Interview G

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: 4

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

Answer:

Craftsperson applies

Application is under review

The parking permit is created by entering the data from the application form into Alva (specialised information system) which contains a template for the parking permit. The parking permit is then created from the template with the application data, printed with seal for validity and sent by mail. The invoice will be sent together with the parking permit.

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. Vehicle registration certificate 🡪 This is where you can find all the data
     2. Intended Purpose is required
  4. No proof is required that the applicant is a craftsperson
  5. Photos of the vehicle are only required if it is not a typical craftsperson's vehicle (e.g. Smart)

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: For the special parking permit for craftspersons Service BW is used(online portal provided by the state government). Almost all of the craftspersons submit their application outside the portal (by e-mail and by mail 50:50)

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, The process is the same. Application dates have also remained the same.

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, Nothing has changed. Nothing got better and nothing worse.

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, There is no improvement and no deterioration. Assumption: For the applicant, it is an improvement.

Almost all of craftspersons submit their application outside the portal (by e-mail and by post 50:50)

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, Input fields had to be customised. A document proving that the applicant is a craftsperson is not required and the number of license plates has been set at 3.

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: 4, All important data is available.

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: 2, A connection to Alva (specialised information system) would be desirable so that the application data is automatically 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: Yes, it would work. A connection to Alva to issue the parking permits would be desirable.

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 does not know of any other municipalities or county that uses Alva to issue special parking permits for craftspersons.

Data that is required to apply differs from municipality to municipality. Similar data is required, but there are small differences: for example, sometimes the extract from the commercial register is required and sometimes not.

In one county, there is a special parking permit for craftspersons which is valid for the entire county. This does not exist in the county the municipality surveyed is part of, as there are too many differences in the scope of validity. For example, craftspersons in the municipality are also allowed to park in residents' parking spaces whereas in other cities in the county this is not permitted.

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

Answer: No knowledge

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

Interviewee:

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| --- | --- |
| Professional experience in this field (overall) | 7 years (7.5) |
| Job Description (Department) | Traffic and Fines |
| Sex | Female |
| Number of inhabitants of the municipality | >= 75,000 |