



Stimulating regional innovation through better  
e-government services

Agenda

Gävle

Digital Study Visit 2

<https://www.interregeurope.eu/better/>

## GÄVLE DIGITAL STUDY VISIT 2

Welcome to join the presentations and discussions on good practices with special interest of Tartu and Birmingham!

Wednesday, the 27<sup>th</sup> of October, 2021, 13.00-16.00

Location: Microsoft Teams [Click to join the meeting](#)

Registration and questions: [annika.lundqvist@gavle.se](mailto:annika.lundqvist@gavle.se)

TIME CET	ACTIVITY	SPEAKER
13.00-13.10	<b>Welcome!</b>	<i>Annika Lundqvist, Head of International office</i>
13.10-14.30	<b>Service design in Gävle municipality</b> Presentation, Q&A and discussion <ul style="list-style-type: none"><li>• The "methodology" Innovationsguiden (Innovation Guide) by the Swedish Association of Local Authorities and Regions</li><li>• Organization of the "Digital renewal" team, start, set-up and collaboration with other teams/professions</li><li>• Integration and working with the mindset/methodology within the municipality</li><li>• Examples of working methods in different projects – good practice</li></ul>	<i>Marie Nilsson, Head of Digitalisation unit</i>
14.30-14.40	<i>Break</i>	
14.40-16.00	<b>E-services in Gävle municipality</b> Presentation, Q&A and discussion <ul style="list-style-type: none"><li>• Processes where an e-service is only a part of the outcome of the work. Benefits for the end-user as well as the municipality</li><li>• Transformation of Social services - economical support</li><li>• Internal services for employees</li><li>• Examples of developed processes/ e-services</li></ul>	<i>Marie Nilsson, Head of Digitalisation unit</i>
16.00	<b>Closure</b>	

