Interview I

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, Errors are avoided by avoiding media discontinuities. Time is saved. Clerks no longer have to manually transfer data from a paper form an information system. Archiving is made easier.

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

Answer: The process essentially involves the following steps:

* 1. Application (application for new parking permit/renewal is only possible with customer number/license plate change for existing vehicles/loss notification)
  2. Application check by the clerk
  3. Issuing by the clerk (printed parking permit, which must be placed visibly in the car)
     1. The parking permit can be issued for 1-3 years
     2. The parking permit can be issued for 1-4 vehicles, but is only valid for the vehicle in which it has been visibly placed in the windshield.
     3. When the parking permit is sent, the invoice is also sent.
  4. If the applicant agrees, missing information or the rejection can be clarified/communicated by email/telephone. For example: the managing director applies for a parking permit for his vehicle, which is not a craftsperson's vehicle. Consequently, the application is rejected.

In addition to the parking permit, the craftspersons needs to carry a form in the vehicle stating information about where and what they work today and how they can be reached? In the event that the car is an obstacle and the craftsperson needs to be contacted.

In addition to the process of applying, checking and issuing the parking permit, the information system used has other extensive features: It is possible for clerks to see which companies have parking permits and when they expire. It is also possible to track whether a company has paid its fees.

There are some convenience features in the application form, such as the fact that the applicant can scan a QR code in the application form with his smartphone and then upload pictures of the vehicle, vehicle registration document, etc. with his smartphone while continuing to fill out the application form on the computer.

In the application portal, it is possible to log in with Elster(An account for governmental services provided by the federal government) as an applicant.

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 data (multiple vehicles are possible, vehicle of the managing director is rejected)
     1. License plate
     2. Weight
     3. Purpose/Activities (Delivery/What Will Be Delivered?)
     4. Registration Certificate
  4. Business registration
  5. Confirmation of the Chamber of Industry and Commerce
  6. Photos of the vehicle + trunk + tools (optional)
     1. Can be uploaded via QR code via mobile phone

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: A form on a form server is used for the application, which sends the application to the municipality by e-mail.

To check the application, the application sent by e-mail is then imported into the specialised information system of EDV - Dr. Haller & Co. GmbH and processed there. The system offers various features beyond the special parking permit for craftspersons (e.g. parking permit for handicapped persons). In addition to the special parking permit for craftspersons, numerous other features are offered and used with respect to traffic law tasks. In addition, the information system offers features such as an overview of all issued parking permits.

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: 1, The process did not need to be adjusted.

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, The paper process is superseded, even if not all features work 100% yet. This will be fixed in the near future.

The digital process allows municipal clerks to work from home.

In addition, there is a technical interface to track whether the fees have been paid.

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 was a slight improvement. The processing is easier. Fewer mistakes happen.

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: 5, The interviewee emphasized that he is very satisfied with the standard software, as it allows everything to be tailored to the requirements of the municipality. In particular, fields and queries could be customized.

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)

Response: 5

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 There are features that the interviewee wants. These include, for example, the aforementioned QR code, which reveals whether the parking permit is valid when scanned. However, the interviewee points out that the traffic wardens would then have to be equipped with appropriate scanners. In addition, the interviewee would like to see a connection of the traffic wardens to the information system so that feedback from the traffic wardens to the clerks in the office is possible, for example to be able to report if craftspersons misuse the parking permit or exploit the system, so that a corresponding note can be taken into account when checking the application the next time this craftsperson applies for the parking permit. Basically, however, the interviewee points out that the wishes addressed are associated with a lot of effort.

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: The interviewee emphasizes that due to the security policy of the surveyed municipality, it is not allowed for an external system (form server) to send data to an internal information system/internal network.

Provided that the safety policies are followed, the interviewee confirms that our prototype could be tailored to the requirements of the surveyed municipality with the help of the concepts presented.

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: 4

1. Do you know of other municipalities that use the special parking permit for craftspersons in this or a different way?

Answer: The interviewee states that other municipalities are not that progressive as the municipality surveyed.

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

Answer: While the business processes for issuing parking permits for social services or parking permits for craftsperson vehicles in pedestrian zones/no-parking zones are implemented differently in different municipalities, similar to the special parking permit for craftspersons, the application for a parking permit for a handicapped person is uniformly regulated throughout the EU.

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: The interviewee has no knowledge of this.

Interviewee:

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| --- | --- |
| Professional experience in this field (overall) | 15 years (36) |
| Job Description (Department) | Road Traffic Authority |
| Sex | Male |
| Number of inhabitants of the municipality | >=100,000 |