

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

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# 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 addresses 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

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