



Breakout | Public Sector

Community Forum

How We Did It - the Largest Digital Transformation in Sweden's Public Sector





PegaWorldiNspire

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ARBETSFÖRMEDLINGEN SWEDISH PUBLIC EMPLOYMENT SERVICE

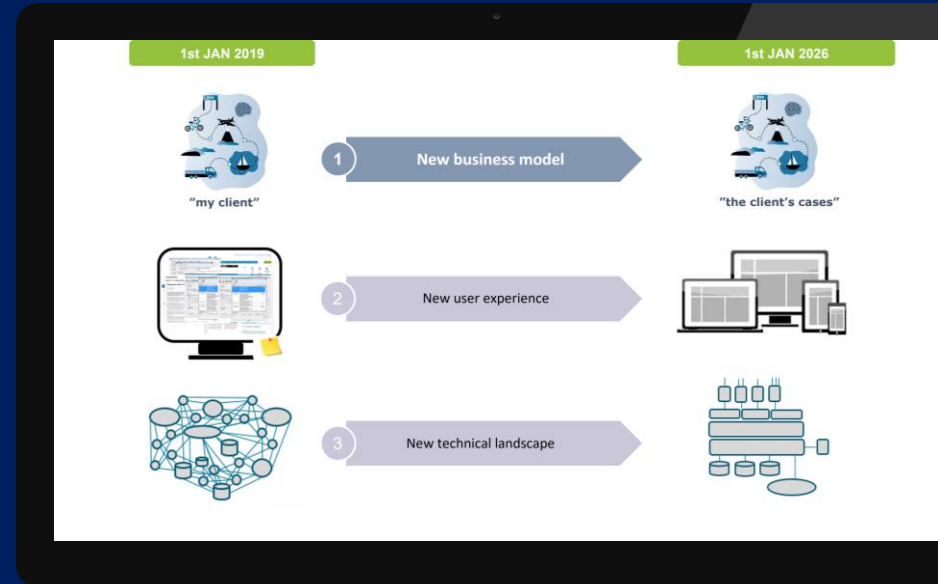
- Contributing to a well-functioning labor market and increased employment
- Providing support and tools to those facing difficulties in entering the labor market to prevent exclusion and promote inclusion
- This also includes checking that employers and the job seekers comply with the regulations
- Embracing a digital-first strategy and taking the position as the digital hub in the eco system for the Swedish labor market
- We have a dedicated workforce of over 7000 case workers + 1200 IT-specialists
- Unemployment rate in Sweden is 6.4% (right now)

Background - The Challenge

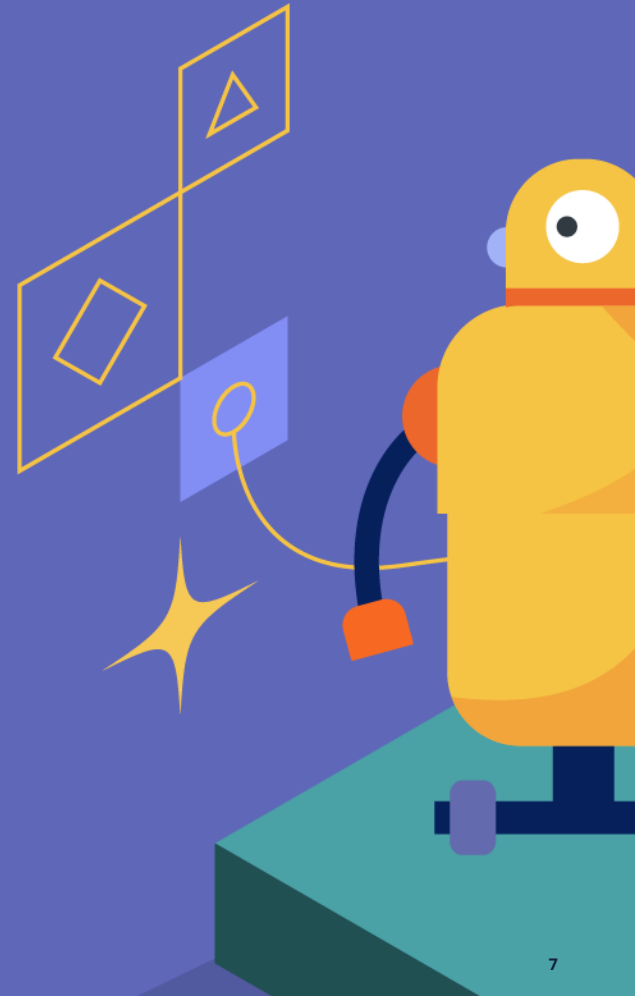


Background

- In January 2019, political parties reached an agreement to reform The Swedish Public Employment Service
- The objective was to decrease the number of case workers by approximately 33% (around 3,500) and consolidate the local offices, resulting in a reduction of 132 offices.
- Do more with less people... improve efficiency and fast! All eyes on IT – solve it! 😊
- This agreement accelerated the AF Transformation journey, which stands as the Swedish public sector's largest digital transformation program of its kind



Searching for a solution



Different approach to procurement

- Seeking a platform that gives us Adaptive Case Management, Process Automation and Business Rule Management
- Engaging in a dialogue-based procurement process to assess vendors based on various criteria, including Technology, Methodology, and Partnership.





Requirements and expectations



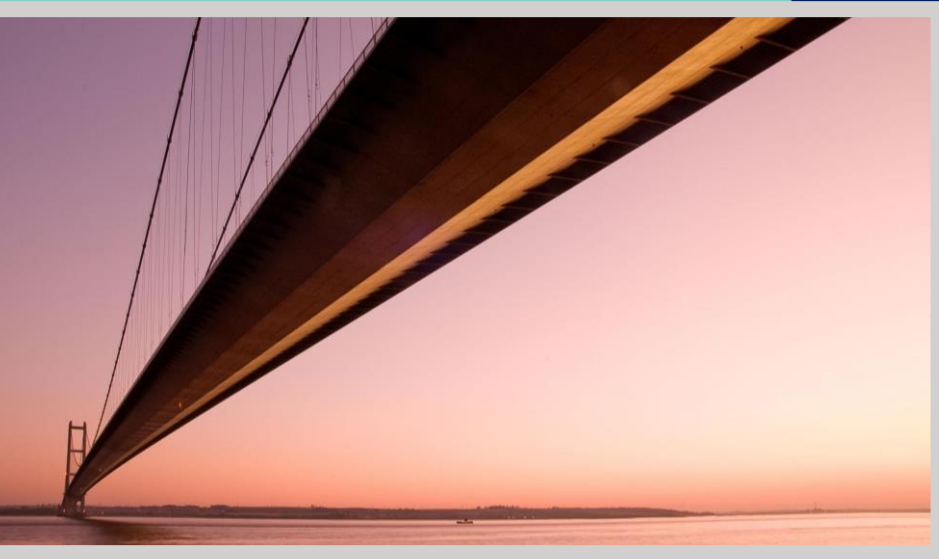
- Case management
- Business Process Management (BPM)
- Business Rules Engine
- Robotics
- Ready-made responsive interfaces "out-of-the-box"
- Low code

Expected benefits

Job seekers can receive assistance based on data-driven insights. The concept of a "next best step" will be used to prioritize measures that best suit the individual job seeker or employer.

How We Did It





The journey

- MVP (Minimum Viable Product) approach
- Autonomous scrum teams working in parallel
- Building up the re-usability in Pega as we go
- Product management over traditional project management
- Strong partnership between Af, Pega and CAP
- Continuously learning and adopting as we move forward

From MVP to today

- All 7000 case workers are using Pega
- 10 business process applications live
- Several robots live
- About 50% of all cases in Pega
- 12 Pega scrum teams, on-site
- High SLA fulfilment
- Level-up program
- CoE and Community Of Practice (CoPs) in place

A new collaborative approach

The development teams now work closely with the business, resulting in faster and more smooth progress!



The quest for maximum re-usability in Pega!

- Moving into a modular application stack
- Using more out-of-the-box functionality
- Shifting towards “lighter” applications that promote re-usability
- Forming dedicated teams focused on developing and maintaining re-usable business components. Extra boost!

Next step

Exploring AppStudio and Government Platform – empowering business analysts to play a more central role in the development process, from idea to go-live!

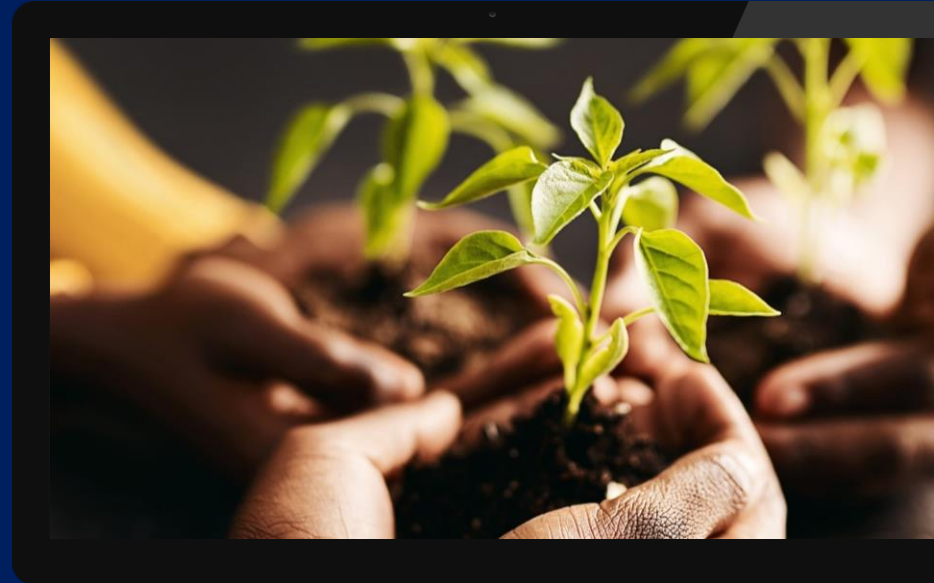


Our Pega competence journey

- Building up competence in-house, from the beginning
- 3 trainee programs completed – success!
- Internal up skilling programs
- Pega intro badge for everyone – incl. managers!
- Enablement path tailored for each role
- Hackatons and Tech days
- 70%+ of our Pega workforce are employed

Easier to attract and build competence!

Arbetsförmedlingen has become a big Pega player in the Nordics. That attracts new talents!



Case Studies





Self service

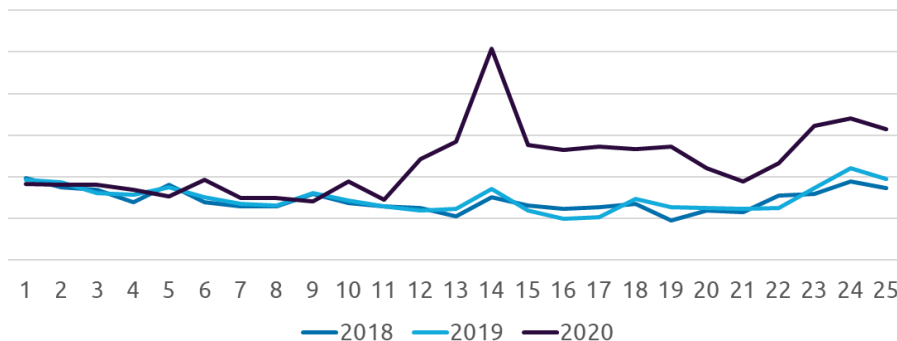
Fast and agile response to Covid-19

During the Covid-19 pandemic, Arbetsförmedlingen witnessed a significant surge in customer numbers, reaching record levels within a few short weeks.

Considering the already reduced case worker headcount and closure of local offices, it became imperative to implement a self-service flow for simpler cases.

This allowed case workers to dedicate their time to clients requiring more extensive support.

Fast and agile response to Covid-19 – first delivery June 2020



Main driver: Covid-19's impact on labor market

- Unprecedented number of registered customers
- In a week: 61% surge in registered customers compared to same period last year



Solution: Automated action plan for job Seekers

- Job seekers who do not require personal guidance can now take care of their needs digitally, resulting in decreased queue times.

First week in production

10%

were immediately eligible for the new self-service flow

Resulting in:

Approx.
1500
meetings

Approx.
700
hours

saved for the agency and citizens

Enabling external partners as case workers

Reforming the agency

In 2019 Arbetsförmedlingen started to expand co-operation with external partners as part of our core business.

This increased the demand for our business processes to be digitalized, unified and sharable with our external partners.

Fixed deadline in April 2023.

We had 4 months of development...



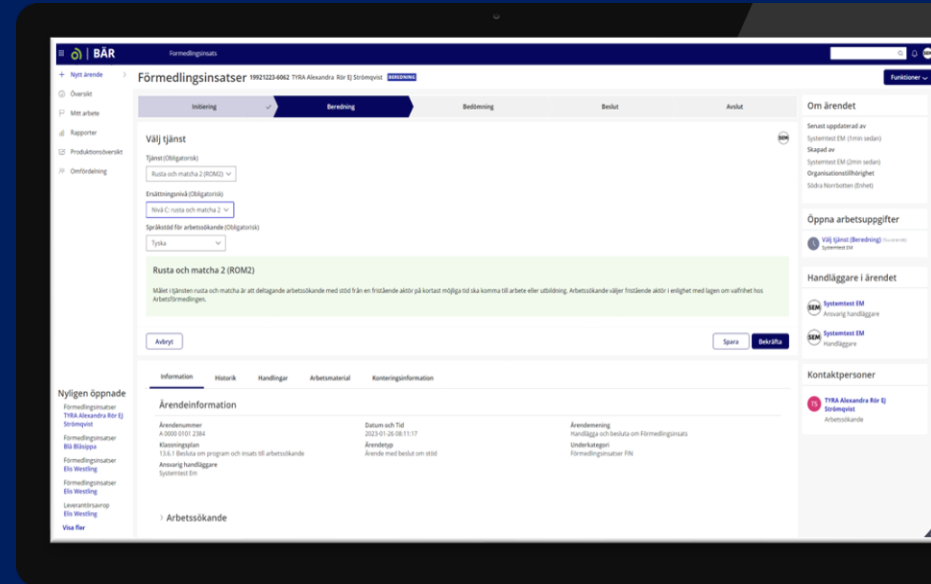
We did it!

- 3 Pega scrum teams working tight together
- Used existing rulesets to maximize re-usability in the solution
- Delivered on-time. Zero incidents.
- Significantly improved case worker experience through streamlined processes and built-in controls

Transformation milestone achieved!

Case workers are transitioning to case management, adopting unified processes – and are happy!

We made the reformation of the agency happen





Lessons learned so far



- We have made significant progress in the past 4,5 years, and it has been a roller coaster
- We missed out on a unified architecture and getting the most OOTB from Pega from start, we are on our way back!
- The more teams – the more complexity
- Invest in building in-house competence and calculate for a long (and rewarding) competence journey
- Seeing is believing, get the stuff out to the users. Do not ask to many questions before (they don't know what they want)
- Keep walking when you are on the right direction
- We are Looking forward to the future with Pega!



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THANK YOU!

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