# Interview A

Introduction of interview participants and introduction to the topic.

The interviewee has no specific knowledge of the special parking permit for craftspersons. For this reason, the questions about the special parking permit for craftspersons were answered as far as possible with regard to the state of digitisation and general digitisation strategy in the municipality surveyed.

1. Do you consider the digitisation of business processes in municipalities important and do you consider it a facilitation of work? Answer options: 1-5 (1: not at all – 5: very much)

Answer: 5, Citizens can apply for governmental services more easily and quickly. Applicants no longer have to come to the office and no longer have to wait. No appointment is necessary. Applying online offers more flexibility and is more citizen-friendly. In addition, digitisation reduces the workload of employees of the municipality. An end-to-end digitisation of business processes is necessary, which includes the digitisation of municipality internal steps. It is not sufficient to solely offer online forms to citizens.

1. Can you briefly explain the business process for issuing a special parking permit for craftspersons in your municipality?

Answer: No knowledge

1. What information/documents are requested to apply for a special parking permit for craftspersons in your municipality?

Answer: No knowledge

1. Do you use standard software? Do you use in-house developed software?

Possible Answers:

* 1. Standard
  2. In-house developed software
  3. PDF/non-digitised

Answer: There are a lot of specialised information systems in use (over 200) provided by the state government and in-house developments as well as PDF forms. At the end of last year, the municipality surveyed decided to introduce a low-code platform. Simple processes will be digitised with the low-code platform so that there is more uniformity in the municipality and there is no need to operate many different software solutions. In the future, information systems that only represent individual business processes will be replaced by the low-code platform.

1. Has your business process for issuing a special parking permit for craftspersons changed after digitisation? (Different steps/Different order/Different data) Answer options: 1-5 (1: not at all – 5: very much)

Answer: In many cases, the employees of the municipality have to follow the process specified by the specialised information system and cannot work as they would like.

1. Does the digital business process for the special parking permit for craftspersons facilitate work? If so, to what extent? Answer options: 1-5 (1: not at all – 5: very much)

Answer: Digitisation makes work easier if the necessary technical interfaces are available, such as a payment interface, and there is no media discontinuity with other systems. This means that employees do not have to copy data manually.

1. Have there been any other improvements, and if so, what are they? Answer options: 1-5 (1: not at all – 5: very much)

Answer: Other improvements include the reduction of errors when data no longer has to be copied manually from paper/PDF to an information system. Processing is faster and the cases are traceable if there is a history. The data is consistent across multiple information systems when the data no longer needs to be updated manually in different systems.

1. If you use standard software, to what extent did it have to be customised (input fields/additional or other steps)? Answer options: 1-5 (1: not at all – 5: very much)

Answer: To a certain extent, the specialised information systems can also be customised. One reason for a low-code-platform is that employees can provide input and the processes on the low-code platform can be tailored to the needs of the employees.

1. To what extent does the information system you use meet your expectations for end-to-end process digitisation? Answer options: 1-5 (1: not at all – 5: very much)

Answer: 3, In general, the specialised information systems are good. There is a lack of flexibility that is expected from the vendor. The software should be customisable to a greater extent (data fields, steps).

1. Are there any features you would like to have that your information system does not offer? And if so, which ones (e.g. a QR code to check the validity of the special parking permit)? Answer options: 1-5 (1: not at all – 5: very much)

Answer: Technical interfaces to other specialised information systems (e.g. document management system, payment platform, electronic signatures) are often missing.

At this point in the interview, a demo of our proof-of-concept for the special parking permit for craftspersons is presented, including an explanation of the concepts for customising the business process.

1. Would the presented information system for the special parking permit for craftspersons be applicable in your municipality if it were tailored to your needs using only the presented concepts (customising data, exchanging activity implementations during various binding times)?
2. Does the information system seem easy to learn and intuitive from an applicant’s and municipal clerk’s perspective? Answer options: 1-5 (1: not at all – 5: very much)

Answer: The frontend was kept very simple, which is good. The applicant does not get overwhelmed by information they don't need. The Clerk Portal is similar to Outlook, which makes it easier to use.

1. Do you know of other municipalities that use the special parking permit for craftspersons in this or a different way?
2. Do you know of other municipal business processes that differ between municipalities? If so, which ones and what are the differences?

Answer: Applying for the special parking permit for craftspersons presented is comparable to applying for the employee parking permit in the municipality.

There are some business processes with differences in the data while the output is the same. Each municipality uses its own software solutions.

When the interviewee is asked about the travel request process, she describes it as follows: A PDF form must be printed out and signed for the business trip. This is then presented to the supervisor, who approves or rejects it. Depending on whether the destination is outside the state and/or includes an overnight stay, the travel requesr must be signed by the mayor. There is no anti-corruption department.

1. In your opinion, could the concept of the presented information system for the special parking permit for craftspersons be transferred to other municipal business processes (including reasons)?

Answer: It's a good basis given that you can customise it (add or remove fields). It would be good if you could add fields yourself in addition to the predefined fields.

However, a process implemented with this approach would be another software that needs to be maintained. In the future, the municipality will try to digitise uniformly with the low-code platform.

Interviewee:

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| --- | --- |
| Professional experience in this field (overall) | 1.5 years, both this area and overall; Degree in Digital Administrative Management |
| Job Description (Department) | Head of Digitization and Administration in the IT Department |
| Sex | female |
| Number of inhabitants of the municipality | <50,000 |

The municipality surveyed wants to use low-code platforms and not additional software, which is why it will probably not participate in the case study.

The interviewee expressed interest in the results of the survey.