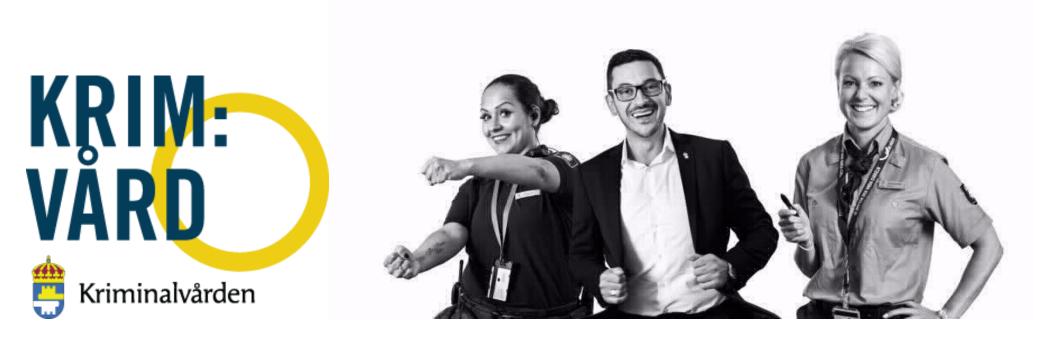
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Impact of COVID-19 on the use of technology during and after the crisis

Håkan Klarin, Chief Information Officer, Swedish Prison and Probation Service



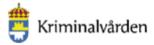




Cope with a crisis

Experiences of introducing technology

- Focus on developing digital meetings
- iPads for our probation officers
- Healthcare visits via Skype
- iPads to connect with relatives and children during lockdown
- Digital meetings with richer functionality for our coworkers





Sustainability

Balancing quick wins with risks and sustainability concerns

- Introduction and development of technology has its outset from our digital strategy which adresses the sustainability concerns
- Our strategy has been to start with our current IT-services (both technology, rules and instructions) and adjust them towards new use cases and scenarios
- Relied on mature work procedures regarding risk- and information management which gives us a good starting point when it comes to new demands and solutions





Post COVID-19

Technology is here to stay

- Maybe gives new approach and mindset regarding technology and digital tools?
 - From a complement to the physical meeting to "digital first" in some cases?
- An important challenge ahead
 - To lead the change towards a more digital business with the same clarity and focus on the outcome as during the crisis and keep up a balanced approach between digital business development and a practical risk management perspective



