Interview F

Introduction of interview participants and introduction to the topic.

The interviewee is from the Office for Digitization and has no concrete knowledge of the special parking permit for craftspersons. The questions relating to the special parking permit were asked and answered with regard to the general state of digitisation of 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: 4

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: Various standard software systems are used, including Service BW. EFA processes are introduced (German: one-for-all, i.e one municipality digitises a business process for all municipalities). There is a committee vote on the introduction of standard software (No-Code/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: 4, The processes were also optimized during digitisation, which leads to a 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: 4, In principle, digitisation makes work easier. However, there are also processes that have been poorly implemented, which do not make work easier. In these cases, the digital input channel is simply an additional input channel, which adds complexity. Reasons for the poor implementation are sometimes legal regulations that require a process to be digitised, which ultimately increases complexity. Other reasons for the complexity are the implementations of the department (how the process is lived).

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, After digitisation, home office is possible for the employees of the municipality. In addition, citizen-friendliness will be increased. In addition, the work can be better planned if the applications arrive digitally and can be processed step by step. Before digitization, when citizens came to the office, the clerks had to process the applications as the citizens in the office submit them. If many citizens came to the office at the same time, there were waiting times. Now it is possible to process the applications in an orderly manner. In addition, the waiting time of citizens has been reduced.

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: 3, An example of a customisation is the assignments of the responsibilities of the inspection steps, which differ between the municipalities due to the organizational structure.

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 standard software is not yet rolled out. According to what is planned, it will go up to 4 or 5. High degree of automation. Forms via standard software for all departments. Applying and processing of applications are the same for all users. Increases efficiency.

The interview participant is currently still dissatisfied with the digital processes, as the launch of the standard software has not yet taken place. A uniform form platform (low-code/no-code platform) is to be introduced for all applicants and clerks/departments. Then, the processes are digitised uniformly for all users. After the planned launch, the rating will increase to 4 or 5. There will then be a high degree of partial automation. This leads to an increase in efficiency.

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: There is a lack of full automation: How can the data from the form be automatically transferred to a specialised information system? Due to capacity bottlenecks, the vendors of the specialised information systems only provide interfaces if it is demanded by many municipalities and these technical interfaces are therefore classified as important. The alternative is, for example, RPA with which data can be automatically entered into the specialised information system. This has not been implemented so far due to the great effort involved in creating and maintaining RPA. Consequential costs in maintenance are to be expected. There is no point in setting up IT staff to take care of the maintenance of RPA processes, which saves clerk positions.

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: In principle, the concepts can be used. However, the prototype is written in Java. The municipality surveyed wants to operate it itself and needs no-code and low-code for this, as it does not employ any developers itself. This means that the shortcoming of the presented prototype is the following: If you don't have any developers yourself, you can't run it.

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)

Response: 5

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: The internal travel request process differs from municipality to municipality. responsibility: Example: If the responsibility for approving the travel request depends on the destination, the destination must one of the required information when submitting the request. Depending on the destination, the responsibility is assigned. When asked by the interviewee, the interviewee explains: There is no dedicated corruption check by a separate department in the event that the trip is not paid for by the employer (the municipality), which is common in other municipalities. This is probably due to the size of the municipality surveyed. The request is usually approved by the manager.

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: In principle, yes, but as already mentioned, the municipality surveyed cannot operate a Java application itself.

Interviewee:

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| --- | --- |
| Professional experience in this field (overall) | 3 years (12) |
| Job Description (Department) | Chief Digital Officer |
| Sex | Female |
| Number of inhabitants of the municipality | >= 50,000 |

Other notes: No platform for no-code/low-code has been selected yet. One option is Formcycle.