

# Carl (58 years)



## **Position (working life, current etc.):**

Senior advisor in Drammen municipality in Norway. Responsible for procurement of assistive technologies to Drammen's inhabitants.

## **Interests:**

Fishing. Carl also prepares his own salmon flies for fishing in the Drammenselva river.

## **Social setting(s):**

Fishing happens together with other members of the fishing club Drammen's Sports-Fishers (DSF). Carl's wife thinks he spends more time in the river than at home.

## **Problems (related to ICT or problem solving in daily life):**

Carl is highly ICT literate. All product research and procurement is based on the use of advanced ICT systems. The purchase of assistive technologies (ATs) in bulk usually exceeds the EU's threshold for national tenders. Therefore, Carl is also a frequent user of European ICT systems for tenders and bids. He is struggling to make NAV (the Norwegian Labour and Welfare Administration) accept to provide (pay for) ATs that are based on apps on smart devices. In NAV's view, any AT can only be used for *the* one purpose that ergo therapists recommend the AT for. (Apps on smart devices can be used for multiple purposes.)

## **"Working description", what would s/he usually do with the service(s):**

Carl wants the whole spectre of GUIDed services to be provided to the elderly inhabitants.

## **Typical goals, tasks, situations:**

Carl wants NAV to provide GUIDed service apps to the elderly people in Drammen municipality, even though NAV has the one-and-only-purpose rule. He is often in meetings in the NAV administration in Oslo, trying to convince them about the new technology developments in the society. He works hard for new rules and regulations concerning the provision of assistive technologies that the Norwegian law *guarantees* free of private payments for all citizens who need support for medication, nutrition, home safety, fall detection etc.

## **Needs, frustrations and values:**

Carl fights for cheapest possible, good quality technology for all. He wants to achieve app approval by NAV before he becomes a pensioner (by 67 years of age).

## **Citations:**

"I will not give up. If NAV can pay for medicine robots, it must also be able to accept medication apps and smart devices. I'll take care of that!"

"I'm sure there are technology manufacturers in the background who do not want cheap standard technologies to be accepted for provision by NAV. They want to sell their proprietary gadgets to NAV for a lot of money instead."