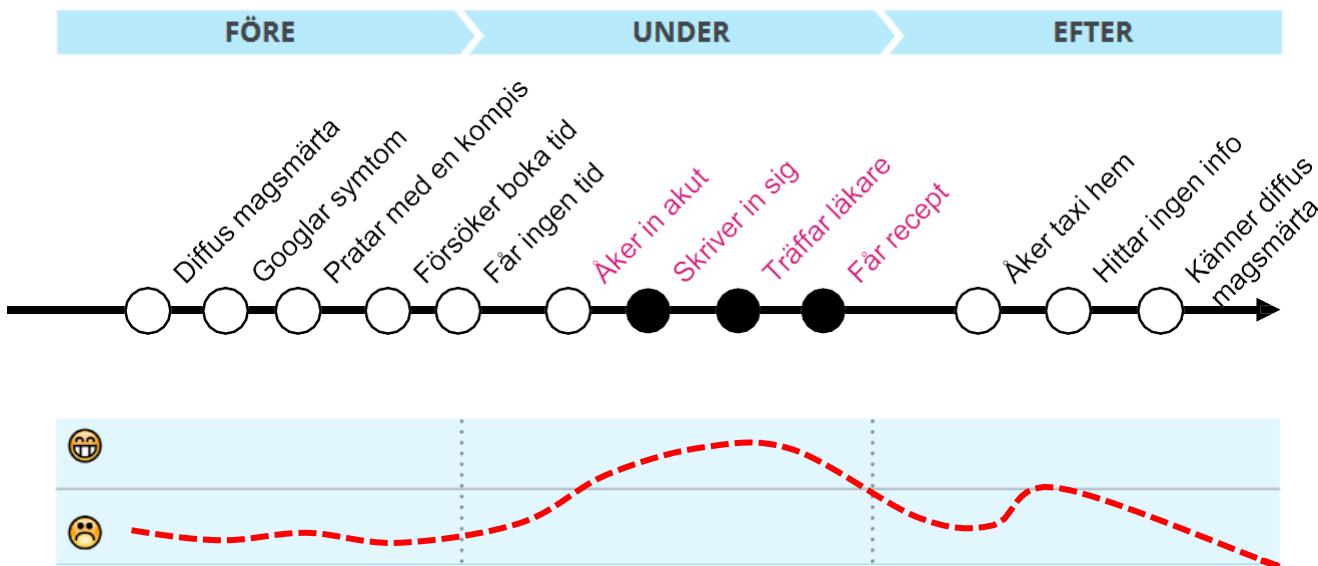


Examples of working methods/tools

User journey

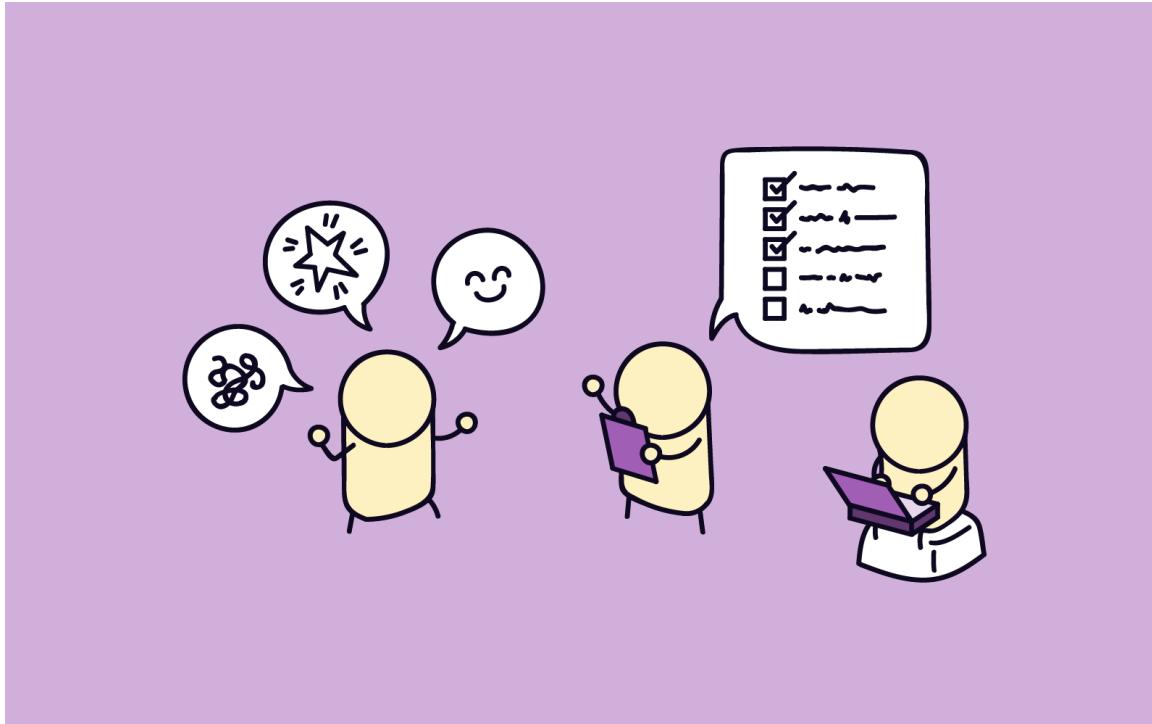


User journey + personas + service safari



Lina ska börja sitt sista år på förskolan. Det är viktigt att hon snabbt får börja, därfor måste de söka plats till henne. Lina 5 år är en mycket aktiv tjej som har mycket energi. Eva och Kim tänker att i och med flytten och förhoppningsvis kortare avstånd kommer det bli enklare att låta även Lina engagera sig i någon schemalagd fritidsaktivitet. Vad spelar inte så stor roll, så länge det innehåller rörelse och blivande kamrater! Förhoppningsvis så kan också morfar Hans ta med Lina på många roliga aktiviteter och äventyr under den tid hon inte går på förskolan. Morfar och Lina har sitt intresse för djur gemensamt.

Observation



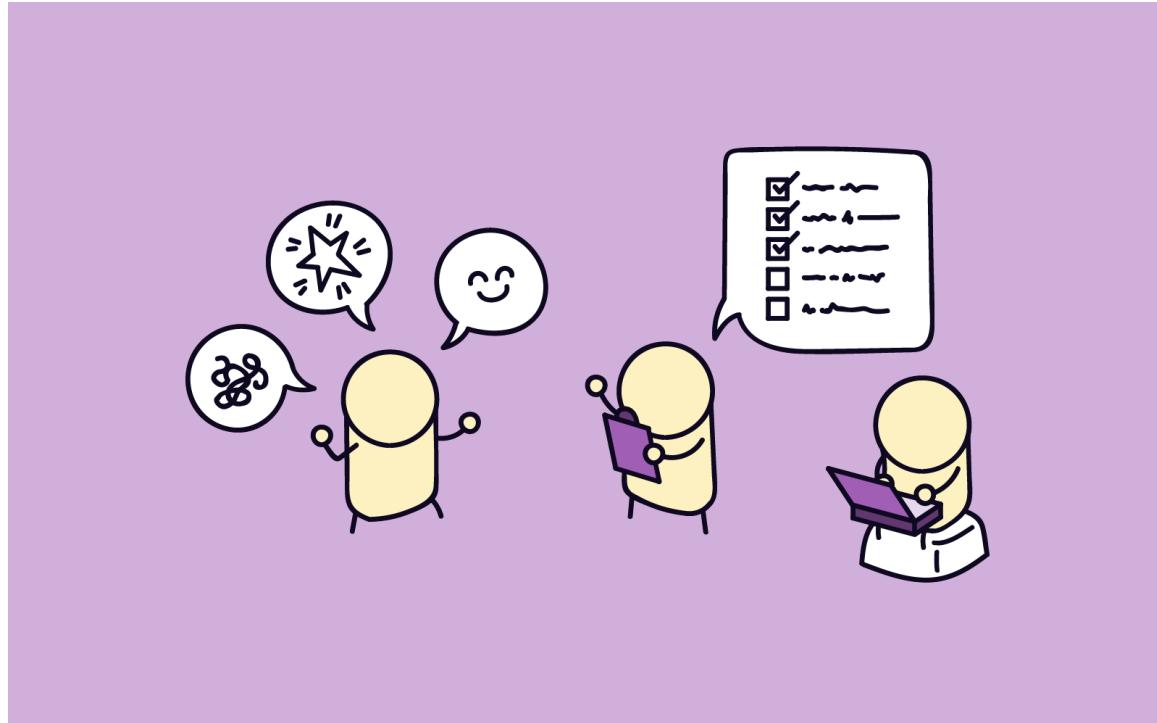
Working with department
for building permits



Observation of physical
meetings for "advice in
building permit process"

- more questions and confusion whether or a permit actually is needed rather than questions/advice concerning the buildingprocess
- Administrator not prepared for questions in advance – weren't able to answer specific advice
- Physical meetings in office hours (stressed and "angry" users)

Observation



Working with departement
for adult studies (including
learning swedish for
immigrants)



Observation of physical
space. For students seeking
studyguidance as well for
students enrolled

- Could'nt find their way within the building, lost and confused
- The reception was manned with "wrong type" of professionals (confirmed by statistical analysis)
- Students had help from younger relatives (ie children) (conclusion from interview)

Job shadowing

e



Used for analysing back end and or internal support processes

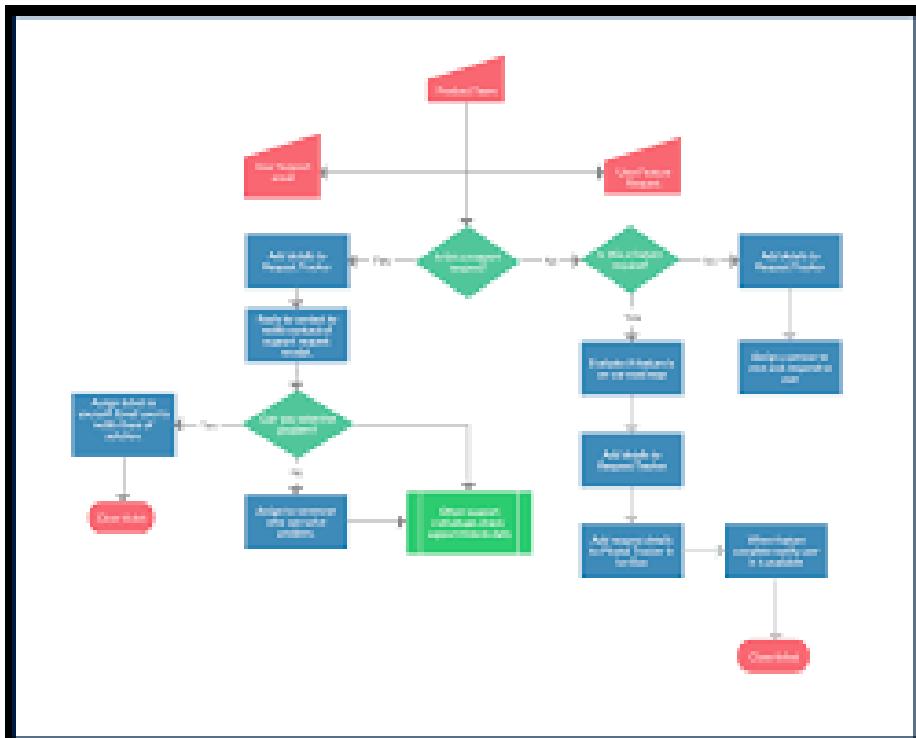
Employee/administrator often only describe much less than 50% of all the steps in a process

No matter how well defined a process – all employees work differently

Find a lot of "non-valuable" steps done by tradition, lack of knowledge or "shit systems"

-> doesn't lead to innovation but simple tips & tricks, getting rid of unnecessary steps

Process mapping and "why"?



Ask why!

(used for process as a whole
but also good to ask for
individual steps within the
process)

At least 5 times to get to the root.

Why?

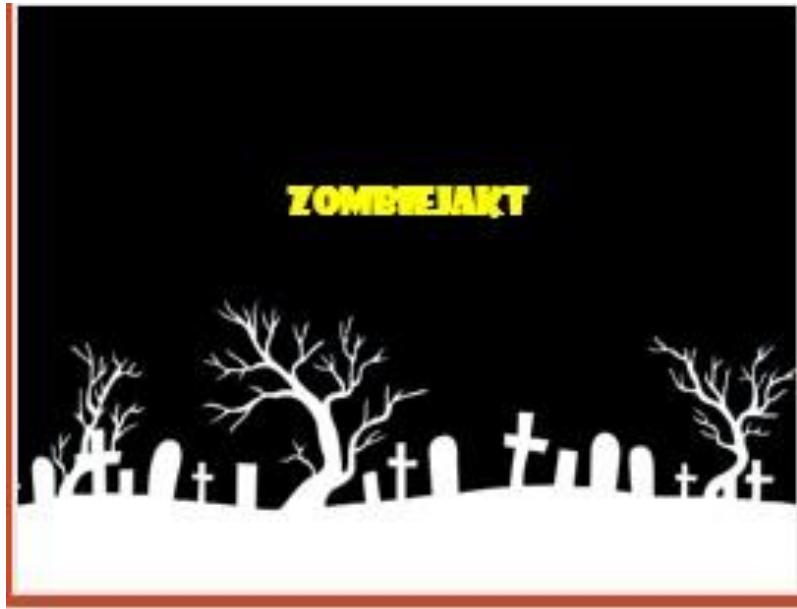
Why?

Why?

Why?

Why?

Zombie hunt – find your zombies



A zombie is a remnant of something old.
A zombie is something that complicates, confuses, delays and increases the cost of organizational change.
A zombie takes place from the new, so the new cannot be realized in a good way.
Zombies affect both employees and customers. ”

"Zombie" is a term we can use in conversations at work.
Analyze existing business and/or analyze what future activities will look like (what will be zombies within 5 years?)

Interview / dialogue



<fo example

used in trying to understand behaviors around error reporting (example Fix my street)

interviewed citizens -> they mostly did not know where to turn / what is the municipality's responsibility

interviewed people who repeatedly complained and who the administrators did not "like"
-> most just wanted to help and facilitate and they were not "querulants"

Interview / dialogue



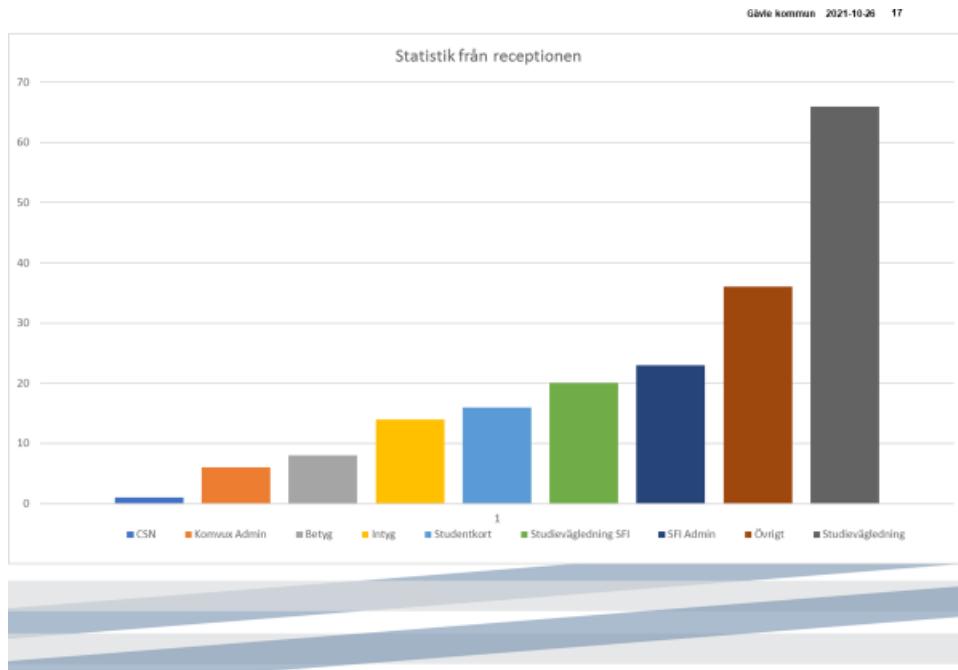
Challenge:

How do we support our elderly residents so that they can get where they need to go independently?

Team of service designers went, during a sprint, to elderly care homes, residences, and meeting points for elderly and interviewed /had dialouge.

In 1 day about 50-60 meetings /interviews where conducted

Statistics

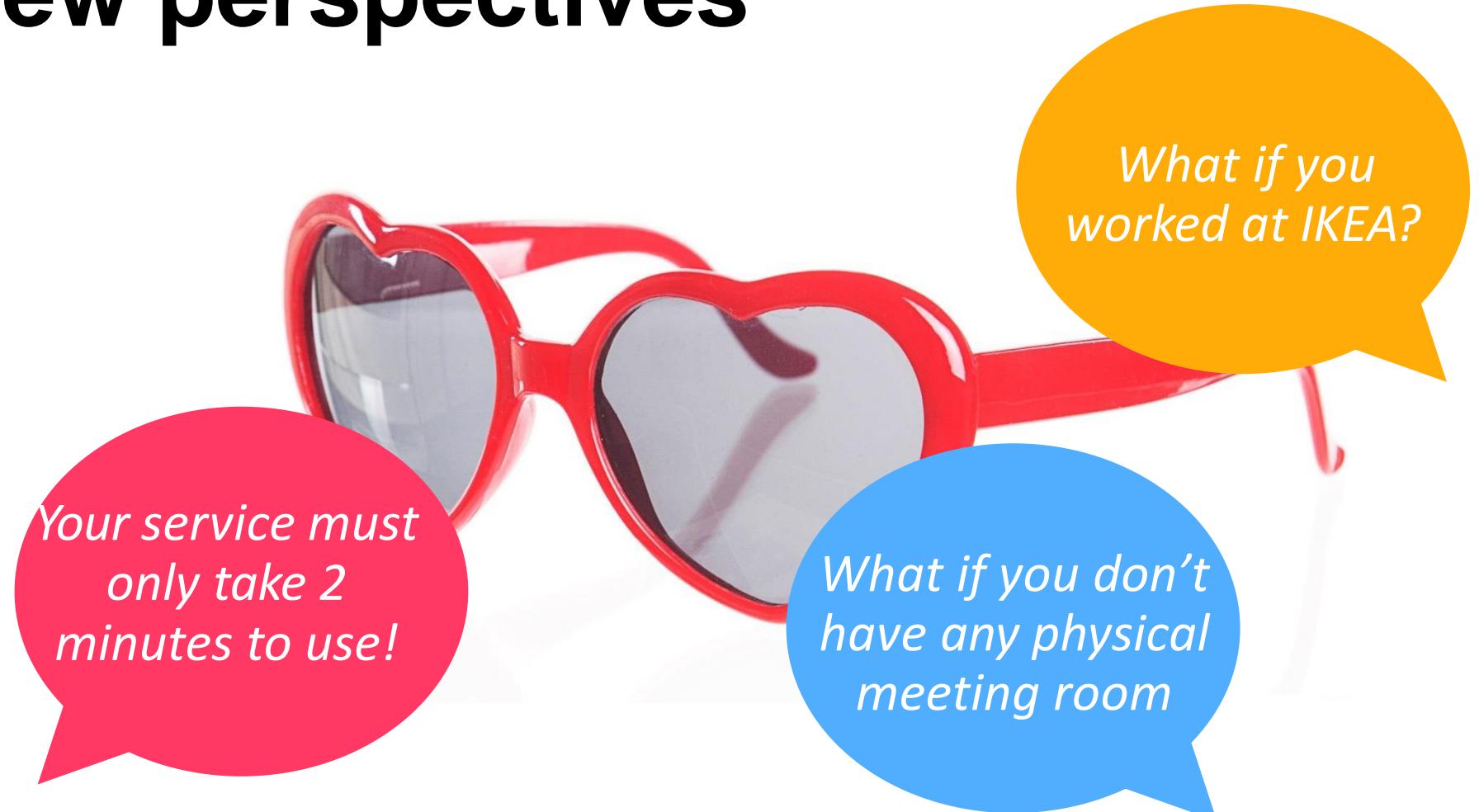


Ask customer service for the most common questions

Image to the left show most common asked questions
In reception for "Adult studies" which were questions
for a student counselor (who was not in the reception,
and not able to meet physically on demand)

Investigate statistics continuously (must for e-services)

New perspectives



to the music from star wars marched 100 students, 14 -15 years, marched in and were presented as experts



Giant Service design exercise:
All managers (approx 300) where gathered.
Introduction to service design, experiment,try-and-fail
and innovation. Lecture form "Museum of failure"

Placed in cross-functional, cross-organization groups
and asked to identify their main challenges for the
coming years.

They were told that expert were invited (not
from the public sector) and they should be able to
Present the problem for them and then together with
the experts work on solutions and new ways of thinking.

To the music from Star Wars 100 teenagers, 14 -15 years
old, marched in and were presented as the experts
and discussed challenges and solution with the manager

Success!!!



Reflections

Social services, economical support

The project and organization

"Increase the amount of time spent with clients helping them get self-sufficient by decreasing non-valuable administrative time"

Phase 1 2017-2018

decision making (projectboard)

- Head of department , 4 x Head of branch
- projectgroup
 - initially 9 case workers + support from "Digital renewal" programme (includig project managment)
 - Initially ~20 clients/customers

The applicationprocess for economic support

- Large volumes (~ 1800 application/month)
 - Demands comprehensive data collection
 - Bits of information often missing
 - Spending more time handling the applications instead of actual meetings with the clients

Technical solutions

Now	Tomorrow
Signed papers	Electronic ID
Tax-declaration and other administrative authorities data	Nationwide base-services that provides other administrative authorities data on-demand
Bills/invoices/account details	Other mechanisms such as comparing costs over time, getting a solid base-data before accepting client to send in re-occurent applications

Evolved viewpoint

Today	Tomorrow
Control	Trust
Over caring	Own responsibility
Unconditioned	Demanding/challenging
Focus on allowance	Focus on self sufficiency
Passivity	Active role in the process
Focus on internal processes	Focus on external cooperation
Problematizing	Solution-focused

Deliverables

- Digital services for both getting in contact with us and recurrent applications
- Digital bookings
- New website
- New process for handling applications
 - No papers except for random controls
 - Digital feedback
 - Automatized information gathering
 - Digital communication in-house

Client bookings

- Allow the clients to change/cancel their appointment
- Allow the clients to communicate with their case worker
- Allow for us to prepare the clients
- Collect the application, descision documents and appointment details at the same place
- Allow for us to communcate absence and cancellations in real-time
- Send booking confimations and reminders

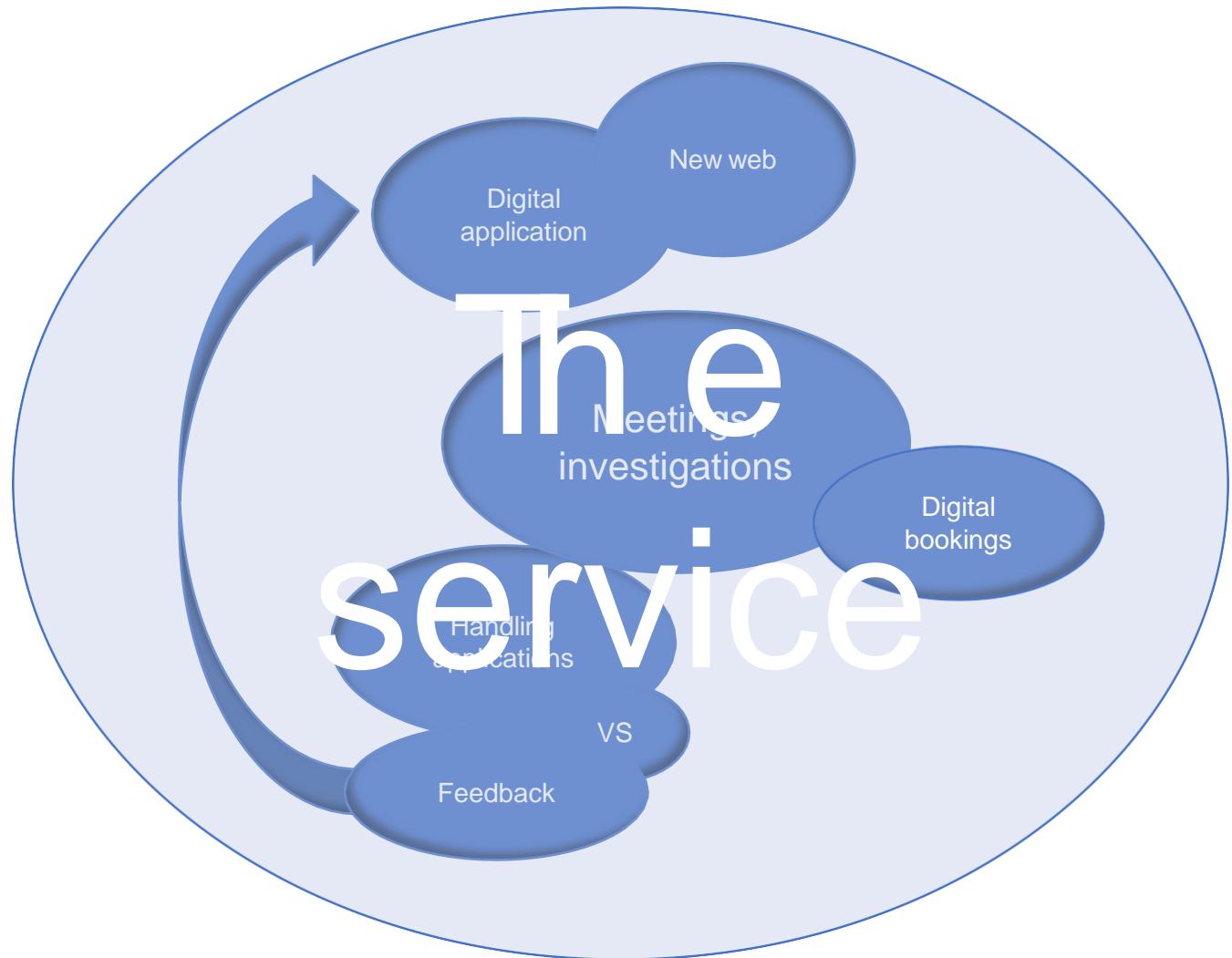
Clients are different

- Clients with electronic ID:
 - Booking confirmation
 - Reminder 24h before the meeting
 - Can cancel the meeting
 - Can change time for the meeting
 - Can send secure messages
- Client with a cellphone or a emailadress:
 - Booking confirmation
 - Reminder 24h before the meeting
- Clients with nothing of the above
 - Will receive a letter

Collaboration with clients and staff

- ~ 20 clients March -17
- ~ 400 clients October -18
- ~ 9 case workers March -17
- ~ allmost all case workesr and administrators
october - 18

Still pilot project but clients and staff demanded to be a part of the project



Dependencies (delay in projet)

- Departement re-organizations
- Deploying windows 10
- Business system changes
- Centralization of customer service
- Arrival terminals at receptions

Feedback from clients

- Tremendously simplified the application
- Clearer in our demands
- Continuous dialog with our clients and more time spent with our clients
- Better service
- Higher availability

Effects

- Halved the time spent handling an application
- More time to focus on getting clients self-sufficient
- Other incitements than economy, for seeking help
- More independent clients (we show them how to pay their bills instead of paying them)
- The organization evolve as we change
- Maintained legal security
- Better service for our citizens
- Better availability

Phase II 2019-2020

- Evolved processes and services
- Digital decisions, served to client via application e-service
- Seamless two-way integration between e-service-platform and back-end system for decisionmaking
 - time efficiency
 - Improved informations security, GDPR and quality

2017: average time from application to decision **37** days

2020: average time from application to decision **5** days

* *large increase in clients due to legal changes and unemployment*

Phase III 2020-ongoing

- Business development by the social case workers, the core business (Digital renewal hardly not involved at all)
- Evolved processes and services
- Reorganization, completely new way of working
- Focusing on getting client into work
 - Working with LMS and providing education (from basic hygiene, writing cv's to training courses) individual assessments
- Investigating RPA (robotic process automation) for payment

Physical planning – Detail planning

- Original assignment, mission:
 - Consultation on detail plan in progress. Create an e-service/digital form where you can give your opinions. Target groups: stakeholders, government, as well as civilians
- Deliverables:
 - New website
 - Less analogue document where sent by post. Digital links to website where all documents are found and can be downloaded
 - New tools for processes on website was developed
 - E-service for submitting opinions

Economical benefits

Timesaving and savings in paper, stamps, administrative process

- In 2017-2018 71000 pages where sent
 - (printing, putting in envelope, satmap ext)

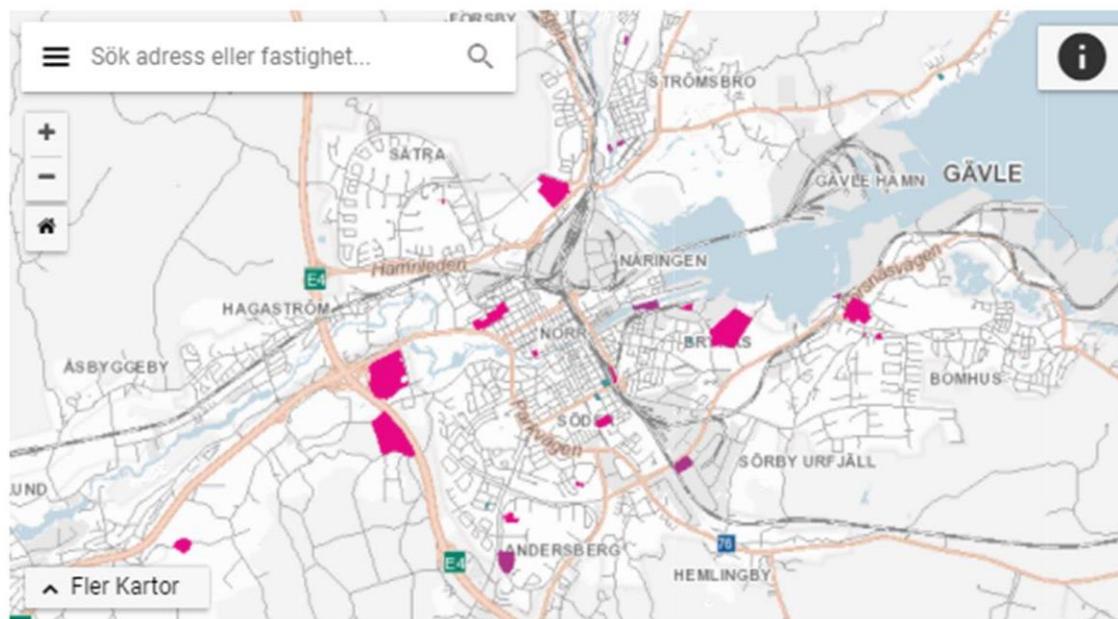
- Follow up:
 - In august 2019 (after 3 months) 350 kg of paper was saved
 - In jan-march 2020: originally 12 000 pages → 1800 pages that was sent out by post
 - (some analogue copies were still needed for the library, service center, and some legal processes)

Qualitative benefits:

- Easier for citizens to understand the process
- Simplified approach for the customer
- Documentation and communication have become clearer and better
 - Qualitative feedback on detailed plans from the citizen
- Positive work for the business and a better working environment
- Transparency for citizens and politicians

Detailed plans during work

Here you will find all the detailed plans that are being worked on in the municipality. You can follow the entire process until the plan gains legal force and thus takes effect.



+ Plan notice / assignment (36)

+ Consultation (2)

+ Pre-review processing (8)

+ Review (0)

+ Processing before adoption (5)



+ Plan notice / assignment (36)

x Consultation (2)

During the consultation period, authorities, affected landowners, neighbors and the public may submit comments on the detailed plan proposal. The comments must be received in writing to Livsmiljö Gävle, for example via the e-service that you find under each case.

Andersberg 7: 1 and 9: 1 and others, kv. Gemini and Noskonen

Sörby Urfjäll 28: 7 m.fl. part of kv. The meadows

+ Pre-review processing (8)

+ Review (0)

+ Processing before adoption (5)

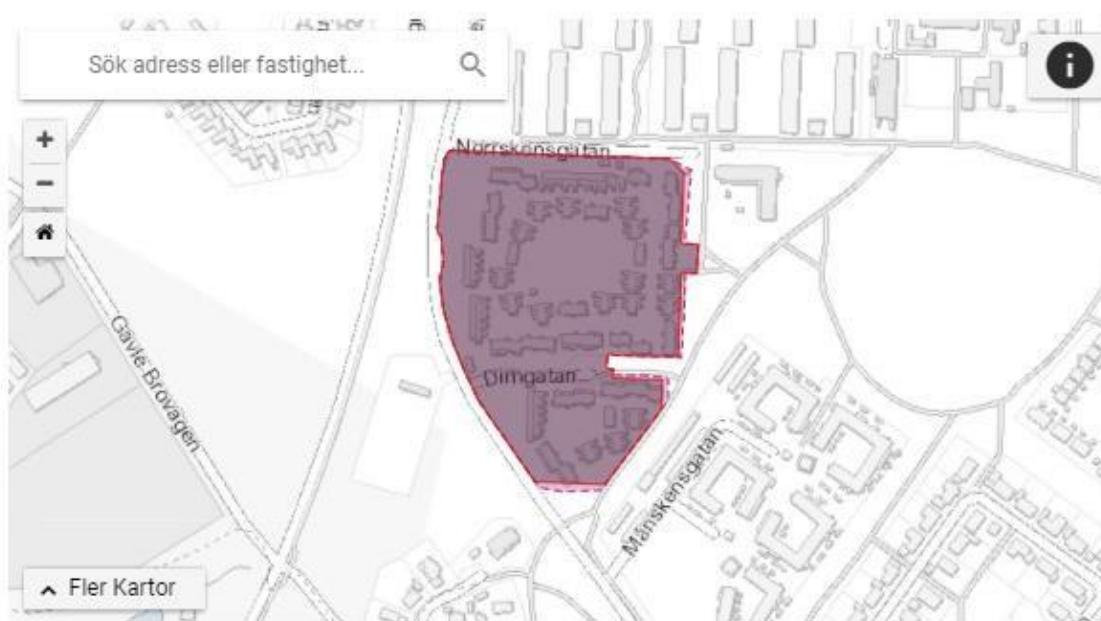
+ Assumption - detailed plan adopted (3)

+Appealed (6)

+ Effective force - the detailed plan takes effect (0)

Andersberg 7: 1 and 9: 1 and others, kv. Gemini and Noskonen

Detailed plan for patios or conservatories



+ Plan notice / assignment

✗ Consultation

 Consultation

During the consultation period, authorities, affected landowners, neighbors and the public may submit comments on the detailed plan proposal. The comments must be received in writing to Livsmiljö Gävle, for example via the e-service that you find under each case.

Consultation period from 2021-10-05 to 2021-11-02

Description

The purpose of the detailed plan is to enable uniform extensions of conservatories and to determine existing buildings and plots of land so that it complies with the new detailed plan's building rights.

Document

 01. Consultation letter

 02. Plankarta

 03. Plan description

 04. Study significant environmental impact

Leave feedback



Leave comments on the detailed plan during the consultation period

 Processing before review

 Examination

 Processing before adoption

 Assumption - the detailed plan is adopted

Submit your proposal to Gävle municipality

- Original assignment, mission:
 - Create an e-service/digital form where you can submit your proposals to the municipality.
- Deliverables:
 - E-service where citizens can submit proposals, share them on social media. Other citizens can comment and vote for proposals. Proposals with a certain number of votes within a specific time limit have to be officially be handled/addressed by the boards
 - Change in municipal regulations
 - New website
 - System for handling votes etc
 - More transparent process
 - End-user viewpoint. What is a proposal, an idea, a suggestion, an error report?

Submit your proposal to Gävle municipality

Do you have an idea or a suggestion on how Gävle can be developed and improved? Here you have the opportunity to submit proposals and influence what is important to you.

Submit a suggestion

Everyone has the opportunity to submit a proposal that deals with an issue for which the municipality is responsible. The proposals are also called e-proposals or e-petitions and this means that your proposal is published on the municipality's website so that others have the opportunity to support and comment on it.

[LEAVE A SUGGESTION](#)

Error report & comments

Have you discovered that something for which the municipality is responsible is broken or does not work properly? Then you must send an error report to the municipality. This can be, for example, broken street lighting, holes in the street or littering. [Submit a bug report](#).

+ What can a proposal be about?

+ What should a proposal not be about?

+ What happens to submitted proposals?

Vote for and discuss submitted proposals

Support proposals that you like, discuss your opinions with others and see what ideas have been passed on to politics. [See all registered proposals](#)

Follow and vote on submitted proposals

Here you can discuss and vote on suggestions that are important to you. Proposals that receive 50 votes or more go on to Gävle's local politicians.

Read and vote on suggestions

Here you can see submitted proposals that have the opportunity to go on to local politicians and thereby influence Gävle. If more than 50 people support a proposal, it is passed on to the committee or political assembly that is responsible for the issue that the proposal is about. If the politicians also think that the proposal is good, the proposal can be implemented.

Make your voice heard and support proposals that are important to you and that you think Gävle's politicians should talk about!

Read and vote on suggestions

Vote on submitted proposals, discuss other people's ideas and take the chance to influence Gävle municipality's policy. Together we develop and improve Gävle!

Suggestions	Number of votes	Time left to vote
Bicycle path in Selgsjön	9	Two days
Refurbished alternative new playground around Forsby, Hille, Strömsbro.	5	5 days
Photo location / Tourist photo	2	9 days
Review and refurbishment of Bomhus Centrum	4	16 days
The bridge at "Sumpen"	7	16 days
Free menstrual protection for all students and employees in the municipality - Red locker	9	19 days
Charging posts	6	27 days
New bus stops	2	21 days

Electric light on the 5.5's exercise track at Gavleholv

I propose that the municipality introduce electric light tracks on the 5.5's exercise track at Gavleholv in Gävle

At Gavleholv's exercise area, there are currently 3 exercise tracks with lengths of 2.1, 2.5 and 5.5 km, respectively. Due to the ongoing pandemic and the introduction of the new accessibility track (2.1), there is a feeling that there has been a marked increase in the use of the exercise tracks.

During the spring and summer, the 5.5km track can be used for a fairly long time of the day, but during the autumn and winter the track can only be used for shorter times when there is no electric light in the track.

From an environmental point of view, the introduction of electric lights would mean that transports to other electric light tracks would decrease, which in all probability gives great environmental benefits. From a health point of view, the proposal would contribute to major societal benefits in the form of reduced healthcare costs etc.

But based on the description above, I therefore want the municipality to consider supplementing the 5.5's exercise track with electric lights.

Submitted October 7, 2021 by Anders Svensson

Related documents

[!\[\]\(8c4731260733f7611bbd83a86c6983ee_img.jpg\) Kartbild.png](#)

[!\[\]\(396920920a676636926347e49ba68aaa_img.jpg\) Map image 1 to 750.pdf](#)

The proposal is on

Step 1: Voting

The number of days left to vote is **41 days**.

The number of votes

53

The proposal is on

Step 1: Voting

The number of days left to vote is **41 days**.

The number of votes

53

Step 2: With politicians

The proposal has reached 50 votes and is being considered by politicians.

Step 3: Decide

The proposal has been discussed by politicians.

To be able to comment or vote, you must first log in. Do you want to log in?

All comments will be public documents and will be recorded in connection with the closure of the proposal.

(5) comments



Alexandra Bostedt 15 days ago

Creating good conditions for people to exercise outdoors during the dark season should be a priority issue at a time when fitness and health are constantly on the agenda.



Jenny Gärdin 17 days ago

Good suggestion!

Submit your proposal to Gävle municipality

Do you have an idea or a suggestion on how Gävle can be developed and improved? Here you have the opportunity to submit proposals and influence what is important to you.

Submit a suggestion

Everyone has the opportunity to submit a proposal that deals with an issue for which the municipality is responsible. The proposals are also called e-proposals or e-petitions and this means that your proposal is published on the municipality's website so that others have the opportunity to support and comment on it.

[LEAVE A SUGGESTION](#)

Error report & comments

Have you discovered that something for which the municipality is responsible is broken or does not work properly? Then you must send an error report to the municipality. This can be, for example, broken street lighting, holes in the street or littering. [Submit a bug report](#).

+ What can a proposal be about?

+ What should a proposal not be about?

+ What happens to submitted proposals?

Vote for and discuss submitted proposals

Support proposals that you like, discuss your opinions with others and see what ideas have been passed on to politics. [See all registered proposals](#)

Errors you can report to Gävle municipality

Here you will find out how you can report errors such as broken street lighting, holes in the street, littering or other types of errors.

What do you want to report?



Report road damage / potholes

You can easily report potholes, damage to a paved road or cycle path via e-service or telephone.



Littering

Here you will find information on how to report littered streets, overcrowded bins or other types of littering.



Doodle

If you discover graffiti, you can report it to us via e-service or telephone.



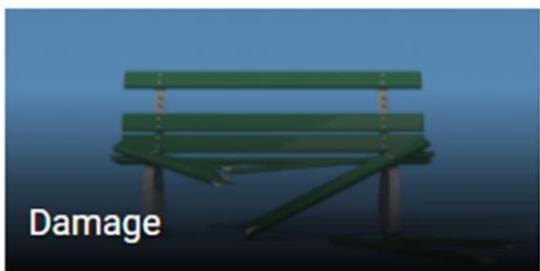
Broken lighting

You can report, for example, a broken street lamp, lamppost, electric light track or headlight via e-service or telephone.



Trees that should be felled

If a tree is in danger of falling, if you suspect that the tree is dead, or if it has branches that interfere with visibility on a road or cycle path, you can contact us.



Damage

If you see something in a public place that is broken or broken, you can report it to us.



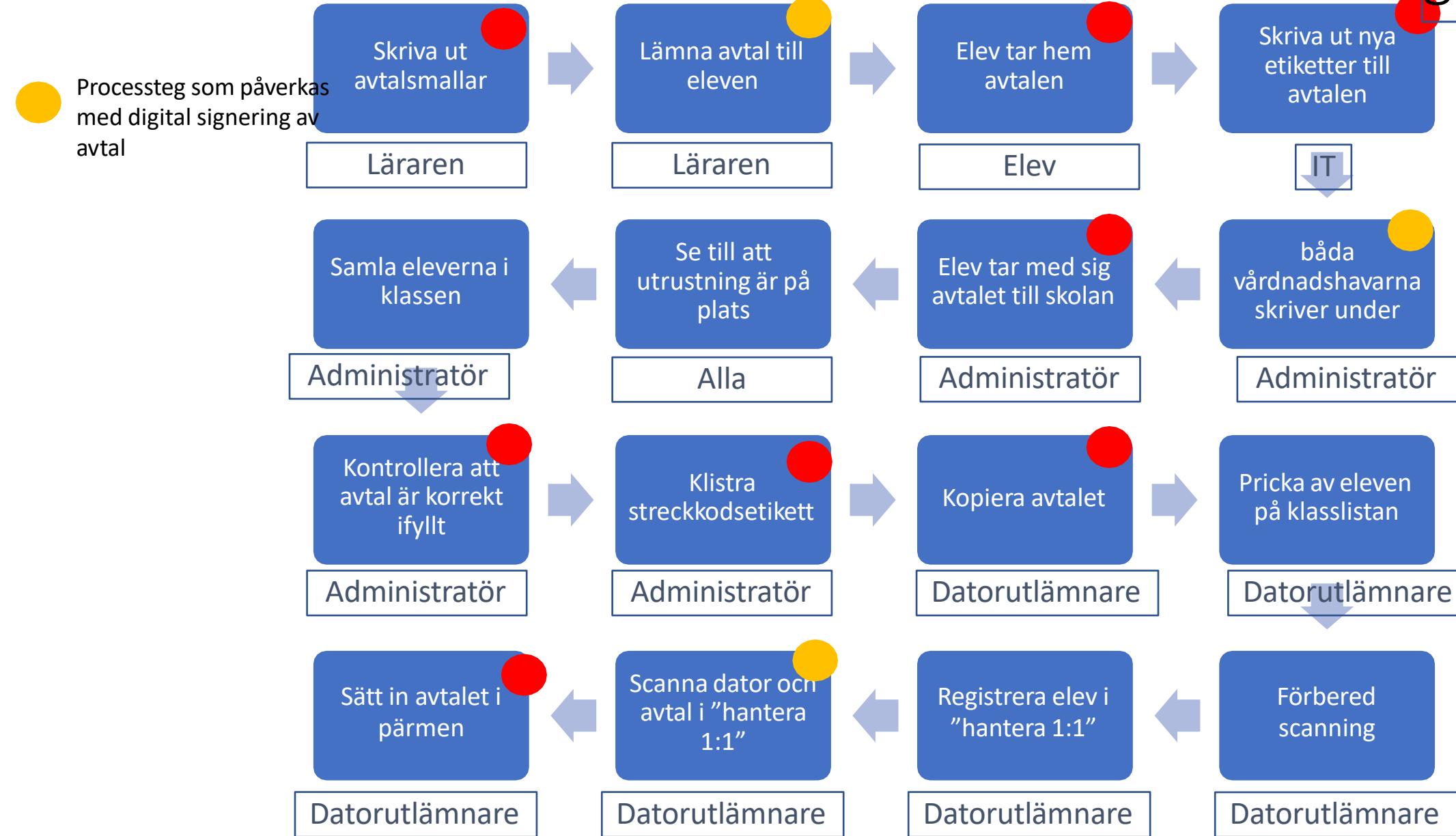
Digital agreements for use of individual computers provided by the municipality during studies in high school

- Original assignment, mission:
 - Create an e-service/digital form for legally binding agreement between the municipality and parents ; ie replace the analogue paper/form with a digital form
- Deliverables:
 - Handling of the analogue agreement/form was closely combined/netsled with the delivery of the computers -> the whole process was affected
 - Educational system in Sweden is prohibited by law to make financial claims/agreements with students/parents -> no “legally binding agreement”. Instead focus on that the student /pupil have read and understand that he/she will have to handle the computer with care
 - Digital signing by student instead by 2 parents

- Deliverables:
 - Used to be a complex digital and analogue solution where Agreements were connected to student Agreements were connected to specific computers Students were connected to specific computers Using barcodes, stickers etc...
Replaced by agreements<-> student <-> computer
 - Instead of teachers handling: printing, handing out receiving, analog forms: during the summer when student receives decision and placement in highschool there is also a link to e-service for agreement. At schoolstart there are also QR-codes onposters
 - All analogue paperwork where filed, sat in binders...that no-one ever had looked at after the process

Processteg som elimineras med digital signering av avtal

1:1 Hantering lösningsförslag med digital signering



Effect

- Halved the time for delivering the computer to the pupil
- Easier for students and their parents
- Less work for teachers

Internal e-services in support processes

HR Service (departement working with salaries etc...)

Personalblanketter på ankaret
1 Anmälan ny löntagare/ändring av löntagaruppgifter
2 Utrikes tjänstesresa - blankett
3 Ansökan om retroaktiv ersättning vid föräldraledighet
4 Anmälan om avsättning av löneökning mot arbetsidtsförkortning och/eller kompetensförflyttning
5 Arbetschema (tidigare Pax-schemat)
6 Ersättninganspråk för förtroendeuppdrag
7 Tidrapport för föräldralediga och tjänstlediga
8 Ombokning av löner inom Gävle kommun
9 Reseförskott
10 Reseförman - Beslut
11 Rättnings av tid för timanställd via Personec/TimCare/Medvind
12 Uppdragstagare
13 Beställning/avbeställning av behörighet, ADATO och LISA
14 Beställning av synundersökning
15 Semesterdagstillägg – växling till ledig tid
16 Semesterdagar - omvandling av semestertid
17 Intyg med anställningsavtal på mindre än tre månader
18 Avslut av anställning
19 Anställningsavtal
20 Anställningsavtal timanställd
21 Nyamälan timanställd
22 Anställningsavtal timanställd enligt skollagen (gäller endast UAG och BOU)
23 Andningsanmälan till anställningsavtal
24 Anvisning anställningsavtal
25 Anvisning anställningsbevis timanställd
26 Anvisning andningsanmälan till anställningsavtal
27 Anvisning anställningsavtal
28 Arbetsställenummer - förteckning
29 Föräldraledighet
30 Ledighetsansökan
31 Sjukdom/Sjukt barn
32 Arbetsanpassning - behov (funktionsbedömning)
33 Arbetsskada - ersättning
34 KIA - anmälan till KIA
35 Nuvarande arbetsförmåga i ordinarie arbete
36 Returering av arbetsmiljöuppgift
37 Riskbedömning - Systematiskt arbetsmiljöarbete - blankett
38 Bisyssla - anmälan
39 Passerkort, rekvisition
40 Tjänstgöringsintyg
41

- 1) Create e-services from our staff forms!
- 2) 2 "forms" was prioritized
- 3) To complete the processes (2 forms) it was discovered that there was actually 11 different forms needed (owned by the HR departement)
- 4) But 4 more forms was discovered to be used by core businesses in the beginning of the process to make it complete before the other 11 reached the HR department

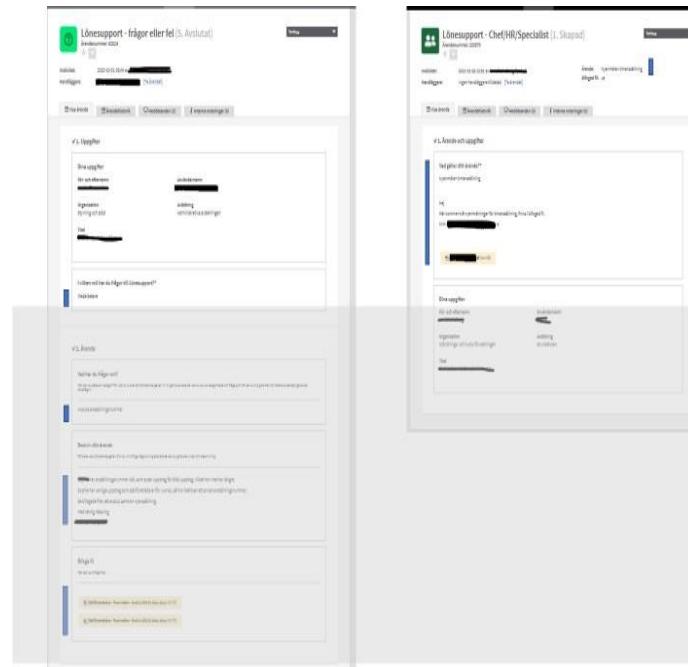
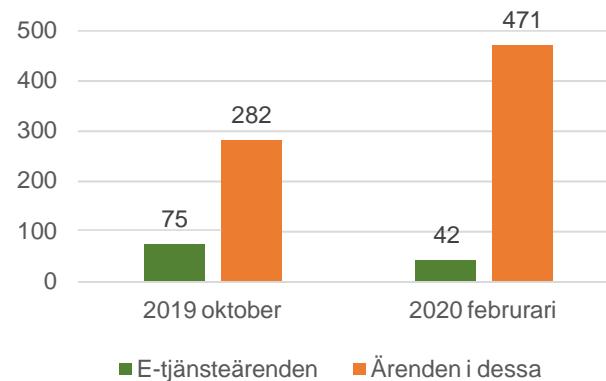
*Who "owns" and decides cross-border forms/processes/e-services (for external processes normal to be within one department)

*Resources are required from several business at the same time...

* Effect for the HR Department or for the employee/manager/specialist?

HR Service (salaries, certificates payments etc)

Ärenden i e-tjänsten vs. antal
ärenden i dessa





Lönesupport - Beställ intyg (1. Skapad)

Ärendenummer: 103641

★ **▼ Kontoret**

Inskickat: 2021-01-27 09:12 av [REDACTED]

Handläggare: Ingen handläggare tilldelad [Ta ärendet]

Arkiveras: Digitalt

Personnr: [REDACTED]

Skickas: Via meddelande

Intyg: Tjänstgöringsintyg

::

Org: Gävle kommun

[REDACTED] Visa ärende

[REDACTED] Ta ärende

[REDACTED] Mottagning (e)

[REDACTED] Sändning (e)

[REDACTED] Avslutning (e)



Lönesupport - Beställ intyg (5. Avslutat)

Ärendenummer: 103240

★ **▼ Hemma**

Inskickat: 2021-01-22 13:23 av [REDACTED]

Handläggare: [REDACTED] [Ta ärendet]

Arkiveras: Digitalt

Personnr: [REDACTED]

Skickas: 5033 Försäkringsk.+ via meddelande

Intyg: Intyg om årsinkomst till Försäkringskassan

::

Org: Gävle kommun



Lönesupport - Beställ intyg (5. Avslutat)

Ärendenummer: 103269

★ **▼ Kontoret**

Inskickat: 2021-01-22 15:41 av [REDACTED]

Handläggare: [REDACTED] [Ta ärendet]

Arkiveras: Digitalt

Personnr: 197[REDACTED]

Skickas: Per post

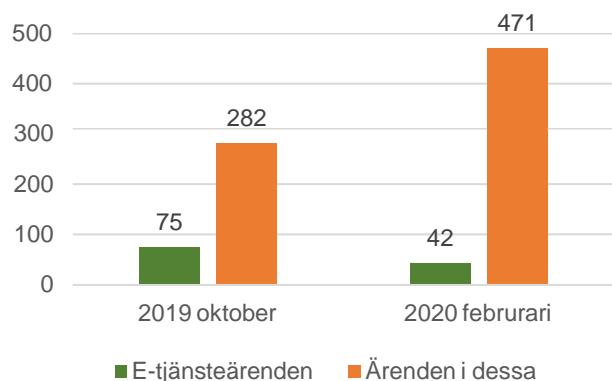
Intyg: Intyg om lön/anställning

::

Org: Gävle kommun

HR Service

Ärenden i e-tjänsten vs. antal
ärenden i dessa



Screenshot of the Lönssupport - Frågor eller fel (5. Avslutat) screen. It shows a list of cases with details like date, subject, and status. A specific case is highlighted.

Screenshot of the Lönssupport - Chef/HR/Specialist (1. Skapad) screen. It shows a list of cases with details like date, subject, and status. A specific case is highlighted.

Less "scrolling"
ca 2 min/errand
ca 15000 errnads
/year
500 hours/year

Screenshot of the Lönssupport - Beställ intyg (1. Skapad) screen. It shows a list of cases with details like date, subject, and status. A specific case is highlighted.

Screenshot of the Lönssupport - Beställ intyg (5. Avslutat) screen. It shows a list of cases with details like date, subject, and status. A specific case is highlighted.

Screenshot of the Lönssupport - Beställ intyg (5. Avslutat) screen. It shows a list of cases with details like date, subject, and status. A specific case is highlighted.

Summary (e-service) digitalisation/business development

To achieve effect, be prepared for!

Solution won't be what you originally thought!

Important side effects arise, embrace them!

Work together with the end customer and the administrators/employees!

Cross-border processes!

Affects

Working method/process

Information and communication
“channels”, web etc

Legal interpretations

Archiving, record keeping

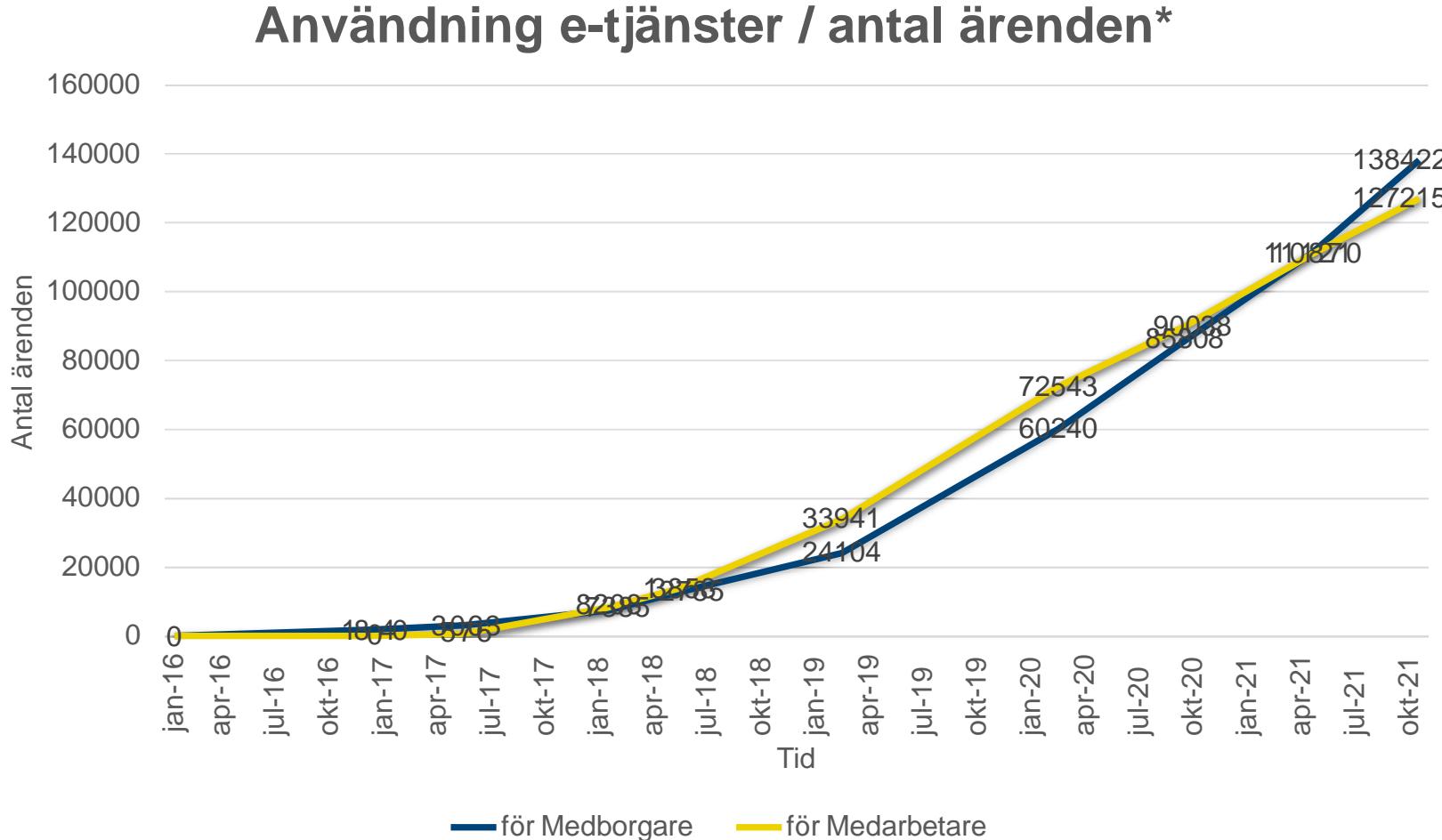
DatsSharing

Technical system support

Contract/procurement

Statistics and facts e-services

Use of e-services (on a specific platform)



- No of errands (for specific platform)
- In total (over time) 300 different processes/e-services
- Consolidation. For better user experience 2 services can become one, thus halved number of errands....And vice versa
- Effect of e-services directly connected to usage, no of errands
- Hard to follow / analyze statistics of this kind

E-services for citizens, clients, companies... (april 2020)

Anhörigstöd	Anmälträngsel vid restaurang eller servering	Ansökan om fondmedel - stiftelsen Carl Johan och Axel Lennstrands fond	Begära ut betyg från grund- och gymnasieskolor
1:a samfonden för ensamstående kvinnor - ansökan	Anmälan till nivåtest hos Vuxenutbildningen	Ansökan om fondmedel - stiftelsen Johan Selggrens donationsfond	Begära ut betyg från Vuxenutbildningen
Anmäl ditt intresse för att vara instagrammare på @gavlestad	Anmälan till prövning hos Vuxenutbildningen	Ansökan om fondmedel - stiftelsen Laura Holmbergs djurskyddsdonation	Begära utdrag, rättningsbegränsning eller borttag av mina personuppgifter
Anmäl ett fel	Anmälan till Ski & Meet	Ansökan om fondmedel - stiftelsen Oscar Flensburgs fond	Bekräfta mottagen handling
Anmäl ett problem eller fara kring snöröjning	Anmälan till sommarkurser för årskurs 8	Ansökan om fondmedel - stiftelsen Pehr Muréns donationsfond	Beläggningsarbeten – kartjänst*
Anmäl felparkerade eller övergivna bilar	Ansök om datorkonto hos Utbildningscentrum för distansstudier	Ansökan om modersmålsundervisning	Beräkna ungefärlig årskostnad för livsmedelskontroll
Anmäl hål i gatan, potthål eller andra vägskador	Ansök om elevresa för gymnasieskola och gymnasiesärskola	Ansökan om planbesked	Beställ detaljmätning
Anmäl intresse för att bli Gävle-ambassadör	Ansök om förvaltarfrihetsbevis	Ansökan om stadigvarande serveringstillstånd alkoholdrycker	Beställ husutsättning
Anmäl klagomål - livsmedel	Ansök om gränsutvisning	Ansökan om tillstånd för försäljning av tobaksvaror	Beställ konto åt handläggare eller ordförande från Socialjouren
Anmäl klotter	Ansök om höstens kulturstipendium	Ansökan till SFI - utbildning i svenska för invandrare*	Beställ nybyggnadskarta/kartutdrag
Anmäl matförgiftning	Ansök om skolskjuts läsår 19/20 (ålder 6 - 15 år)	Ansökan till Vuxenutbildningen*	Bibliotek - Boken kommer hem till dig
Anmäl nedskräpning	Ansök om skolskjuts läsår 20/21 (ålder 6 - 15 år)	Ansökan till överförmyndarnämnden	Bibliotek - inköpsförslag
Anmäl och registrera livsmedelsverksamhet	Ansök om vårens kulturstipendium	Ansökan ur Änke- och pupillkassan	Bibliotek - sök, reservera, låna om*
Anmäl skadegörelse på allmän plats	Ansökan enligt LSS, Lag (1993:387) om stöd och service till vissa funktionshindrade	Arrangemangsstöd - ansökan	Bli kontaktad av energirådgivningen
Anmäl stor vattenansamling eller översvämnning	Ansökan om feriearbete - för dig som saknar BankID	Arrangemangsstöd - redovisning	Bli volontär
Anmäl trasig belysning	Ansökan om feriearbete 2021 - för dig som har BankID	Avhopp från gymnasieskola/sysslolös ungdom	Boendeparkering - ansök och köp biljett*
Anmäl träd som är farliga för person eller egendom	Ansökan om fondmedel - stiftelsen Agnes och Sigurd Wallbergs donationsfond	Avsluta uppdrag som god man/förvaltare	Boka gymnastikhallar/arenor*

E-services for citizens, clients, companies... (april 2020)

Boka in en tid åt någon Familjerådgivningen Gävle	Feriearbetsplatser	Geoteknisk undersökning	Klagomål Vuxenutbildningen Gävle
Boka konferens i Hemlingbystugan*	Fiskekort för nedre Gavleån 2020	God man för ensamkommande barn - yrkande om arvode	Klagomål Vuxenutbildningen Gävle (Anonym)
Boka lärarstöd	Fjärrlän	Grinden - kontakt	Kommunens tomt- och småhuskö - ansökan
Boka möte - Fastighetsägare på Näringen	Friköp tomträtt	Gymnasieantagningen*	Kontakt med anhörigcenter*
Boka möte med projektgruppen för fördjupad översiktsplan för Norra Brynäs.	Friköpspris – tomträtt*	Gymnasieelever - Lämna information för utbetalning	Kontakt med Dataskyddsenheten
Boka skrivning hos Vuxenutbildningen	Fritidshem - anmälan om plats*	Gävle kommunarkiv - sök i arkivet*	Kontakta överförmyndarenheten
Boka tid för att bekräfta faderskap/föräldraskap för föräldrar som bor tillsammans	Fritidshem - anmälan om plats (utan e-leg)*	Handräckningsärende	Kontaktfamilj - intresseanmälan
Boka tid för bygglovsrådgivning	Fråga konsumentvägledningen	Insamling av ordförandes kontaktuppgifter	Kontaktperson - intresseanmälan
Boka tid för studie- och yrkesvägledning	Frågeformulär, ÖPGK 2030	Intresseanmälan för markanvisning	Kostnad för att friköpa tomträtt
Bokningsförfrågan för Furusalen på Silvanum	Fullmakt att ansöka om insats enligt 9 § 2 LSS	Intresseanmälan för uteservering på Rådhustorget 2021-2024	Kulturskolan – anmälan*
Cykelreseplanerare*	Färdtjänst - ansökan om tillstånd	Intresseanmälan god man/förvaltare	Kvalitetsdagen 2018
Earth hour - vill du ha oväntat besök?	Få personliga lästips från en bibliotekarie	Intresseanmälan som röstmottagare vid de allmänna valen 2018	Lantmäteriförrättning - ansökan via e-tjänst*
Anmäl intresse för att gå med i Gävle ungdomsråd	Få volontär	Jag vill ha hjälp av en volontär	Ledningsanvisning - ansökan via Ledningsskollen*
Erbjud PRAO-plats för elever	Förskola/fritidshem - Lämna inkomstuppgift*	Jag vill hjälpa till i samband med Coronaviruset (Covid-19)	Lokalt aktivitetsstöd, aktivitetskort på nätet*
Familjerådgivningen - kontakt	Förskola/pedagogisk omsorg – anmälan*	Jag vill vara med och utveckla Vuxenutbildningen	Lämna ett förslag
Familjestödet - kontakt	Förskola/pedagogisk omsorg - anmälan (utan e-leg)*	Karta med information om vilka veckor sandupptagning sker i olika bostadsområden*	Lämna förslag till kulturpris/honnörsstipendium
Felanmälan*	Förutvarande Gävle stad*	Karta över vägar och gator som kommunen sköter under vintern*	Lämna förslag till kulturstipendiat

E-services for citizens, clients, companies... (april 2020)

Lämna in utbetalningsunderlag för stipendier för elever vid fristående skolor i Gävle kommun	Parkeringsstillstånd för rörelsehindrade – passagerare	Skolskjuts - hur långt har vi till skolan?*	Sök försörjningsstöd - nyansökan
Lämna intresseanmälan tomter	Placeringsskola*	Snödeponering - ansökan	Sök försörjningsstöd - återansökan
Lämna synpunkt	Preliminär avgift för hemtjänst	Specialkost och anpassad kost i förskola och skola	Tentamen - ansökan
Lämna synpunkter på detaljplan under granskningstiden	Projektstöd - ansökan	STÄNGD - Inbjudan till öppet hus för nya svenska medborgare	Trygghetslarm - anmälan
Lämna synpunkter på detaljplan under samrådstiden	Projektstöd - redovisning	STÄNGD - Lämna synpunkter på detaljplan Mårtsbovägen 5	Tyck till om Gävles cykelplan
Lämna synpunkter på detaljplan Åsbyggeby sågverk	Prövning av gymnasiekurs	Sjösportsläger - anmälan	Tyck till om hundrastgårdar i Gävle kommun
Låna hem eller ladda ner talböcker	Prövning i Gävle kommun	Sommaraktivitet - ansökan	Tyck till om kulturpolitiska programmet
Medborgarförslag	Rapport från Socialjouren	Tyck till om tryggheten i Forsbacka	Tyck till om nya gavle.se
Meddela förändrad skolgång från gymnasieskola - för skolpersonal	Rapportera fiskefångst	Tyck till om tryggheten i Hedesunda	Tyck till om placering av cykelparkering i centrala Gävle
Meddela sysselsättning för ungdom 16-20 år	Rapportera misstänkt felaktig hantering av personuppgifter	Översiktsplan Gävle kommun år 2030 - lämna synpunkter	Tyck till om tryggheten i Sätra
Misstänkt oljespill	Register your child for leisure-time centre (Eng)*	Tyck till om tryggheten i Hamrångebygden	Tyck till om tryggheten på Brynäs
Motionsspår - karttjänst	Register your child for preschool (Eng)*	Tyck till om Gävles nya mötesplats för kultur och lärande	Uppsägning av undervisning på modersmål
Nedladdning av Gävle stads logotyp - registrering	Riktat lokalstöd - ansökan	Stöd till underhåll av hembygdsgårdar - ansökan	Uttag från barns spärrade konto
Näringslivsprogrammet - lämna synpunkter	Räkna ut din preliminära omvärdnadsavgift	Störning - anmälan	Uttag från vuxens spärrade konto
Oscar och Adéle Flensburg (intern) - fond för medarbetare	Signering av avtal för medarbetare hos Bemanningsenheten	Sök detaljplaner i Planarkivet*	Val av skola - förskoleklass
Oscar och Adéle Flensburg - fond för medarbetare	Skicka kontaktuppgifter till Budget- och skuldrådgivningen	Sök försörjningsstöd	Val av skola - förskoleklass 2017
Parkeringsstillstånd för rörelsehindrade - förare	Skola 24*	Sök försörjningsstöd (kopia)	Val av skola - förskoleklass 2018

E-services for citizens, clients, companies... (april 2020)



Thank you!