Interview E

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, It is very important due to legal requirements to keep up with the private sector. There is a lot of catching up in this regard. There is pressure from citizens, companies, other agencies and also from the city council.

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

Answer: companies apply via online form

Application is transferred to a specialised information system via interface

If the application is approved, the documents will be issued. These include the invoice (differentiation between delivery by post or collection) and the parking permit with a physical stamp. (In the future, there will be an electronic seal). Currently, there is no connection to e-payment (but e-payment is to be connected in the future). The finance department keeps track of whether the craftsperson pays.

In the event of a rejection, communication takes place by e-mail.

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. Selection of parking permit: There are 3 of them. Annual pass for craftspersons general area (the outer districts of the city) with changing places of employment. Then there is a special parking permit with changing palces for the residents' area (inner districts of the city. Finally, there is the parking permit for parking of short duration, e.g. 3 months.
  4. type of the application: new application, loss (with justification), renewal
  5. Occupational group: craftsperson, social services, others (architects, doctors, physiotherapists)
  6. Vehicle data (apply individually or up to a maximum of 3 vehicles)
     1. Type (car/truck)
     2. Number plate
     3. Registration Certificate
     4. photos of the vehicle + trunk + tools are not required
     5. Purpose/Type of activity/Reason
     6. Address of the construction site/town
  7. Time of validity (1year/2years), from date to date
  8. Business registration (confirmation of the Chamber of Industry and Commerce, excerpt from the commercial register)/ social services need proof from the social security institutions

1. Do you use standard software? Do you use an in-house development?

Answers:

* 1. Standard
  2. In-house development
  3. PDF/non-digitized

Answer: Xima Formcycle for online application form. The software from VMS Dr. Haller is used as a specialised information system for checking and issuing the parking permit.

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: 3, Before digitisation, a PDF form was used. During digitisation, the data that is requested from the applicants has been reduced. Checking the mandatory information is no longer needed because without them the form cannot be submitted. Consequently, less communication with the applicant is needed. There is no need to manually transfer the data from the PDF to another information system. The templates for the parking permit are contained in the specialised information system.

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: 5, There is no need to manually transfer the data. The automatic creation of the documents (i.e. invoice and parking permit) saves time.

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: 4, There is a cost saving due to the fact that less paper is needed. In addition, less in-house mail is used. The employees have a reduction in their workload (e.g. manual document filing is no longer necessary), which leads to time savings and thus to cost savings.

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, It has been specified together with the vendor what data is needed from the applicant. The vendor then carried out the implementation.

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, It was a great effort to integrate the data. E-payment is still missing. The specialised information system could still be improved in terms of workflow steps. Cross-departmental cooperation and communication within the information system would be desirable. Tasks must be able to be forwarded. It should be possible to involve additional clerks on an ad hoc basis (these are rather general functions that do not specifically relate to the process of the special parking permit). These include shared mailboxes to which employees have access, through which substitutions can take place in the event of absences and illnesses.

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, e-payment feature is missing (5, very important). Issuing the digital parking permit without printing it is also important. There is communication with other municipalities for this purpose. The partner municipality only checks the license plates, which is the objective for their own municipality (3, moderately important).

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 approach can be used, but the municipality would like to reduce the number of information system used in the municipality for reasons of maintainability. There are currently 350 information system in use while the municipality only has 1000 employees.

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 interview participant is in exchange with said partner municipality about the concept of the parking permit, in which only the license plates are checked.

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

Answer: Currently, there is not much exchange on the topic of process management between the municipalities. However, the interviewee can confirm that there are other processes with differences. There are only few processes that do not run differently. There are differences in the travel request process: Either the manager must agree or only be informed. In the municipality surveyed, neither the mayor nor an anti-corruption commissioner has to agree. Only the manager needs to approve and the next higher instance will be informed. Another process with many differences between the municipalities is the distribution of waste bins.

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. Definitely.

Interviewee:

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| --- | --- |
| Professional experience in this field (overall) | 3 (7) |
| Job Description (Department) | Central Services and Elections (Coordinator for Digitisation) |
| Sex | Male |
| Number of inhabitants of the municipality | >=50,000 |