



IPS - WorkTrail app

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Product Owner - NAV

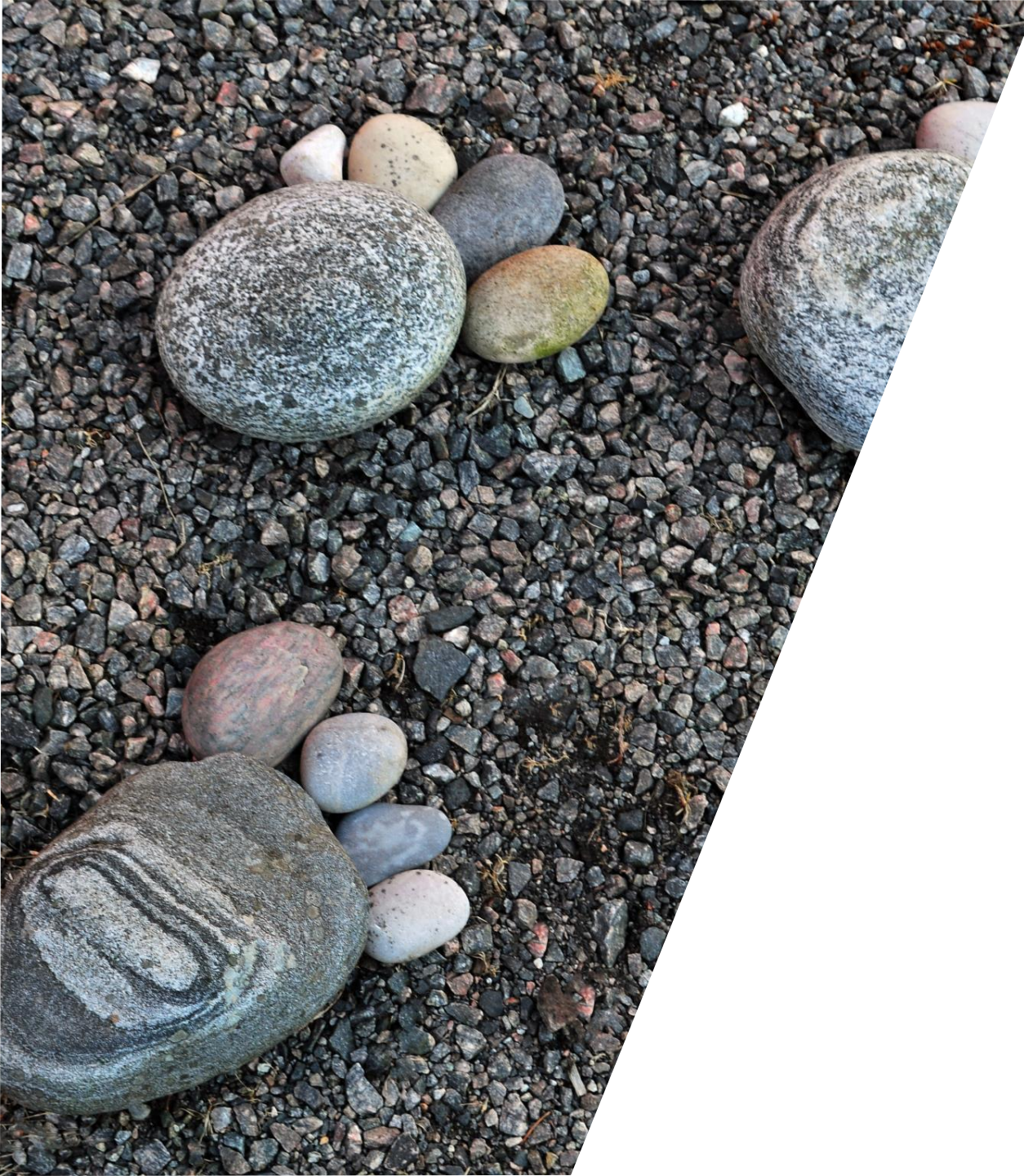
Jim Steve Jacobsen and Anne Lise Lunder Arvesen

WorkTrail IPS application domain experts and in the IPS management at NAV

Berlin, 28. october 2022



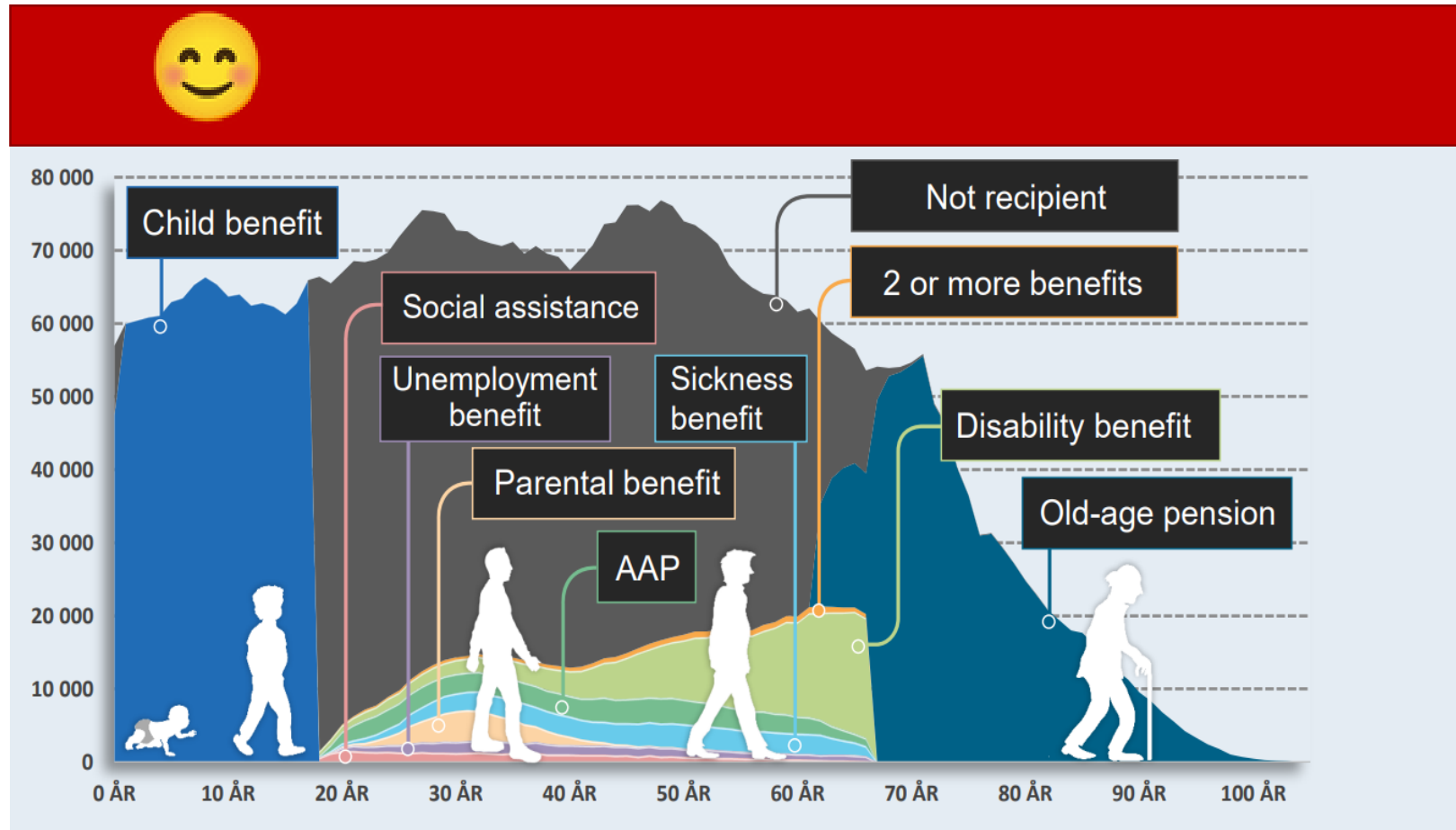
The Norwegian Labour and Welfare administration



Agenda – NAV WorkTrail

- **What is NAV?**
- **IT in NAV**
- **Development NAV - including IT platform (CRM)**
- **Public sector requirements and GDPR**
- **CRM**
- **How we did it**
- **What do we want to achieve?**
- **What is the WorkTrack IPS solution?**

NAV is there from cradle to grave

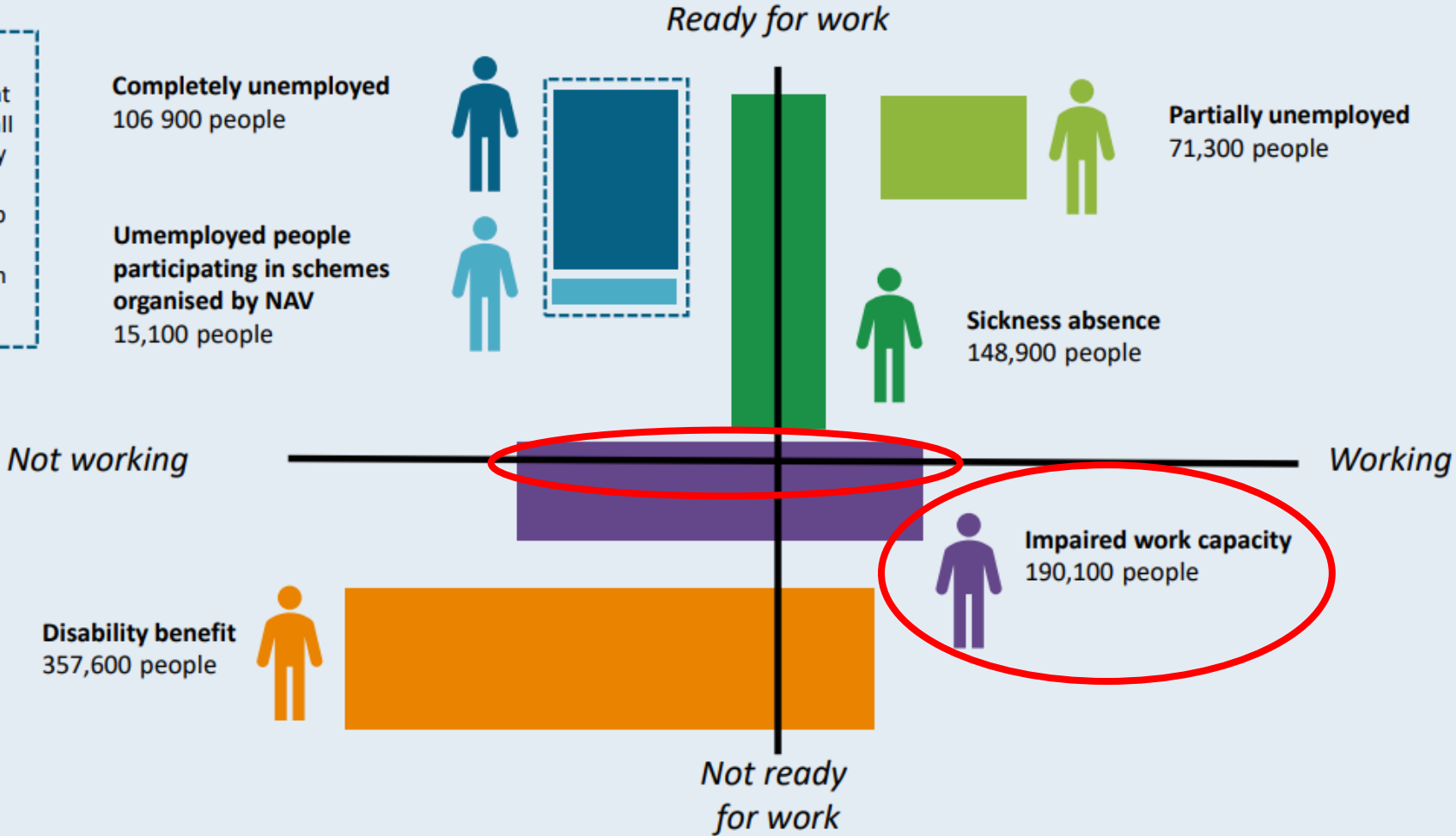


The Norwegian population per December 2017. Due to the COVID 19-pandemic, the number of people receiving unemployment benefit in 2020 is far greater than this figure shows.



Short and long-term absence from work

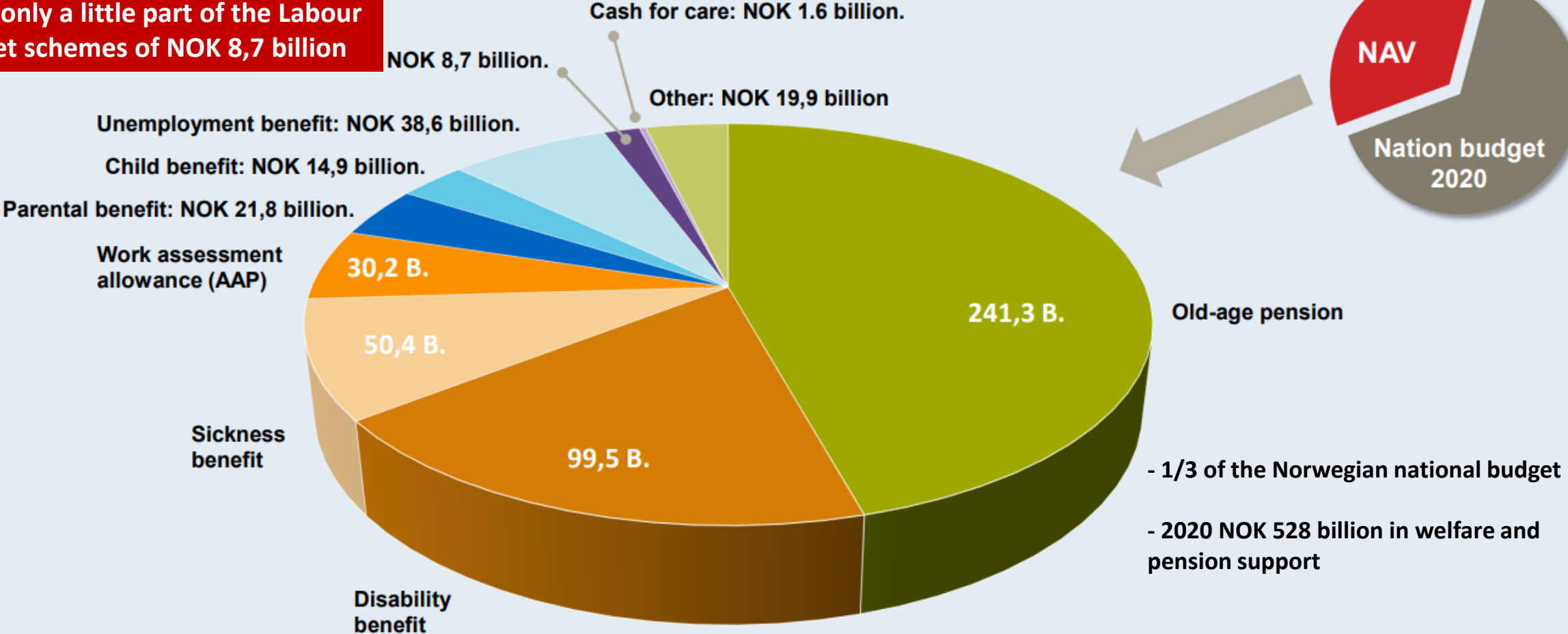
Gross unemployment is the sum of all the completely unemployed people and job seekers participating in schemes.



Number of people registered with NAV. The figures show job seekers, people with impaired work capability and people with disabilities at December 2020, and the annual average for sickness absence for 2020. Note that some people may be in more than one group.

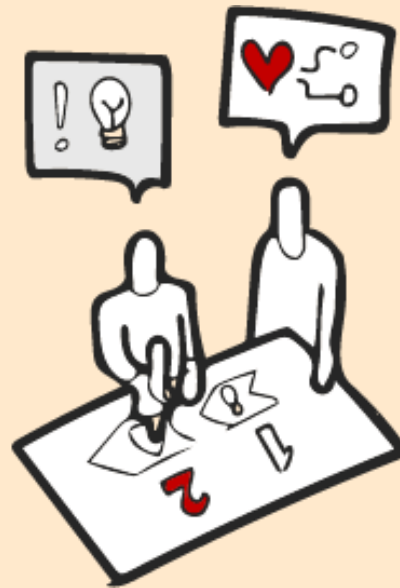
Distribution of the NOK 528 billion NAV paid out in 2020

IPS is only a little part of the Labour market schemes of NOK 8,7 billion

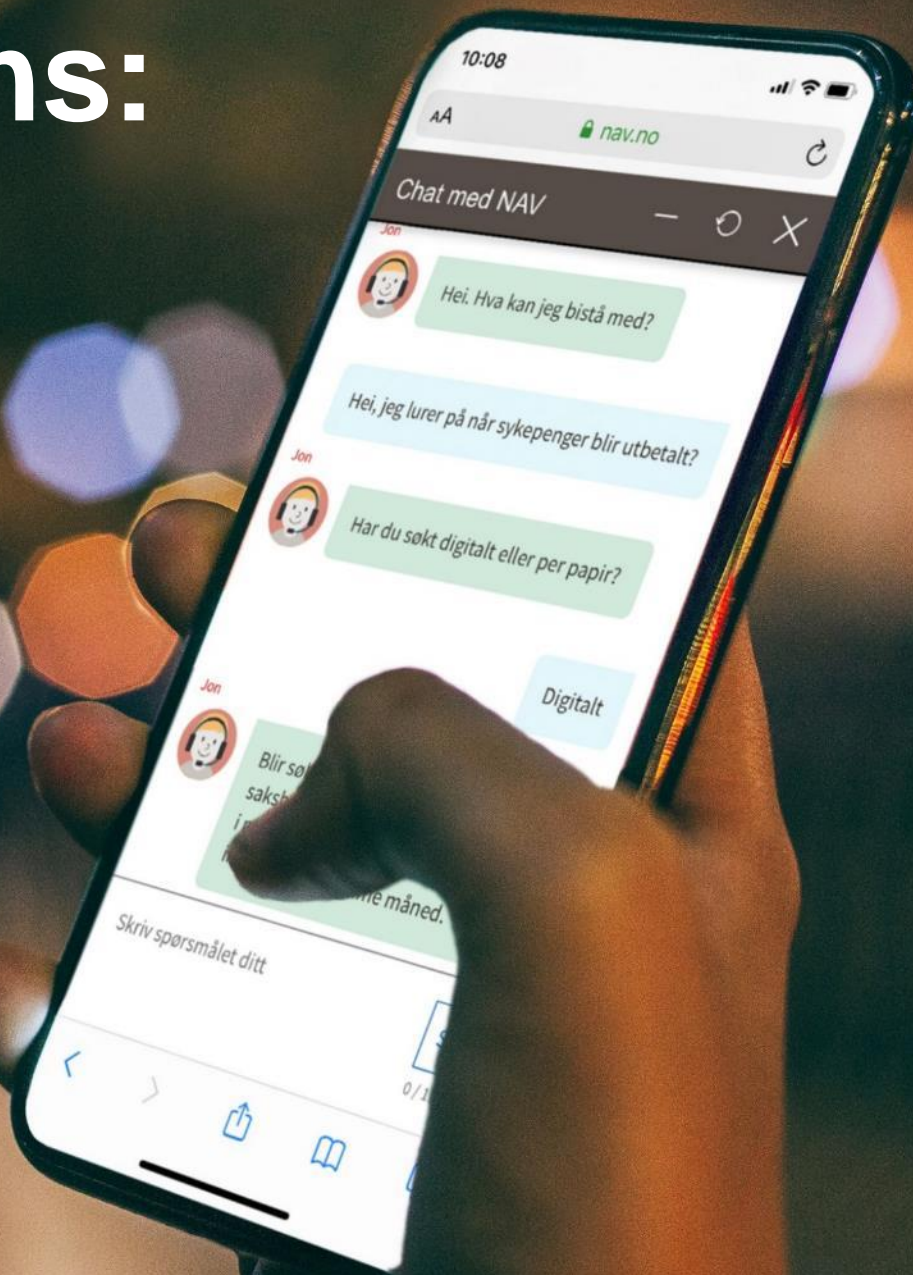


The pie chart showing the benefits NAV has paid out is based on our accounting figures. The group «Other» includes basic benefit and attendance allowance, assistive technology, survivor's pension and support for single parents.

NAV Digital development



User expectations:



**Increased expectations
for coordinated
services
and adapted service**

Digitalisation trends in NAV

Persistent and growing



User contact is digitalised

From online self-service to the digital NAV office.



The administration is digitalised

More tasks are solved digitally and as coherent services around life events.



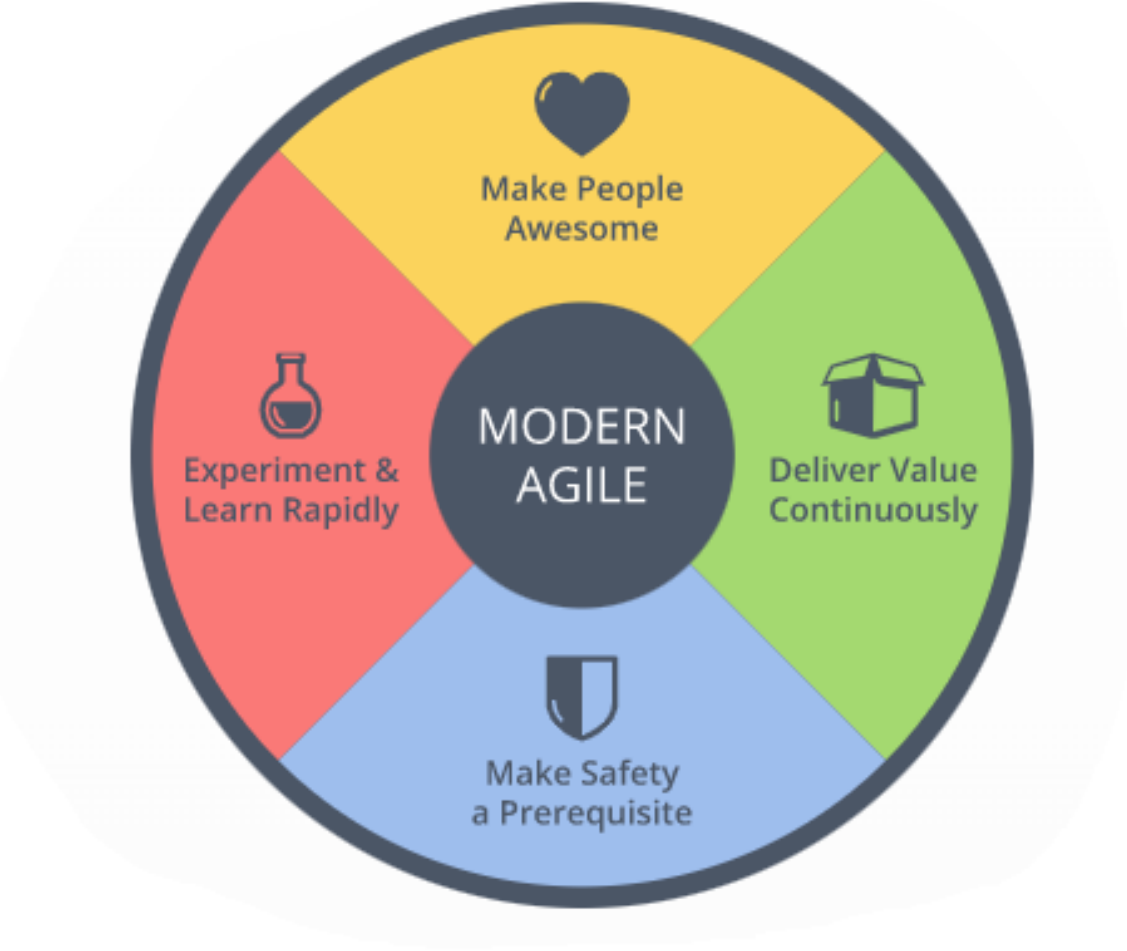
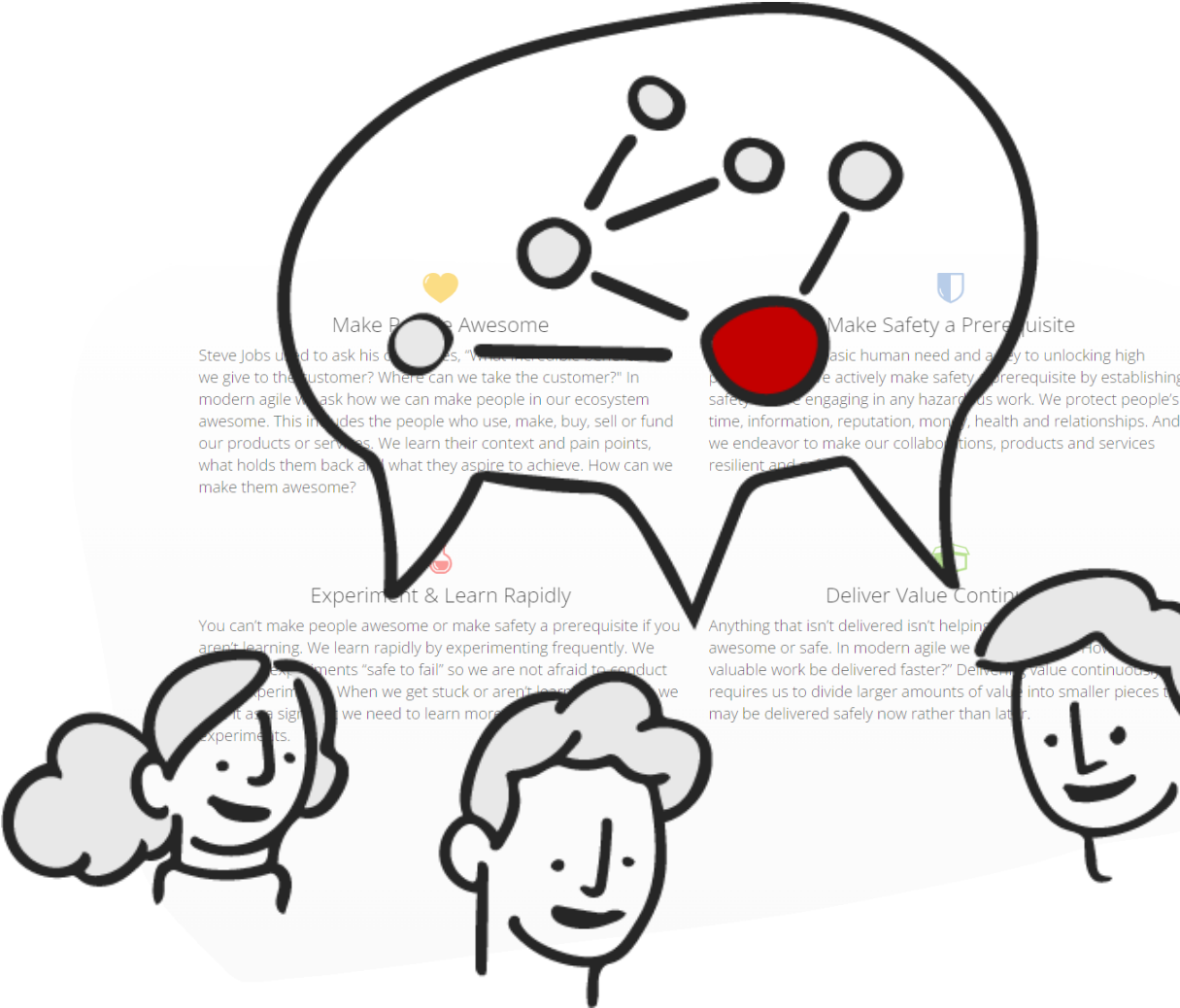
Ethical and sustainable digitalisation

Broader debate about protection of, sustainability, privacy, algorithms, rule of law, power and the use of data.

Development of the IPS WorkTrail solution



How we work agile?



Key working criterias of an agile interdisciplinary team



INDIVIDUALS AND
INTERACTION



WORKING
SOFTWARE



RESPOND
TO CHANGE



CUSTOMER
COLLABORATION

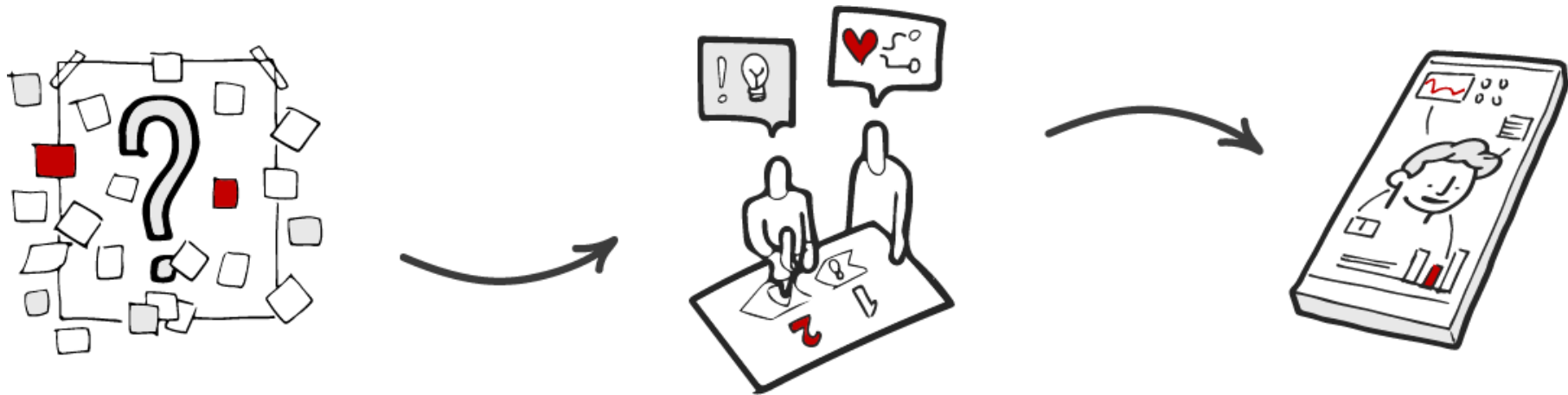


TEAM - WorkTrail SE/IPS



Team:

- Legal coach - Requirements/GDPR
- Business analyst – IPS/SE process
- Salesforce developers
- SE Domain expert
- IPS Domain expert
- Product Owner



CRM platform tender - approved and secure?

NAV use Salesforce datacentres in Frankfurt and Paris

- We do not have a Salesforce support agreement and consider as a consequence that we are not affected with any high risk by the Schrems II judgement.
- 3. party countries like the USA do not have access to any personal data.

Risk assessment has been made before and after the tender process

- The NAV- Salesforce access control solution is considered to be secure enough for data processing involving people sharing sensitive information or secret addresses.

Public sector requirements and GDPR





Drives development cost due to extensive evaluation, documentation and approval process

- **GDPR scenarios and risk reducing measures**
- **Risk and vulnerability assessment**
- **Public sector compliance requirements**

EU General Data Protection Regulation

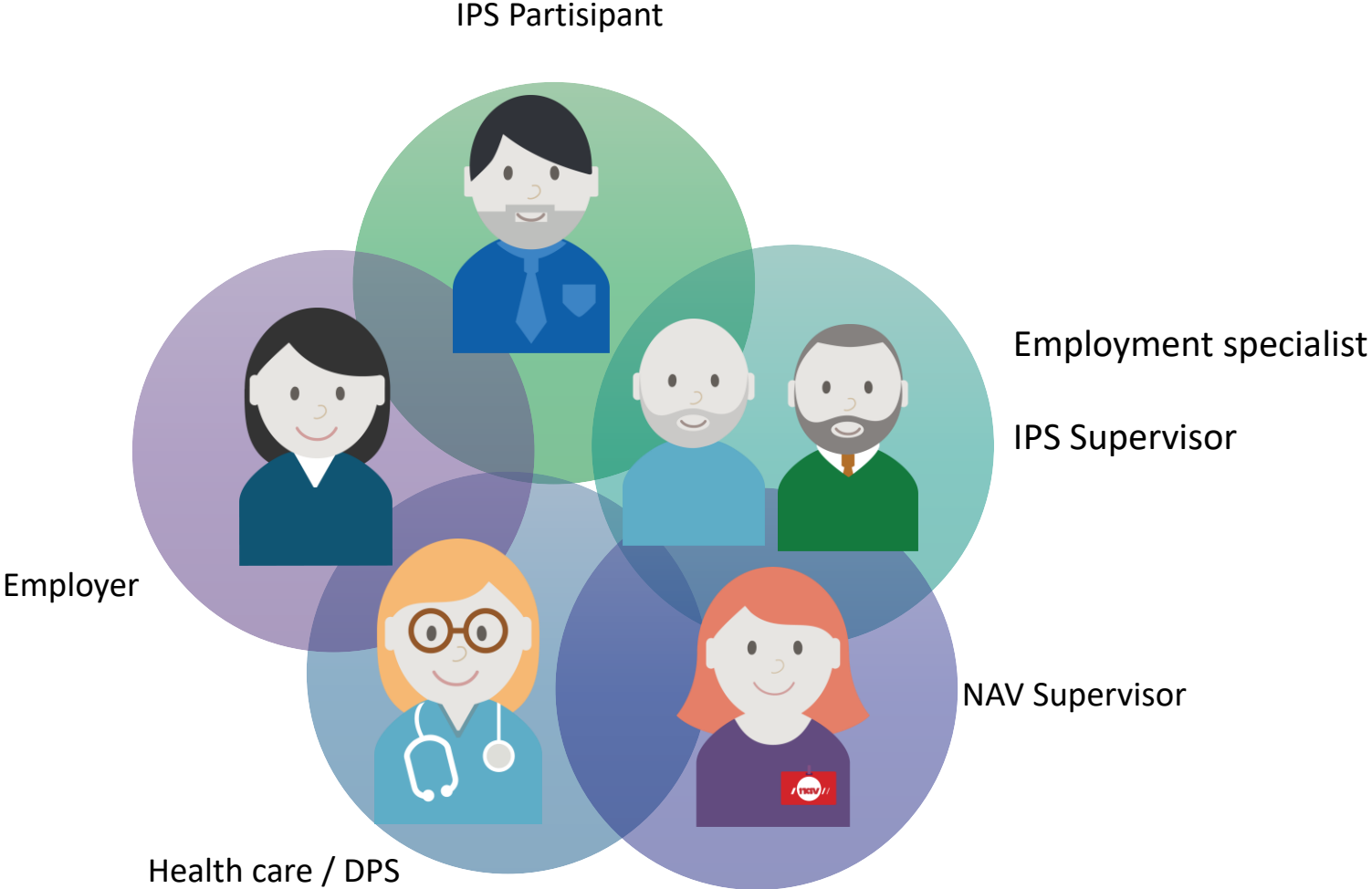
Seven key principles - IPS "unlimited" data need makes it is complex...

- **Lawfulness, fairness and transparency**
- Purpose limitation
- Data minimisation
- Accuracy
- Storage limitation
- Integrity and confidentiality (security)
- Accountability

How we did it - The IPS WorkTrail Demo



Main roles involved



IPS insight, process pain analysis - Employment Specialist



DPS request



Getting to know –
team discussions



Being enrolled in the NAV
IPS scheme



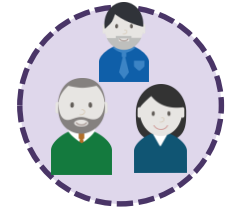
Mapping and
understanding




Work development
plan





Portfolio and tasks
overview and
documentation



Visit employers, incl.
summary

 Not sure about the scale of data storage and duplication

 No clear source for information in important documents, work support plan or consent signed

 No total overview of my employer meetings
A lot of paper doc. and excel and manual counting (outlook)

 Missing colleagues insight on the employers

 Do we have a common understanding of the participant needs?

 Very time consuming, little automation

 Lot of documentation an statistics



Match with
employers



Supervision and
employer contract



Work start



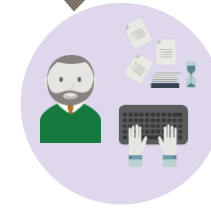
Reporting




Support



Evaluation



Employed 

Lost work 

Søk

Fil | Hjem | Send og motta | Mappe | Visning | Hjelp | **Avtale**

Åpne | Slett | Videre-send | Møtenotater | Inviter deltakere | Vis som: Opptatt | Regelmessighet | Kategoriser | Privat | Høy viktighet | Lav viktighet

Handlinger | Møtenotater | Deltakere | Alternativer | Koder

I dag < > 12 - 16. februar 2018

Oslo I dag 9°C/4°C I morgen 10°C/6°C onsdag 11°C/1°C Arbeidsuke

	mandag 12	tirsdag 13	onsdag 14	torsdag 15	fredag 16
08:00				Jobbutvikling AAI	Reise
09:00	Jobbspesialistmøte (RM) NAV Hadeland 38 møterom Gulbrandsen, Thomas	Metodeveiledning Birgithe Myrdal, Roy Erland	Oppfølging EM Reise Oslo	McDonalds	
10:00		Behandlingsmøte PHG; Jaren; Myrdal, Roy Erland		DSV sulotion	
11:00			Sagveien resort	MegaFlis	
12:00	Resultatoppfølging og organisasjonsmøte Lium, Kine Nan	Sandbeck 18 Hoff, Fredrik		Honning Centralen	
13:00	Resultatoppfølging og organisasjonsmøte Mitt kontor i 2. etg. Lium, Kine Nan	Mohagen Bil OKG	Oppfølging EM	Ramberg Transport-Logi!	Oppfølging EM
14:00	Handlingsplan	Oppfølging KAKO	Markedskafe ukentlig	BAMA	Oppfølging JH Hadelandsbakeri
15:00				Posten Alfaset	
16:00				Reise	
17:00				Ringe ØM	
				Ringe MKS	
				Organisering og oppstart av ressurscenter Lium, Kine Nan	

Elementer: 28 Denne mappen er oppdatert. Koblet til: Microsoft Exchange 90%

Skriv her for å søke

09:06 16.11.2020

WorkTrail IPS

- Target: - one system supporting the IPS method and work process
- Good overview of the participants, status, tasks agreed and the IPS quality situation /development
- Legal assesment

.....giving us the value of better quality, more time spent building relations and less time documenting



IPS WorkTrail app - How does it work?



- Participant WorkTrail - personal
- Openess profile and consent
- Dashboard and status
- Portfolio overview
- Meetings and tasks
- Partisipant insight and collaboration
- Documentation
 - (former reports, meetings, activities, templates and statistics.)
 - Good basis for supervisor, guidance and for evaluation





Start new worktrail from Home-page

Kontrollpanel

kontrollpanel hjemmeside

Gjeldende fra 31. mai 2022, 07:19-Viser som Trine Rønning

Apne Oppdater

Nytt Jobbspør

Deltaker

Søk i Kontoer...

Neste

Nye Deltaker skal informeres om:

- Navn og kontaktinformasjon på behandlingsansvarlig hos NAV
- Formålet(ene) med behandlingen
- Fra hvem og hvilke opplysninger som innhentes fra andre enn deltaker selv
- Om opplysningene blir utlevert til andre, og til hvem
- Deltakers rett til å kreve innsyn, retting, eller sletting av personopplysninger

Nyttige lenker

- Norsk-engelsk ordliste
- Sikkerhetsrutinen
- Driftsmeldinger NAV internt
- Verktøykassen UO
- Utviklet oppfølging i NAV
- Veiledninger Jobbsporet

Ukas Tips & Tricks: Møter og Oppgaver

Finner ikke nylig opprettede Møte/Oppgave inne på Jobbsporet?

- Har du klikket **Refresh-knappen?** (Rund pil før Filterknapp).

Use personal number or name

Right person? Klick next

Nytt Jobbspør

Deltaker

48128549318

Vis alle resultater for 48128549318

Neste

KONTONAVN	TYPE	PERSON IDENT	ALIAS	ORGANISASJONSNUMMER	POSTSTED	KOMMUNE
ABSURD BRANNHYDRANT		48128549318				

Work surface for jobbspecialist

- Meny

- Home

- Show your portfolio, tasks and meetings.
 - Creation of Worktrails
 - Useful links, tips and tricks

- Worktrail

- All data on the participant

- Job

- All jobs or educations registered
 - New job or education started.

- Employer

- Contents persons and employer accounts

- Tasks

- Calender

Kontrollpanel
Jobbspecialist kontrollpanel hjemmeside
Oversikt for jobbspecialister IPS/UO
Gjeldende fra 27. mai 2022, 09:18 - Viser som Petter Trille

IPS Hjem Jobbspor Jobb Kontoer Oppgaver Kalender

Mine henviste jobbspor
Vi kan ikke tegne dette diagrammet fordi det ikke finnes noe...
Vis rapport (Mine henviste jobbspor)

Mine aktive jobbspor
Vi kan ikke tegne dette diagrammet fordi det ikke finnes noe...
Vis rapport (Mine aktive jobbspor)

Mine avsluttede jobbspor
Vi kan ikke tegne dette diagrammet fordi det ikke finnes noe...
Vis rapport (Mine avsluttede jobbspor)

Mine Åpne Møter
Jobbspor uten oppstartsdato
Oppstartsmøter er ikke fullført

Mine fullførte og åpne møter

Nytt Jobbspor
Deltaker
Søk i Kontoer...
Neste

Nye Deltaker skal informeres om:

- Navn og kontaktinformasjon på behandlingsansvarlig hos NAV
- Formålet(ene) med behandlingen
- Fra hvem og hvilke opplysninger som innhentes fra andre enn deltaker selv
- Om opplysningene blir utlevert til andre, og til hvem
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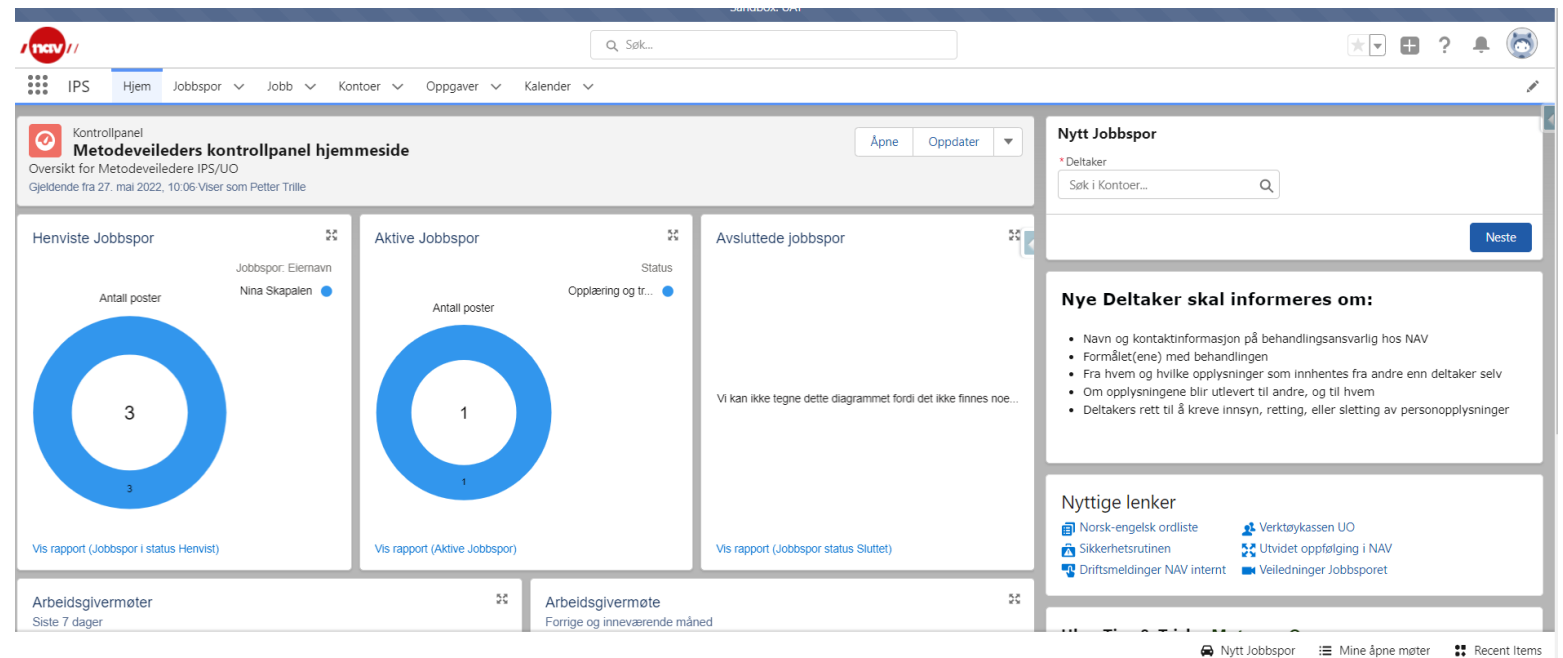
Nyttige lenker

- Norsk-engelsk ordliste
- Verktøykassen UO
- Sikkerhetsrutinen
- Utvidet oppfølging i NAV
- Driftsmeldinger NAV internt
- Veiledninger Jobbsporet

Nytt Jobbspor | Mine åpne møter | Recent Items


Work surface for supervisor

- Meny
 - Home
 - Shows an overview of your team's portfolio, tasks and meetings.
 - Creation of Worktrails
 - Useful links, tips and tricks
 - Worktrail
 - All data on the participant
 - Job
 - All jobs or educations registered
 - New job or education started.
 - Employer
 - Contents persons and employer accounts
 - Tasks
 - Calendar



Use mandatory fields

Nytt Jobbspør

 **Valgt Deltaker**
Deltaker: ABSURD BRANNHYDRANT
Personnummer: 48128549318

Er dette riktig deltaker?
Deltaker er under 18 år.

Skriftlig samtykke fra foresatt(e) foreligger

IPS Ung
* Behandlingsteam/Innsøkende avdeling

Team Salesforce

Forrige Neste

- Verify right person
- 16-18 år - Parental consent must be obtained
- If IPS young hook of here
- Add applicant treatment team. Klick Next

Nytt Jobbspør

Er bruker informert om sine rettigheter som registrert i applikasjonen

Eier

Søk i Personer...

Forrige Neste

- Tick so that the participant is informed about his rights being registered.
- If you are the owner of this worktrail, this field is left empty. Klick next
- Should you assign the worktrail to someone other than yourself? Search for the right jobspecialist and chose next.






Nytt Jobbspør

Er bruker informert om sine rettigheter som registrert i applikasjonen

Eier

Søk i Personer...

Nylige Personer

-  Trine Rønning
-  Aagot Kristin Karlstrøm
AKA2012
-  Trine Raustad
-  Roy Erland Myrdal
RMA0534
-  Morten Hagen
MH10534

Usikker på rutinen rundt opprett
Ta en titt på veiledning [Veiledning](#)

Dagens møter

Congratulations! This is your first Worktrail!

The screenshot displays the NAV Jobbsporet - ABSURD BRANNHYDRANT interface. The top navigation bar includes the NAV logo, a search bar, and menu items: IPS, Hjem, Jobbspør, Kalender, Oppgaver, Jobb, Kontoer, Kontakter, Kontrollpaneler, and Rapporter. The main header shows the job title "Jobbsporet - ABSURD BRANNHYDRANT" and buttons for "Rediger", "Rapport", "Passiv Deltaker", and "Utskrivbar visning". Below the header, a progress bar indicates the current stage: "Henvist" (highlighted), followed by "Kartlegging", "Jobbutvikling", "Jobber", "Nedtrapping", and "Sluttet". A button "Endre Status til fullført" is visible on the right.

The left sidebar contains an "Informasjon" section with a list of fields: Jobbspør Navn (Jobbsporet - ABSURD BRANNHYDRANT), Deltaker (ABSURD BRANNHYDRANT), IPS Ung (checkbox), Oppstartsdato, Første møte med arbeidsgiver avholdt, Status (Henvist), Sluttårsak, Slutt dato, Kontakt ved uteblivelse, Eier (Trine Rønning), Posttype (IPS), and Åpenhet.

The main content area is titled "Jobbutvikling" and includes a "Hovedmål" section with fields for "Beskrivelse av hovedmål", "Prioriterte yrkesønsker", "Rammer for jobbutvikling/jobbsøk", "Ønsket arbeidstid", "Nettverk", and "Geografi". Below this is a "Delmål (av hovedmål)" section, which is currently empty and displays "Tomt!". The "Samarbeid med Deltaker" section is also empty and displays "Tomt!".

At the bottom right, there are navigation links: "Nytt Jobbspør", "Mine åpne mater", and "Recent Items".

Put in data in Career profile

The screenshot shows the NAV Jobbportalen interface for a job profile. The main header includes the NAV logo, a search bar, and navigation tabs like 'IPS', 'Hjem', 'Jobbspor', 'Kalender', 'Oppgaver', 'Jobb', 'Kontoer', 'Kontakter', 'Kontrollpaneler', and 'Rapporter'. The job title is 'Jobbsporet - ABSURD BRANNHYDRANT'. Below the title, there are buttons for 'Rediger', 'Rapport', 'Passiv Deltaker', and 'Utskrivbar visning'. A progress bar shows stages: 'Henvist', 'Kartlegging', 'Jobbutvikling', 'Jobber', 'Nedtrapping', and 'Sluttet'. The 'Henvist' stage is currently active. The left sidebar shows 'Informasjon' with fields for 'Jobbspor Navn', 'Deltaker', 'IPS Ung', 'Oppstartsdato', 'Første møte med arbeidsgiver avholdt', 'Status', 'Henvist', 'Sluttårsak', 'Slutt dato', and 'Kontakt ved uteblivelse'. The main content area is titled 'Karriereprofil' and has sub-tabs for 'Jobbutvikling', 'Jobbstøtte', and 'Møte/Oppgave Historikk'. The 'Karriereprofil' section is highlighted with a red box and contains two main sections: 'Kartlegging' and 'Utdanning og Erfaring'. 'Kartlegging' includes 'Interesser/hobby', 'Personlige egenskaper', 'Kulturbakgrunn', 'Omgivelsesforhold', 'Økonomi', and 'Helse'. 'Utdanning og Erfaring' includes 'Utdanning', 'Arbeidserfaring', and 'Samtale med tidligere arbeidsgivere'. A red arrow points from the top text to the 'Karriereprofil' tab.

Worktrails – Portfolio overview

- List display – show you your portfolio and their status/phases.
 - Referred – participant connected to jobspecialist
 - Mapping of participants
 - Job development
 - Jobs
 - Reduced job support
 - Concluded/end Worktrail

The screenshot shows the NAV Jobbspør (Job Search) interface. At the top, there is a search bar with the text "Søk...". Below the search bar is a navigation menu with options: IPS, Hjem, Jobbspør (selected), Jobb, Kontoer, Oppgaver, and Kalender. The main content area is titled "Jobbspør" and "Mine Jobbspør". It displays a progress bar with stages: Henvist (1), Kartlegging (0), Jobbutvikling (0), Jobber (0), Nedtrapping (0), and Sluttet (0). Below the progress bar, there is a list of job trails. The first entry is "Jobbsporet - SEDAT MULDVARP" with a dropdown arrow. Below this entry, the date and time "27.05.2022, 11:54" are shown twice, indicating the start and end of the trail.