Interview D

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, Fewer mistakes happen. The clerk is faster. The applicants are more satisfied.

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

Answer: So far, the municipality surveyed has only issued parking permits for its own area. Now a parking permit has been introduced for the entire county (interview partner L + M). The county obliges the associated municipalities to use a joint process for issuing the parking permit which is valid for the entire county. The surveyed municipality is responsible for issuing parking permits for companies located in the territory of the surveyed municipality. For companies in smaller municipalities that do not have a road traffic authority, the county issues the parking permits. A special feature of the county is that craftspersons are also allowed to park in pedestrian zones, which is not allowed in other municipalities/counties.

The application is submitted and processed via Service BW (online portal provided by the state government). The application data is then entered manually into Alva (specialised information system). Alva has a template for the parking permit, which can then be printed with the entered data and provided with a seal. In addition, Alva creates an invoice. The invoice will be sent to the applicant together with the parking permit. Another department (finance department) keeps track of whether the invoice is being paid.

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
     1. Registration Certificate Part I
  4. Business registration or confirmation from the Chamber of Industry and Commerce (one of the two)
  5. Excerpt from the commercial register (hairdressers are not entitled to the special parking permit)

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

Possible Answers:

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

Answer: Craftspersons can apply via e-mail and via Service BW. The application is then processed and issued in the Alva.

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, no change

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, Service BW is not an improvement, but rather a deterioration, as the applicant can submit the application with incomplete data. Then the clerk has to request the data.

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: 1, no improvements

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 was provided by the county. It is a requirement to use the process in this way. As a result, there were no customisations.

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: 1, The work is made more difficult. In addition, several input channels have to be processed. The clerk has to look at the e-mails as well as at Service BW.

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, A technical interface to the finance department is needed to issue and track invoices. An interface to Alva (specialised information system) is required. Service BW also offers the feature to renew parking permits when they are expired. But there is no comparison with previously submitted applications to check whether the applicant had a parking permit before. A QR code to check the parking permit would also be good. Service BW does not check mandatory fields, so application forms with missing data can also be transferred.

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: The interviewee as a participant in the process is of the opinion that the concept can be used. However, that kind of software created with these concepts would have to be approved by the county.

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

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

Answer: The interviewee sees no differences in the special parking permit for craftspersons between his current and the previous employer.

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

Answer: When it comes to construction site applications, a lot is specified by the legislator, which is why the municipality has little leeway and there are no differences.

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: No knowledge

Interviewees:

|  |  |
| --- | --- |
| Professional experience in this field (overall) | 1 (10) |
| Job Description (Department) | Road Traffic Authority |
| Sex | Male |
| Number of inhabitants of the municipality | >= 50,000 |

Other:

* The interviewee would like to use one information system for all the following services: for parking permits for residents, disabled parking permits and parking permits for craftspersons