Usergroup Panel Discussion

How data and technology can drive a better and faster recovery from Covid-19

| 4 September 2020
What impact Covid-19 had…

Do what you can, with what you have, where you are.

Theodore Roosevelt
For governments it was is ‘All Hands on Deck’

McKinsey expects that more than 50 million jobs will be lost in Europe alone.
But Trust in Governments is soaring

The Edelman Trust Barometer index has shifted since January
Respondents were asked to indicate how much they trust each institution "to do what is right":

<table>
<thead>
<tr>
<th>Institution</th>
<th>January 2020</th>
<th>May 2020</th>
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</thead>
<tbody>
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<td>Government</td>
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<td>NGOs</td>
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<td>Business</td>
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<td>Media</td>
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Respondents say they want government to lead in all areas of the pandemic response, including:
- ending the pandemic (73%)
- helping people cope with the pandemic (72%)
- informing the public (72%)
- addressing the economic consequences (86%)
- and being an agent of normalcy (79%)

Quartz | qz.com | Data: Edelman Trust Barometer
Panel Discussion
How was your organisation impacted when COVID hit your country?
Voluntary services with a high share of the market

Framework
- Government entities become clients of DFØ on a voluntary basis
- All clients have a formal agreement with DFØ
- We provide payroll services on a SAP on prem. system, and HANA db.
- We are about to start providing HR-sevices from the cloud.

Market share
- 87 per cent of central government entities are our clients
- Pressure to rationalize drives demand
- Running intake of new clients.
- The interest from our clients for HR-systems and services is huge.

Volume
- 205,000 persons on payroll
- 1 million invoices
- 550 billion NOK disbursed
What did we do?

Changes in our own organisation
• Focus: Maintain operation

Changes in our services
• Focus: Support our customers so that they could do their part to ensure the entire payroll process.

Changes in our system
• Focus: Support and implement the changes that was the result of the government's crisis management.
How was your organisation impacted when COVID hit your country?
What did you do in your organization after it became clear that we had to face this situation for a longer period?
what’s your opinion how to overcome the current crisis and what’s your organization doing and planning for?
Do you believe this whole new behavior is the ‘New Normal’?

What’s your opinion and what will happen when a vaccine has been developed?
What’s your country now doing to overcome the crisis?
What have we learned from this situation? Has this changed the way you and your organization are assessing digitalization and IT-strategies?
The current situation might be an opportunity to engage in a comprehensive reform agenda and address some of the country’s underlying structural issues, design a new growth model building on all segments of the society. How do you see this advice for your country?
Do you feel an obligation to ‘earn’ the trust and to put your constituents more then before in the center of what you’re doing?
Last Question

What did you expect from SAP and your relationship with SAP. Has this changed?
Would you recommend specific points to the audience in relation to SAP?
Agenda →

Wrap up and closure

• Eva Maria Fahrer
Images of nitrogen dioxide emission readings, 5-25 March in 2019 versus the same period in 2020 (Photo: ESA/EPHA/James Poetzsch)
100 DAYS
THAT CHANGED THE WORLD

HOW WE SEE
THE STORY EVOLVING

THE BEST RUN
Thank you