Background
DHIS2 is an open-source health information management software platform developed by the Health Information System Programme at the University of Oslo. DHIS2 is in use in 72 countries today.

Method
We applied a qualitative case study methodology and conducted nine interviews with relevant stakeholders such as DHIS2 developers, HISP roles and municipal doctors.

Findings
Based on our analysis, we identified four phases in which the response happened. See fig. 1. Within each phase, we identified some enabling factors. As part of our results, we also create an extensive timeline with central events. See a shortened version in fig. 2.

Phases
Through thematic text analysis, we identified four phases: local innovation, generalization, diffusion and adoption. The phases represent sets of related events with more or less clear beginnings and ends.

Enabling factors
In addition to the phases, we identified more or less specific factors that we argue were central to enable the events that happened during the different phases.

Timeline
Lastly, we created a timeline of central events which is based on the informant’s recollection of events and dates, online resources (news articles, other timelines) and other timelines created by employees at the University of Oslo.

Future work
This result provide some insight into how DHIS2 and its ecosystem responded to Covid-19. To continue our project, we will conduct literature reviews and utilize concepts and theories to better explain our findings. We hope our work can contribute to inform individuals working with e.g. digitalization in municipalities, public health, information systems research or digital innovation.

Fig 1. The identified phases of development and adoption