Interview H

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 think the digitization of processes/application processes in municipalities is important and do you consider it to make work easier?

Answer options: 1-5 (1: not important at all – 5: very important)

Answer: 5, Digitization 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 to me the process/procedure for issuing a craftsmen's parking permit in your municipality?

Application 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 city treasury keeps track of whether payment is being made.

In all likelihood, the new software will first be paid for and then the parking permit will be sent. However, a lot is still unknown about the new software.

1. What data/documents are requested when applying for a craftsman parking permit?

Answer:

* 1. Name Applicant
  2. Contact details
  3. Vehicle
     1. Mark
     2. Registration Certificate Part I
     3. Photos of the vehicle + trunk + tools
     4. 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 an in-house development?

Answers:

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

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 out, stamped and sent to the applicant. Service BW cannot be used because you cannot request photos.

1. Has your process/procedure for issuing a craftsman parking permit changed after digitization? (Other steps/different order/other data)

Answer options: 1-5 (1: no change: 5: big change)

Answer: 5, The goal associated with the introduction of the new software is that there is no longer any expression. 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 inspection.

1. Is the digital craftsman parking permit a work simplification? If so, to what extent?

Answer options: 1-5 (1 no relief, 5: great relief)

Answer: 5, The program will check in the future whether the data is complete or whether e.g. images are missing. In addition, a step would be omitted if the license plate is automatically activated after approval without paper printing and shipping.

1. What other improvements have resulted?

Answer options: 1-5 (1: no improvements, 5 many improvements)

Answer: 5, The program will check the mandatory fields for completeness in the future.

1. If you are using standard software, to what extent did it need to be adapted (input fields/additional other steps)?

Answer options: 1-5 (1: no adjustments, 5: many/large adjustments)

Answer: no knowledge

1. To what extent does the software used meet your expectations of end-to-end process digitization or are there aspects that can still be expanded?

Answer options: 1-5 (1: does not meet expectations at all, 5: fully meets expectations)

Answer: no knowledge

1. Are there any features you'd like to have that your software doesn't offer? And if so, which ones (e.g. QR code to check the validity of the craftsmen's parking permit)?

Answer options: 1-5 (1: no functions are missing at all 5: important/many functions are missing)

Answer: The program that is to be introduced can QR code/license plate verification. According to this, no functions are missing.

At this point in the interview, a demo of our prototype for a craftsman parking permit application is presented, including an explanation of the concepts for adapting the process.

1. Would the presented software be useful for you if it was tailored to you using only the presented concepts (data collection, exchange of the implementation of steps)?
   1. Yes, the concept could be used. For example, the prototype could be extended so that photos are also queried. Service BW cannot be used because you cannot request photos.
2. The prototype seems easy to learn and intuitive?

Answer options: 1-5 (1: strongly disagree, 5: strongly agree)

Response: 5

1. Do you know of any other municipalities where the craftsmen's parking permit is used in one way or another?

Answer: There are other municipalities known where there are differences. For example, there is a municipality where no photos are necessary. The municipality surveyed is one of the strictest and can confirm that there are differences.

1. Do you know of other municipal processes/application processes where there are differences between the municipalities? If so, which ones and what are the differences?

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

1. In your opinion, could the concept of the presented software for the craftsmen's parking permit be transferred to other municipal processes/application processes (including justification)?

Answer: Yes, the concepts could also be applied to the services mentioned in 14. It is important that the form must be able to be tailored to the needs of the municipality (logo, queried data fields).

Interviewees:

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

Interest in insights.

Other:

* Weaknesses of Service BW: It hangs or takes up to 15 seconds to load an application (performance). Application cannot be deleted or cancelled if the application has become obsolete or could be clarified by the citizen on site. There are no interfaces/no connection to other systems. Service BW does not offer any functions apart from communication with the citizen. But there is no advantage over Outlook. Then 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 craftsman parking permit. Functions 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 asks a query 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 residents' parking permit, which is why the introduction of Service BW for the craftsmen's parking permit was not considered.
* In addition, the craftsman parking permit cannot be used in Service bw because it cannot be customized: no photos can be requested.
* The following problem arises when applying for a residents' parking permit 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 you 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 function is not available and that they have to come to the office.