



Digital transformation plan - City of Trollhättan

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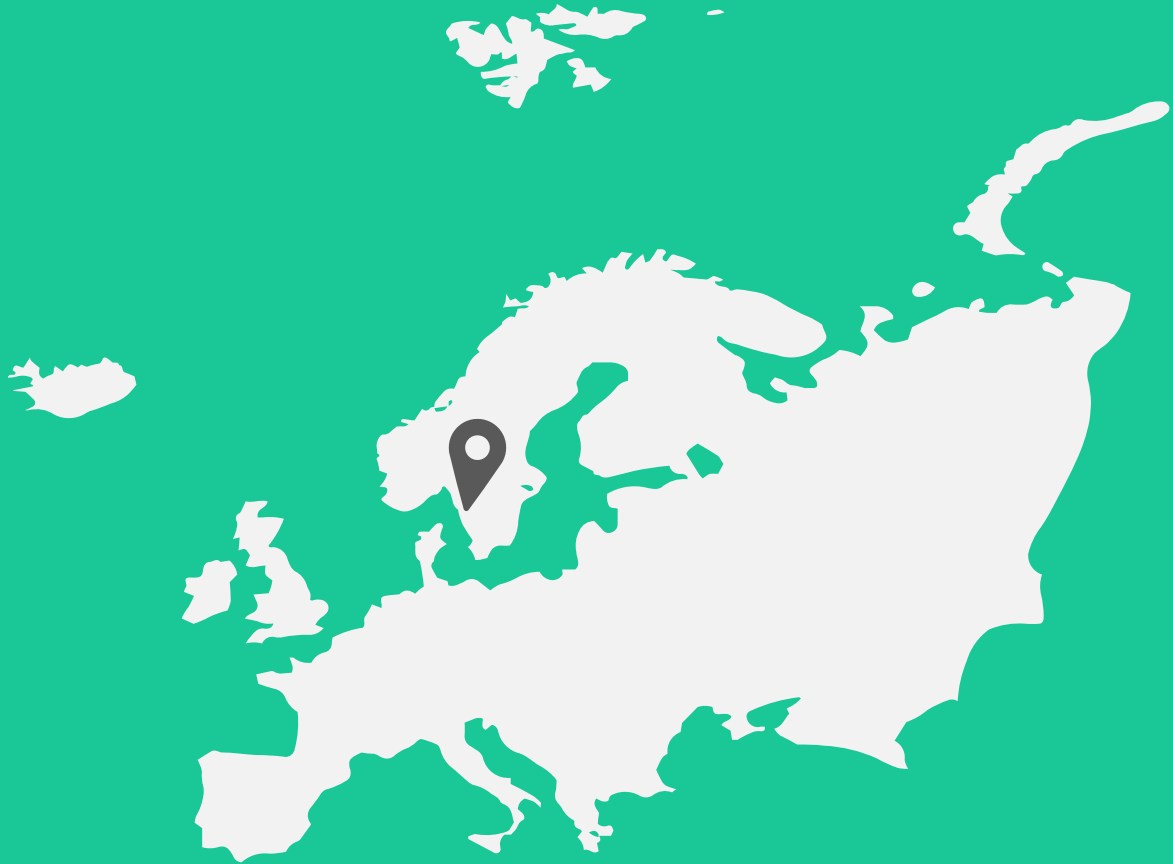
59 000 citizens



5 400 employees



Growth target: 70 000 citizens by 2030



Trollhättan – A proud and innovative city with room for the future



Phase 1



Phase 2



Phase 3



2020

2021

2022

2023



Phase 1

- Where are we?

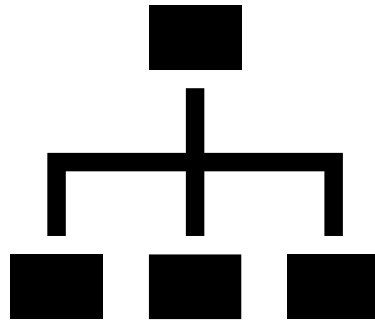


Business analysis – broad perspective



Phase 1 – Where are we?





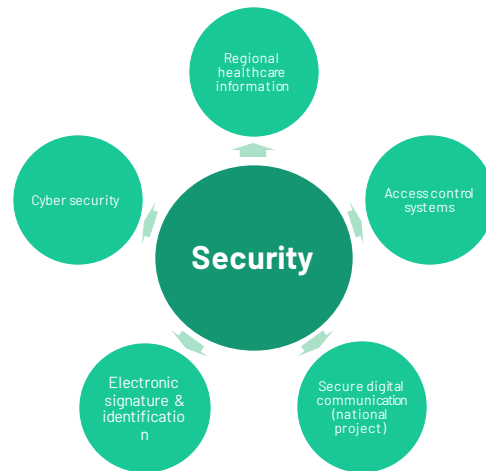
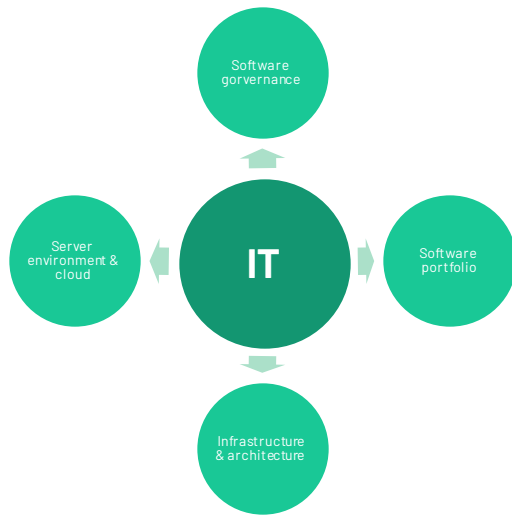
Digitalization & IT Office



IT council

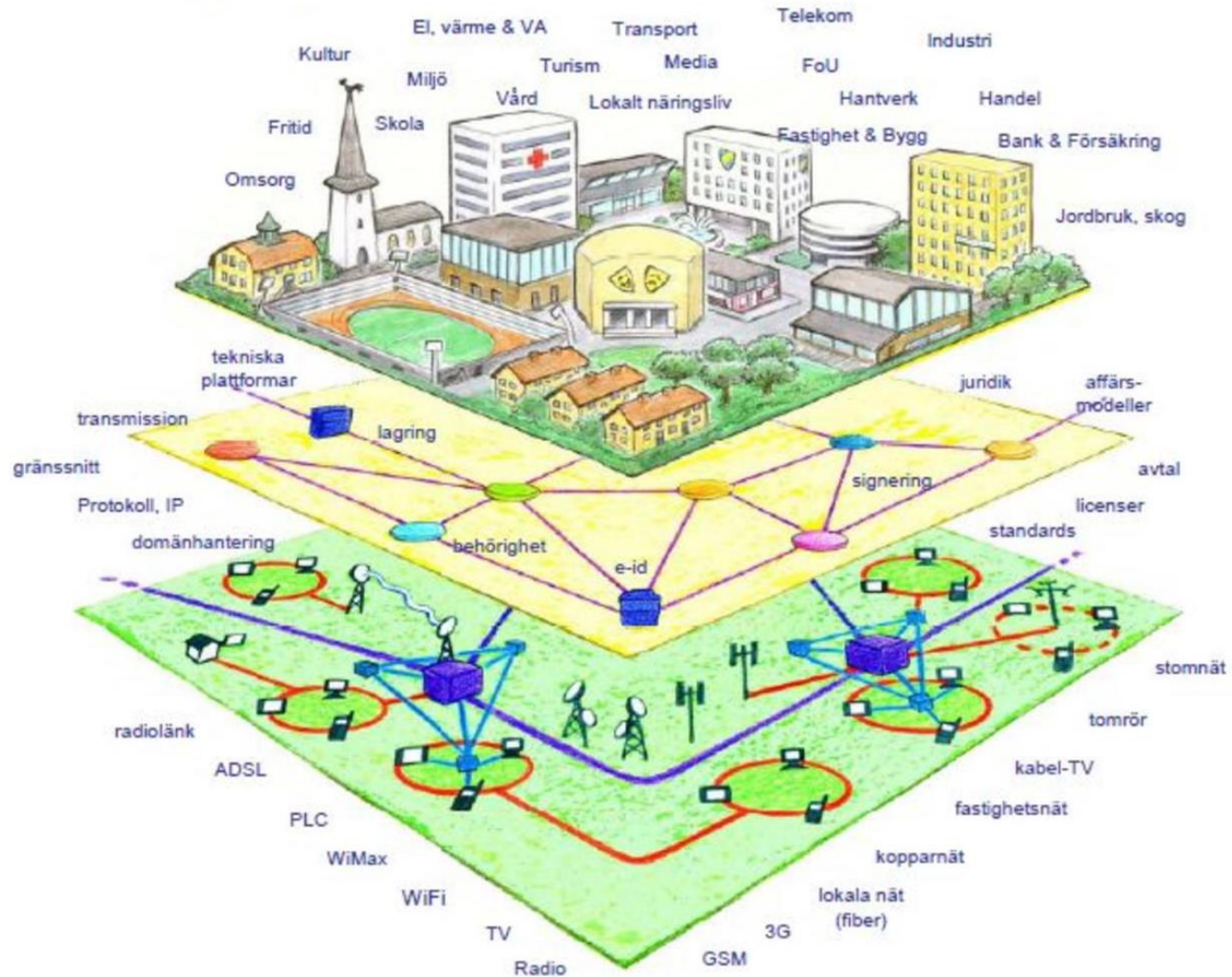


Digitalization
council



Phase 1 – Where are we?





E-government & services

Soft infrastructure

Hard infrastructure

Phase 1 – Where are we?



Phase 1

- Where are we?



- Digitalization & IT Office
- Digitalization & IT councils
- Broad collaboration
- Start of transformation plan

Phase 2

Phase 3

2020

2021

2022

2023



Phase 2

- Where do we need to go?



Digital strategy



Phase 2 – Where do we need to go?



Digital strategy

Key points

Focus on digital and innovative solutions

Benefits for those who live, work and visit the municipality

Unified processes, systems and technical infrastructure

Business development based on data and information



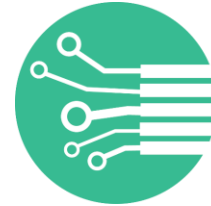
Digital
management



Digital
innovation



Digital
competence



Digital
infrastructure



Digital
safety

Phase 2 – Where do we need to go?



Phase 1

- Where are we?



- Digitalization & IT Office
- Digitalization & IT councils
- Broad collaboration
- Start of transformation plan

Phase 2

- Where do we need to go?



- Digital strategy
- Political tailwind

Phase 3

2020

2021

2022

2023



Phase 3

– What is holding us back?



Digital maturity

The organizations ability to utilize the benefits of digitalization

Digital ability



Digital legacy

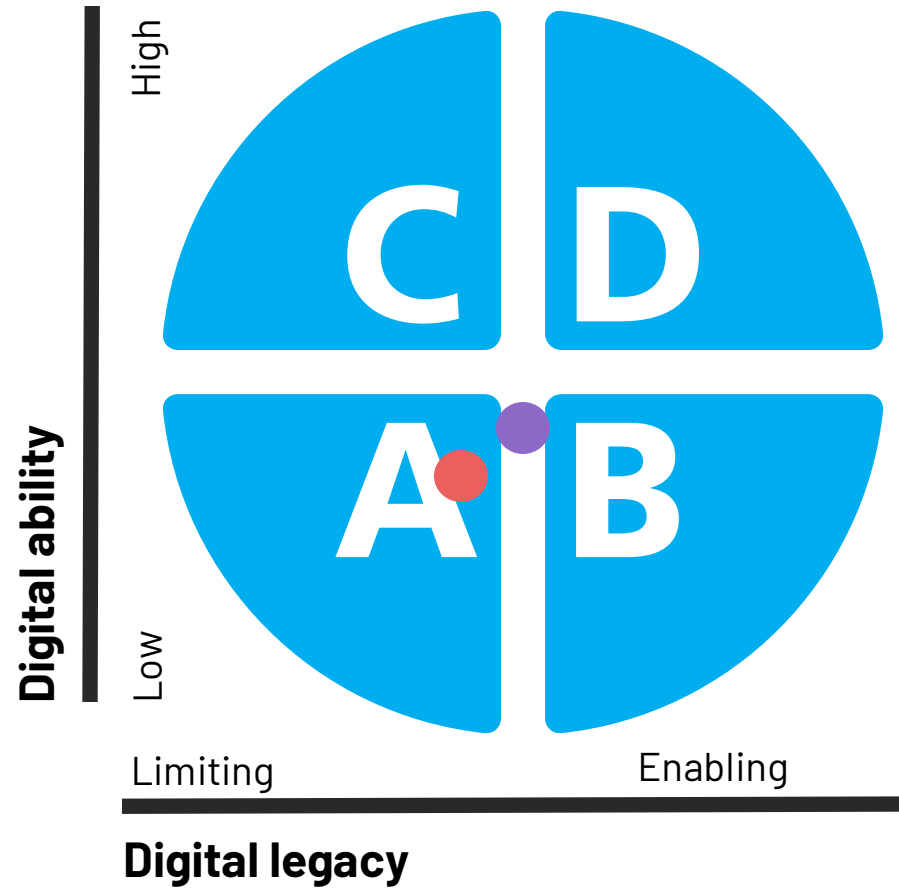


Phase 3 – What is holding us back?



C: Despite major investments in digitization, the organization is stuck in previously made decisions, which results in a lack of effect.

A: The organization is stuck in both limiting legacies and shortcomings in ability, which inhibits digital investments and risks leading to wasted costs.



D: Digital investments have a high efficiency as an effect of both enabling heritage and high ability.

B: The organization is limited by shortcomings in capacity, which leads to a lack of efficiency of previously implemented modernization investments.

Phase 3 – What is holding us back?





Innovation

Open data **35%**

-7

Innovative culture **38%**

-5



Balance

Digital competence **32%**

-6

Priority process **37%**

-5

Return on investment **35%**

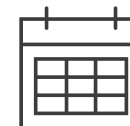
-6



Tech

Infrastructure **32%**

-9



Efficiency

Portfolio management **46%**

-4

Project management **35%**

-9

*compared to national average 2021(Sweden)

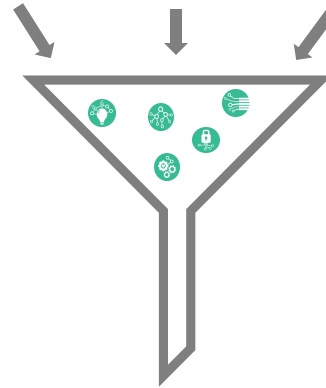
Phase 3 – What is holding us back?



Business
analysis

Digital
strategy

Digital
maturity



1.

Coordinate business development

Digitalization & IT Office



2.

Relevant digital competence – management

Municipal board



3.

Relevant digital competence – employees

HR



4.

Safety

Digitalization & IT Office



5.

Enabling infrastructure

Digitalization & IT Office

Phase 3 – What is holding us back?



Phase 1

- Where are we?



- Digitalization & IT Office
- Digitalization & IT councils
- Broad collaboration
- Start of transformation plan

Phase 2

- Where do we need to go?



- Digital strategy
- Political tailwind

Phase 3

- What is holding us back?



- Digital maturity
- Budget process
- **Transformation plan adopted** ★

2020

2021

2022

2023



