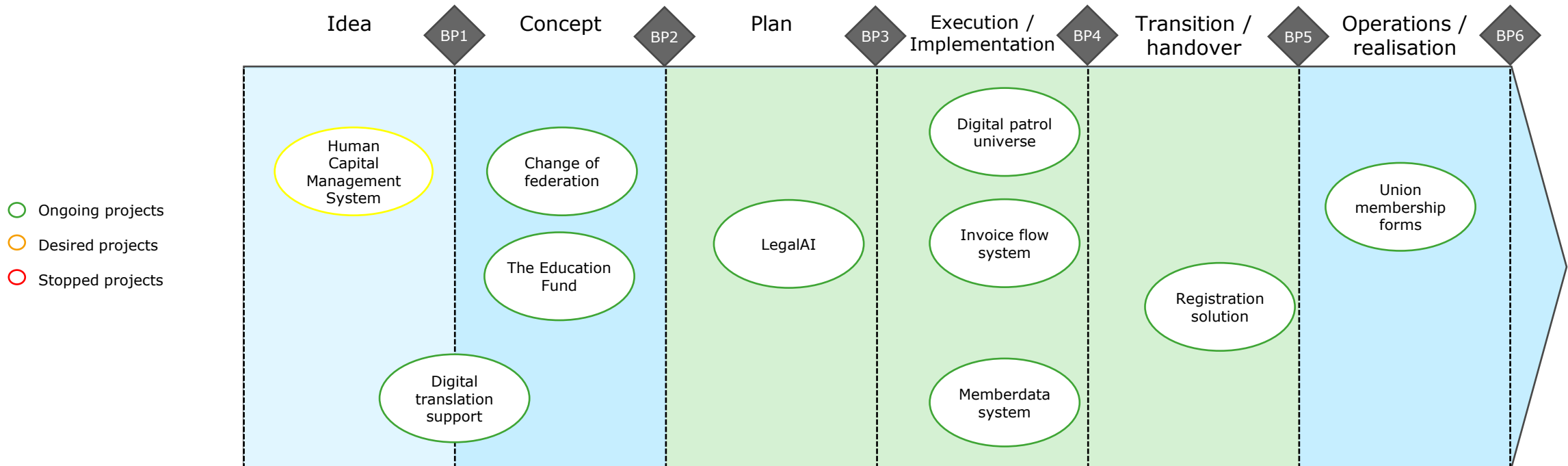




Digitalisation projects

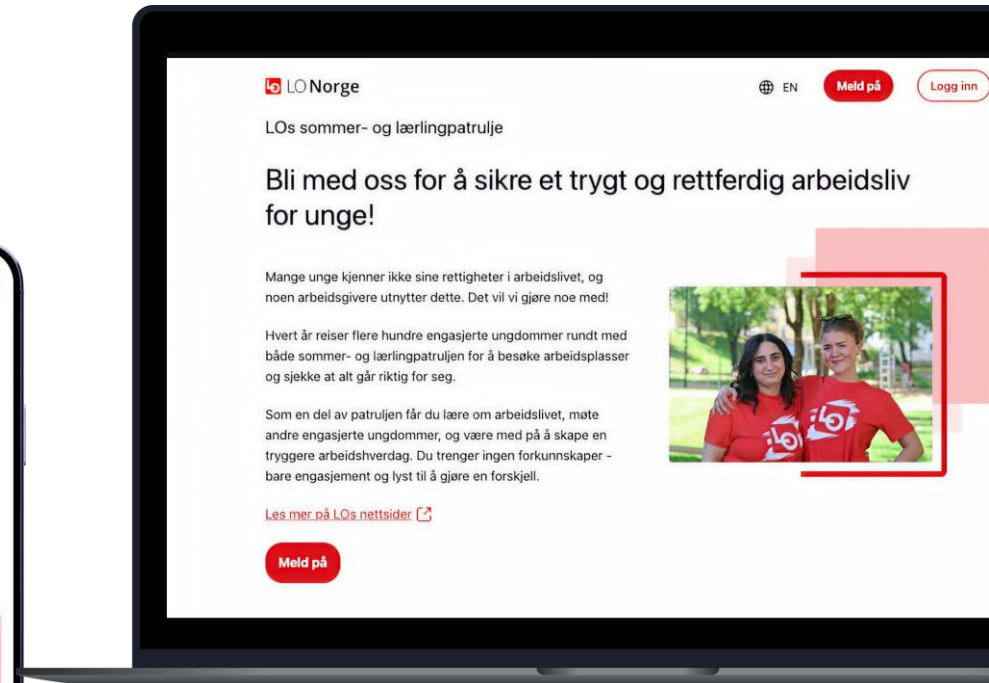
The Norwegian trade union confederation

Overview of digitalisation projects 2025



Digital patrol universe

- Campaign tool for LO's summer and apprentice patrol
 - Volunteers (union representatives)
 - Interview form
 - Personal profile
 - Implementation plan with map
 - Employees
 - Scheduling function
 - Statistics solution
 - Report solution
- Development project
- Duration 3 years +

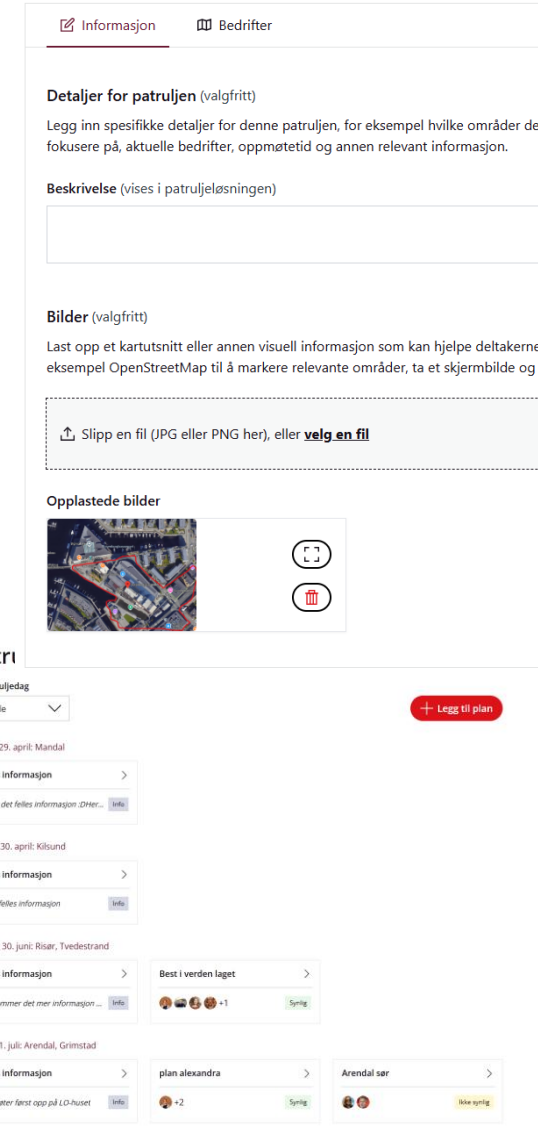


Digital patrol universe

- The way forward
 - Further development, building on experience
 - Change management
 - More features need to be used
 - Evaluation shows a greater degree of satisfaction where the solution's functionality is used
- Experiences
 - The environment and the organization are changing
 - Participation in itself is not a good enough tool for change management
- Further work
 - Further development based on experience
 - Transfer to the line



Informasjon til deltakere



Legal AI

- Ai solution, chatbot
- RAG structure with Norwegian Working Environment Act, court decisions and collective agreements
- Target group: Lawyers, first responders and HR
- Goal:
 - Strengthen the quality of responses to inquiries
 - Strengthen privacy compliance
 - Limit hallucination of responses
 - Labour Law Training Modules
 - Generate answers in different languages for inquiries by email
- Solution for union representatives/?
- Exploratory with unions, interest in further development and adaptation to union representatives as a tool?



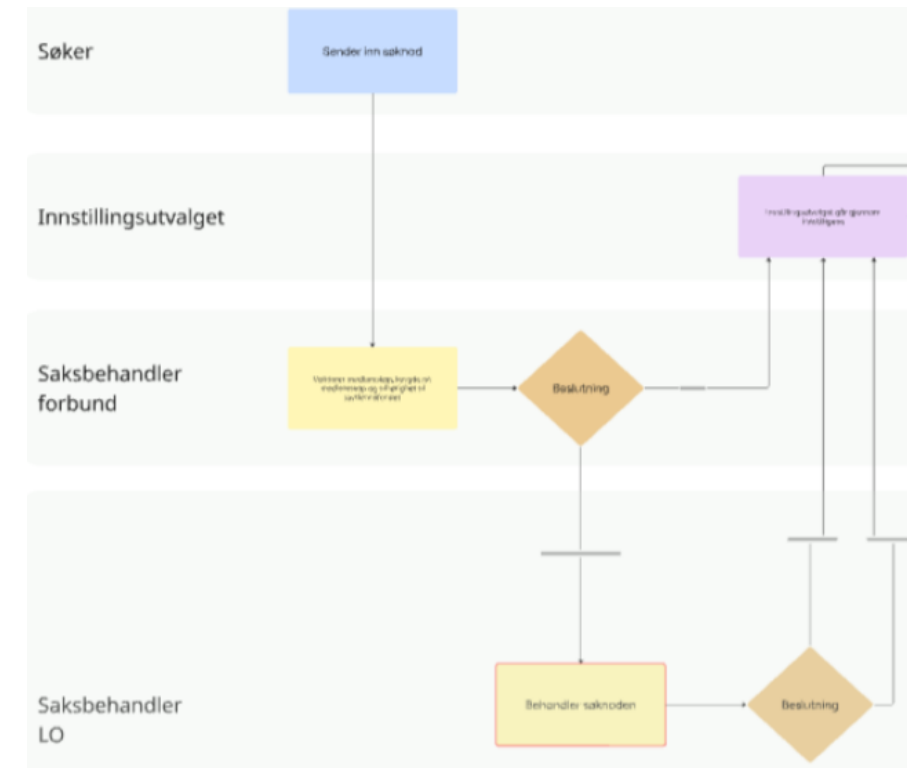
Legal Ai

Experiences

- AI is a new technology that is difficult to understand in order to safeguard data security and privacy guidelines. Mapping out data flows.
- The importance of a structured approach
 - No parallel tracks with commercial race and computer technical clarifications
 - Clear division of roles
- Lack of competency driving costs

The Education Fund

- Solution for applying for educational support from the Norwegian Confederation of Trade Unions (LO). The current solution has a lot of technical debt.
- Goal:
 - Reduce time and workload for LO's case officer
 - User-friendly application registration for members
- Applicant portal, case officer in associations, integration with finances for disbursement and reporting of tax.
- Probable acquisition of off-the-shelf products



Invoice flow system

Goal

- Streamline accounting work with automation, reduce the work with incoming invoices by 50%
- Greater employee satisfaction by shifting focus from treating to controlling (less repetitive work)
- Shelf
- Experiences
 - **Detailed mapping is difficult:** Testing a solution will not always provide a full overview of the strengths and weaknesses of off-the-shelf systems before procurement. Also might depend on the structuring of the testing.
 - **Uncertainty during implementation:** The introduction process involves considerable uncertainty, and you must plan for extra capacity to handle additional work over time.
 - **Old systems are optimised:** Existing systems are often adapted over many years, while new systems require time for corresponding adaptation and optimisation.