

# Preparing users, supporting the transition and lessons learned

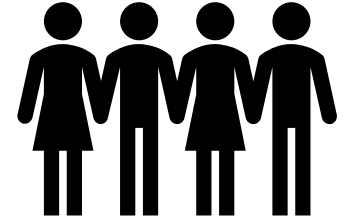
FRODE LARSEN, 21 OCTOBER 2026, KOSOVO



Statistisk sentralbyrå  
Statistics Norway **150 år**

# Introduction

- Frode Larsen
- Communications Department
- Statistics Norway
- Very briefly explained:
  - I'm the team leader for StatBank



# Agenda

A gradual transition

---

Preparing our colleagues

---

Reaching external users

---

Supporting users after launch

---

What we would have done differently

---

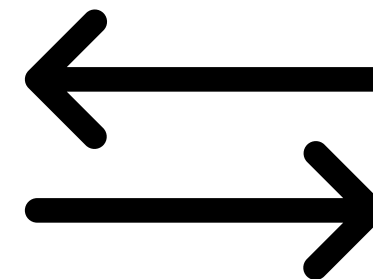
---

---

---

---

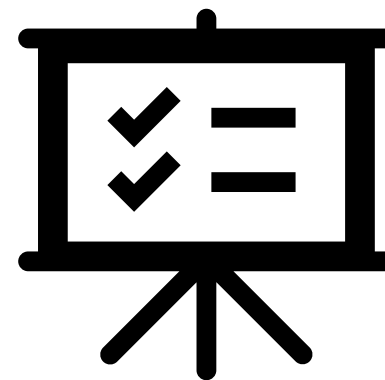
# A gradual transition



- Users could try the beta version before the switch
- PxWeb2 became default January 2026
- PxWeb classic is still available because some features are still missing

**We have not set a retirement date. The old interface will remain until most features are available in the new version.**

# Preparing our colleagues



- We developed a communication plan
- Internal communication started in June 2025
- We used Viva Engage, intranet articles, emails to section heads and an online all-staff meeting
- We asked colleagues to check their own tables in the new interface
- We held presentations for interested sections and our information service

**Our recommendation: make a communication plan and give colleagues concrete tasks before launch**

# Reaching external users



- The beta version gave users an opportunity to try the new interface
- A notice in the old version announced the switch
- On launch day, we used LinkedIn to explain the benefits and invited users to try it
- We acknowledged missing features and explained that the old version was still available

Reactions varied. Some users were enthusiastic, while others found familiar tasks more difficult.

**Our lesson: explain what the change means for existing users and their everyday work**

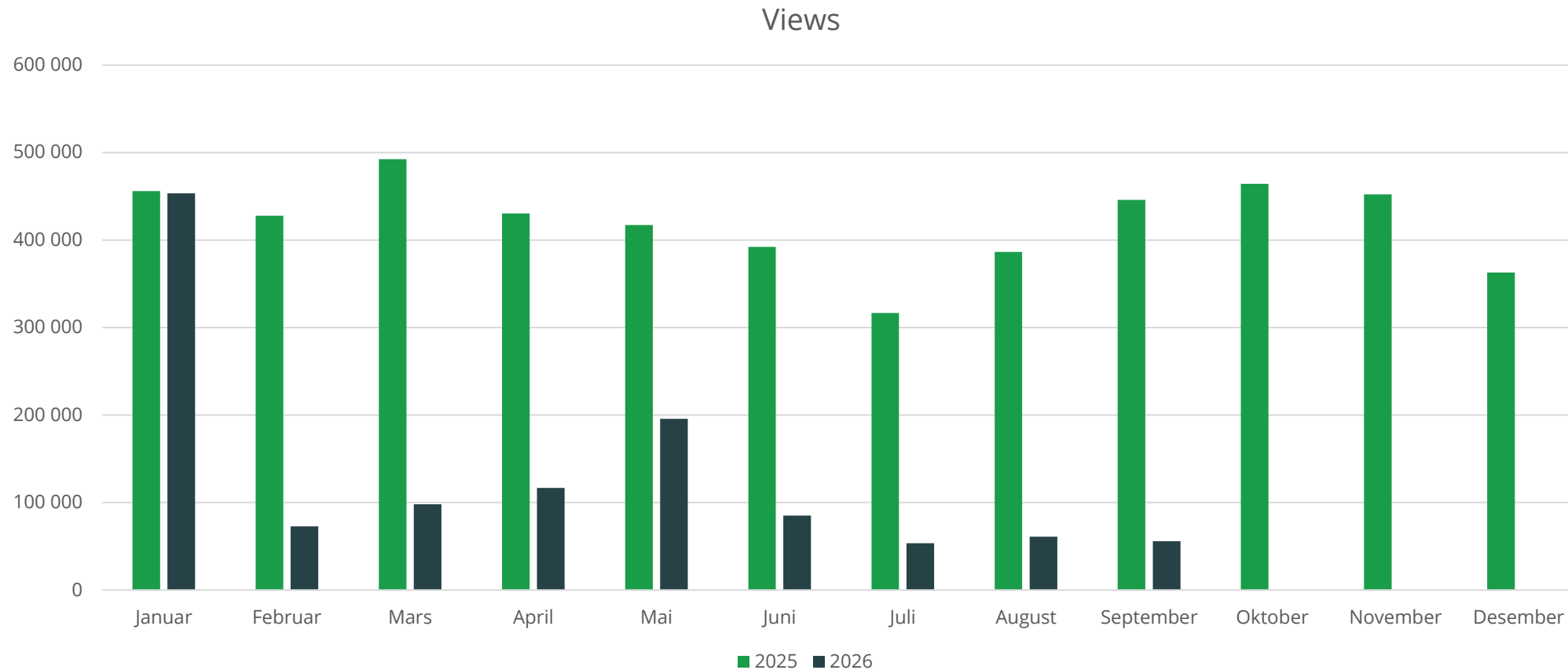
# Supporting users after launch



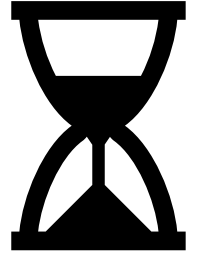
- Most feedback arrived just after the switch in January
- We received and answered enquiries by email
- We offered Teams meetings to users facing major difficulties
- We explained alternative ways to complete tasks and discussed missing features
- We reassured users that further improvements were planned and the old version would remain available

**Our lesson: allow time for individual support after launch, even with a beta period**

# Downloads from the old version are declining



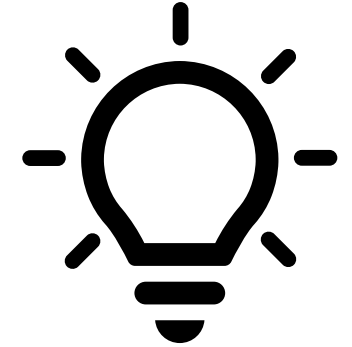
# The challenge of saying “coming soon”



- Fewer resources slowed progress after the international release in October 2025
- From October to January, much of our work focused on specific issues for Statistics Norway
- Unexpected technical problems also required urgent attention
- This made it difficult to give users reliable delivery dates on features missing
- **Our lesson: communicate upcoming plans, but avoid being too specific about delivery timelines**



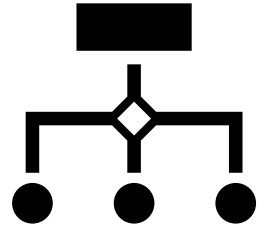
# What we would do differently



- Continue systematic communication after launch
- Inform colleagues before interface changes and upgrades, including smaller changes
- Explain what we are working on and be clear about uncertain timelines
- Establish an external newsletter earlier in the transition

**Our lesson: communication and user support need to continue well beyond launch**

# What we would do differently (cont.)



- Users who tried the January version may not know how much has changed.
- Many users have their own systems connected to our API. They need to know when changes are coming and how much time they will have to adapt.
- **Next step: launch a newsletter to highlight improvements and encourage users to try PxWeb2 again**



# Faleminderit shumë

Frode Larsen

lfr@ssb.no



**Statistisk sentralbyrå**  
Statistics Norway **150 år**