Tech intermediaries: bridgebuilding between IT developers and users
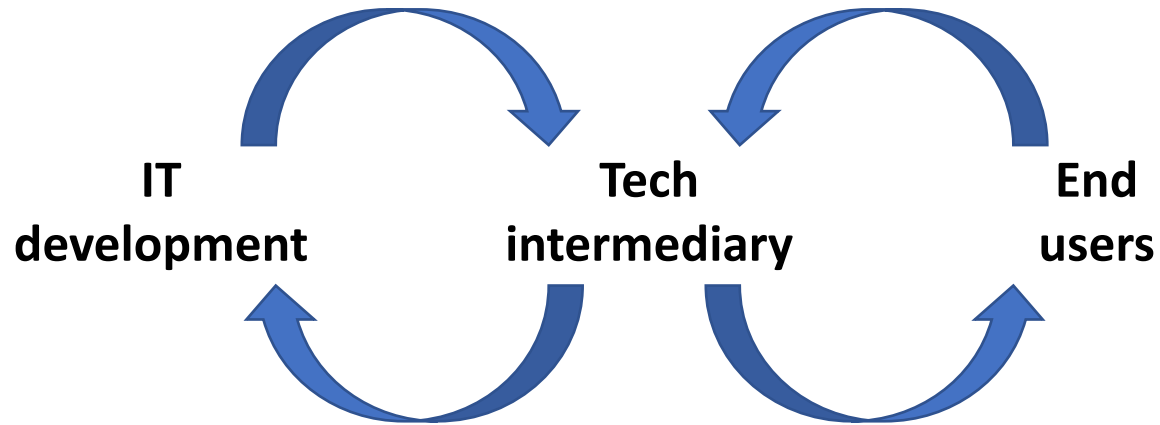
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Tech intermediaries

IT development → Tech intermediary → End users
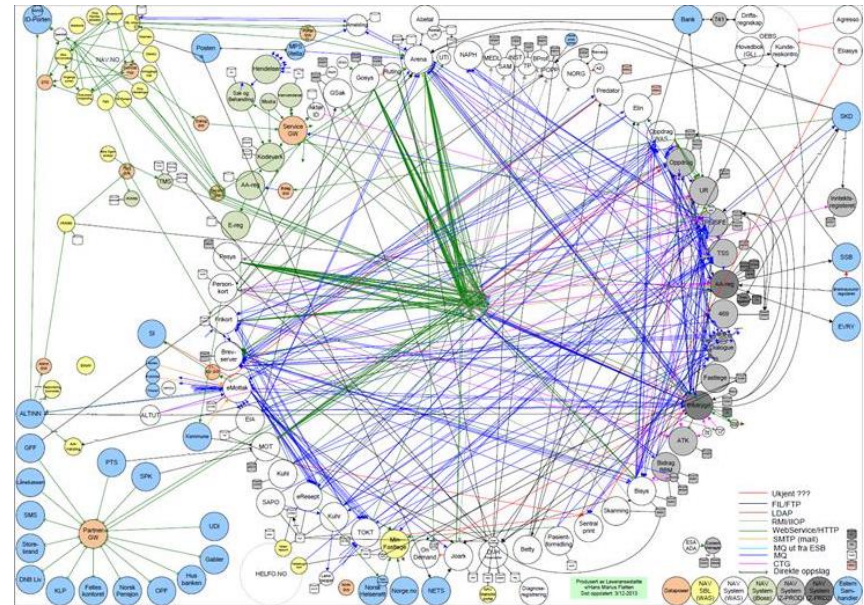
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Purpose

- Why do organizations' have tech intermediaries?

- What do tech intermediaries do?

- How do tech intermediaries contribute to collaboration between IT developers and users?

Method

- Norwegian public service organization

- Observation
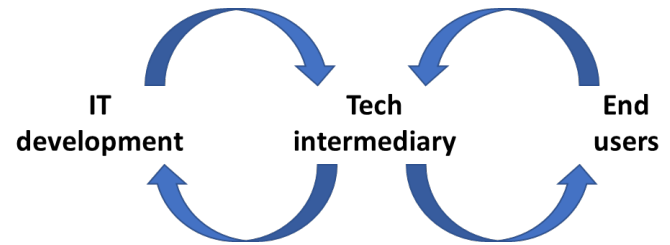
- Expand with interviews

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Why do organizations' have tech intermediaries?

- Alignment
- Complexity
  - IT development teams and methods
  - Users' routines and processes
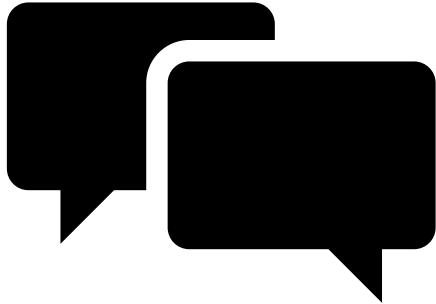 - Technological systems

What do tech intermediaries do?

- Gather knowledge from developers
- Share knowledge with users
- Gather knowledge from users
- Share knowledge with developers

IT development — Tech intermediary — End users

How do tech intermediaries contribute to collaboration between IT developers and users?

- Translate

- Filter

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Balancing complexity and agility

Thank you!

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