Interview B

Introduction of interview participants and introduction to the topic.

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, The main reason why digitisation is important is to make it easier for citizens to apply for governmental services and for clerks to process them. The condition for this is that digitisation has been carried out without media discontinuity and end-to-end process digitisation.

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

No answer, as they reuse information system provided by interviewee L +M

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

No answer, as they reuse information system provided by interviewee L +M

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: Reuse of the software provided by interviewee L +M. E-mail/mail is also permitted.

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: 4

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: 1, There is dissatisfaction with Service BW (Online portal provided by the state government) among the applicants, among other things because you need a user account. The clerks receive applications for the special parking permit via several input channels, such as by mail. If there was only one channel, it would be a relief.

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

Response: 4

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: 1, The software has not been customised at all because it is reused by interviewee L+ M. Only the reference to the city had to be adjusted.

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

Answer: 2, The interviewee is rather dissatisfied with the software, as technical interfaces (connection to the commercial register) are missing and the parking permit has to be printed out at the end. It is not end-to-end digitisation. Positive examples: There is Parkster (parking app for payment); certificate of residency (confirmation that I live at my address), for example for parental allowance, certificate of good conduct: This runs fully automatically without a clerk. The residents' registration office is technically connected.

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: 4, For a fully automatic process, a connection to the commercial register (automatic check of the parking permit) would be necessary. In addition, no parking permit should be printed, but only the license plate should be stored and then checked.

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)?

Answer: Yes.

1. 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: 5, However, currently, it is still necessary for employees to be notified of a new application by e-mail, as long as there are different systems/channels.

1. Do you know of other municipalities that use the special parking permit for craftspersons in this or a different way?

Answer: no knowledge

1. Do you know of other municipal business processes that differ between municipalities? If so, which ones and what are the differences?

Answer: From the experience of the interviewee, most of the processes are different. There are hardly any identical processes. There are particularly large differences in services that are not bound by state or federal law, such as library card (very individual), family pass (discounts for museums, swimming pool depending on the number of children and income, which each city issues individually and differently. In addition, there is the state family pass, which is valid throughout Baden-Württemberg.

"If you make compromises and then have to pay a lot of license fees, then you don't want to use the process."

But there are also good examples of digital processes such as the registration certificate process from the state of Baden-Württemberg or the process for applying for the certificate of residency, which works throughout Germany.

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: Yes, provided that the interfaces are available so that data can be retrieved. Some of the interfaces are provided (or not provided) by the computer centres of the federal states, e.g. residents' registration data. The digitization and automation of municipal processes depends on the availability of interfaces of the data centres of the federal states.

Interviewee:

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| --- | --- |
| Professional experience in this field (overall) | 4 (13) |
| Job Description (Department) | IT Advisory Unit |
| Sex | Female |
| Number of inhabitants of the municipality | 40,000 |

Interest in results