Interview C

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, Digitization makes work easier because the processing time is shortened and there are fewer errors.

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

Service BW application (online portal provided by the state government + customisable process)

Check manually

It is paid

By e-mail notification + parking permit by post + fee notice also by post

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

Answer:

* 1. Name Applicant
  2. Contact details
  3. Vehicle data (up to 3 vehicles)
     1. Number plate
     2. intended use is not required
     3. Photos of the vehicle (vans only)
     4. Registration Certificate
  4. business registration or confirmation of the Chamber of Industry and Commerce is not required

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: Service BW software is used (standard software). In addition, PDF applications that arrive by e-mail are also processed. Some craftsmen cannot use the online payment function with credit card or PayPal.

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: 1 The process has not changed at all. But there was no automation either.

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: 3, It is a work facilitation but the data must be manually transferred to a Word template for the parking permit, which is printed out and stamped and sent to the craftsman.

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: 2, There is a slight improvement. The data is now available digitally, which means that there is better readability compared to handwritten forms. It is ensured that all mandatory fields are filled in. In a PDF form data might be missing.

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: 4, Some things have been customised. The special parking permit for craftspersons in Service BW offers the following options. The decision of the surveyed municipality is documented in brackets:

* 1. with or without e-payment (with selected)
  2. Reasons for rejection could be defined, e.g.:
     1. uploaded evidence is not readable
     2. No ID card uploaded
  3. Subscription function, i.e. the parking permit is automatically renewed (no)
  4. Reminder function, i.e. shortly before the expiry of the parking permit, the craftsperson is informed (no)
  5. Number of vehicles for which the parking permit is valid (3)
  6. Validity period of the parking permit (12 months)
  7. Image transporter, i.e. A picture of the craftsman's vehicle must be uploaded (yes)

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: 2, It doesn't meet the expectations. There is no data transfer from the application to the Word template.

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: 5, Data transmission is absolutely needed. A QR code instead of a stamp would also be an improvement.

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, the concept could be used. It is important that the last step is designed in such a way that the data is transferred to the Word template.

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, The prototype is clear and intuitive.

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

The county, to which the surveyed municipality belongs, has customised the process in Service BW. All cities in the county use this BW process service.

Smaller municipalities in the county do not use Service BW, but an PDF application form.

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

Answer: Dog registration: The municipality surveyed cannot use the process in Service BW because it needs the dog's proof of vaccination, but this is not provided for in Service BW.

Restaurant permit: The municipality surveyed requires the building permit in contrast to other municipalities

The poster permits are issued according to the regulations of the individual municipalities, which is why there are particularly large differences here.

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, it can be used for business processes for which there is no specialised information system, yet.

Interviewee:

|  |  |
| --- | --- |
| Professional experience in this field (overall) | 3 years (13 years) |
| Job Description (Department) | IT and Organisation Department |
| Sex | female |
| Number of inhabitants of the municipality | >= 50,000 |