Interview H

Introduction of interview participants and introduction to the topic.

The municipality surveyed currently does not have any software for the digital application for a craftsman parking permit, but would like to introduce one in the future. Questions 5-10 were answered as if this new software had already been introduced with the knowledge of what is already known about the new software.

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, Digitisation makes municipal services more accessible and barrier-free for citizens. Every citizen can access it from home. It is more convenient for the citizen and faster for clerks.

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

Applications will be submitted by PDF and sent to the city by e-mail. The application is then checked and the parking permit is issued by filling in a Word template with the data from the application. This template is then printed, sealed and sent to the applicant together with the invoice. The finance department keeps track of whether payment is being made.

In all likelihood, the new information system will require the applicant first pay before the parking permit will be sent. However, a lot is still unknown about the new information system.

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. Number Plates
     2. Registration Certificate
     3. Photos of the vehicle + trunk + tools
     4. Intended Use
  4. Trade card from the Chamber of Crafts or certificate of membership of the Chamber of Industry and Commerce

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: No software is currently being used. A PDF file can be filled out by the applicant and sent by e-mail to the city, which is then checked and the data is then transferred to a Word template for the parking permit. The parking permit is then printed, sealed and sent to the applicant. Service BW (online portal provided by the state government) cannot be used because you cannot require the applicant to provide photos of the vehicle.

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: 5, The goal associated with the introduction of the new information system is that the clerk does not have to print the parking permit any more. Either there is a QR code that can be scanned to check the validity, or in the best case, only the license plate is stored in a database and the license plate is checked during the traffic check.

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, In the future, the information system will check whether the data is complete or whether e.g. images are missing. In addition, one step/activity of the business process would be omitted if the license plate is automatically activated after approval without printing and sending the physical parking permit.

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: 5, The information system will check the mandatory fields for completeness in the future.

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: no knowledge

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: no knowledge

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: The information system that is to be introduced can issue parking permits with QR code/license plate verification and allows for e-payment.

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)?

Yes, the concept could be used. For example, the prototype could be extended so that photos are also required before submitting the application form. Service BW (online portal provided by the state government) cannot be used because the applicant cannot be required to upload photos.

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: There are other municipalities with differences. For example, there is another municipality which does not require applicants to upload photos of the vehicle in order to apply for the parking permit. The municipality surveyed is one of the strictest and can confirm that there are differences.

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

Answer: Despite the uniform legal regulations, there are differences between the municipalities, e.g. parking permit for residents (the municipality surveyed needs proof of whether the applicant has a private parking space), the exemption from the Sunday and holiday driving ban for trucks. Despite EU regulations, there are differences in the parking permit for handicapped persons.

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, the concepts could also be applied to the services mentioned in 14. It is important that it is possible to tailor the form to the needs of the municipality (logo, data fields).

Interviewee:

|  |  |
| --- | --- |
| Professional experience in this field (overall) | 3 (3) |
| Job Description (Department) | Road Traffic Authority |
| Sex | female |
| Number of inhabitants of the municipality | >=100,000 |

Other:

* Weaknesses of Service BW: It freezes or takes up to 15 seconds to load an application (performance). Applications cannot be deleted or cancelled if the application has become obsolete or things could be clarified by the citizen on site. There are no technical interfaces/no connection to other information systems. Service BW does not offer any features apart from communication with the citizen. Therefore, there is no advantage over Outlook. Consequently, the application can also be received by e-mail. The layout is old. The citizen is obliged to create an account in Service BW, although this is not necessary for the application for the special parking permit for craftspersons from a clerk’s perspective. Features such as online payment regularly do not work. The clerk is not shown whether payment has already been made, which is why the applicant must show his bank statement as proof. If the clerk has a question for the applicant, a message is sent via Service BW, the applicant receives an e-mail and the applicant has to log in to Service BW to answer. As a result, the entire communication is slower compared to direct mail exchanges. This experience with Service BW was gained with the parking permit for residents, which is why the introduction of Service BW for the special parking permit for craftspersons was not considered.
* In addition, the parking permit for craftspersons cannot be used in Service BW because it cannot be customised: no photos can be requested.
* The following problem arises when applying for a parking permit as a resident via Service BW, which is used by the municipality surveyed: When changing the license plate, the citizen has to come to the office and hand in the old parking permit, because it is then no longer valid. In Service BW, it is not possible to configure that the resident cannot apply for a change of license plate online. This means that citizens apply for the switch via Service BW and then receive the information that this online feature is not available and that they have to come to the office.