Chapter Content

In the following, ideas, content, references and more are summarized for each chapter of the bachelor thesis.

# Customer Self-Service

## Content

* **Definition** self-service: Processes of the customer experience which were provided by employees and are now digitally actionable by a user.
* **Description**
* **Benefits**
* **Example**

## References

* Self-Service in the Internet Age: Expectations and Experiences [1]

## Ideas

# Governmental Regulations

## Content

* Datenschutzgrundverordnung (DSGVO)
* Onlinezugangsgesetz (OZG)
* Digitale Versorgung Gesetz (DVG)

## References

* DSGVO Web presentation: https://dsgvo-gesetz.de/
* OZG information platform: <https://informationsplattform.ozg-umsetzung.de/iNG/app/projects?qf=_zielart1&pager&nav=RegKO_RO&tb=projects>
  + List of prioritized OZG services
  + For services with high priority process-diagrams available! (7 services with priority 1)

## Ideas

# Compliance through CSS

# CSS Providers

* Describe IDAS

# Enterprise Architectures

# Relevant Systems and Data

# Integration

# Business Connector

* Describe IDAS connector

# Integration Architecture

# Integration Architecture Evaluation