

# Kristiansand kommune Elevates Performance & Risk Management with Corporater



Kristiansand  
kommune

**Customer Name**

Kristiansand kommune

**Industry**

Government Administration

**Company Size**

10,000+ employees

**Geography**

Norway

**Operating Budget**

7.9 B NOK (2024)

**Corporater Solutions Used**

Performance Management

Risk Management

**Kristiansand kommune is the municipal government organization for Kristiansand, the sixth-largest municipality in Norway, with a population of approximately 116,000.**

Founded in 1641, the kommune oversees key functions such as local education, healthcare, and urban planning, while also focusing on environmental sustainability, housing development, and community welfare. With a workforce of 10,000 employees, Kristiansand kommune is committed to delivering effective public services and promoting local democracy through active citizen participation and efficient governance.

## The Challenge

### Fragmented oversight of performance management and governance

In 2005, Kristiansand kommune faced challenges with performance tracking and reporting, necessitating a Balanced Scorecard tool to monitor key performance indicators (KPIs) and align goals. Their aim was to enhance decision-making, resource management, and accountability. Over time, however, new challenges emerged, revealing issues such as unclear roles, fragmented risk oversight, and inadequate tracking tools. To address these issues, Kristiansand kommune evolved their approach by integrating risk management into business practices.

## The Solution

### Corporater Business Management Platform

Corporater has provided an integrated solution for Kristiansand kommune by combining holistic corporate governance with effective management and reporting systems. The platform integrates risk management into governance, resolving issues such as fragmented oversight. It also focuses on quality development, aligning governance with strategic goals. This approach improves performance tracking and risk management, ensuring strategic alignment and better outcomes.

*"Our ambition is for managers to have easy access to goals, key figures and governance information, which is important for good leadership and comprehensive business management."*

**Kristin Skjelbred**

System Owner and Head  
of Business Management  
Kristiansand kommune



# Corporater Business Management Platform at Kristiansand kommune

The municipality's governance and management information is organized within Corporater's BMP platform. The goal is that the information is of such high quality, and presented in such a way, that leaders gain good insight into operational status and can easily use the information for learning, improvement, management, and good control.

The solution is closely linked to the municipality's governing documents and is also used for reporting and monitoring plans and projects. Over 300 leaders report periodically for their result units. Additionally, there are reports on over 200 projects and nearly 200 strategic objectives.

Risk management has become a central part of the solution. Approximately 300 organizational units have collectively established over 1,300 Risk and Vulnerability (ROS) analyses, identifying more than 15,000 associated risks.

The solution supports:

- The municipality in delivering basic public services with good quality and ensuring efficient and coordinated management of community resources
- Targeted and efficient operations
- Compliance with laws and regulations
- Follow-up of political decisions
- Risk reduction through targeted internal control
- Systematic learning, continuous improvement, and development

## The Results

The implementation of Corporater led to:

### Effective Insights Management

With Corporater BMP, we provide managers high-quality management information that offers clear operational insights, enabling learning, improvement, and control. The management portal aligns with strategic goals, supports corrective actions, and ensures accurate reporting.

### Proactive Risk Management

Previously, gaining an overview of risks was nearly impossible. Now, the risk module provides an effective tool for managing risks. Its digitization makes analyses easier to use and update, while the transparency enables learning and sharing across the organization. Key data sources, such as incident management, are also essential to the solution, ensuring fact-based assessments and improving risk management.

### Streamlined Meeting Management

Updated and relevant management information is presented for specific meeting arenas, such as periodic management dialogue meetings. The solution integrates data from Finance, HR, Quality, and Environmental perspectives, along with risks, to ensure effective meetings.

*"Having an overview of the risks for the school sector has previously been nearly impossible. Now, around 200 risk and vulnerability analyses for nearly 50 schools are in the system, and we have a tool in place that makes it possible to gain an overview and exercise risk management."*

**Rune Heggdal**  
School Director  
Kristiansand kommune



### Partnership Between HR and Finance Data

With over 60% of the operating budget allocated to personnel costs, it is crucial to have a comprehensive overview of staffing-related expenses. By combining data from HR and finance, we can now present valuable management information that contributes to informed and qualitatively better reporting. The integration of HR and financial data also enables the analysis of sick leave costs by reflecting the value of production losses and emphasizing the importance of attendance.



Corporater is a global software company that enables medium and large organizations worldwide to manage their business with integrated software solutions for governance, performance, risk, and compliance (GPRC) built on a single platform.  
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