Interview J

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)

Response: 5,

1. Can you briefly explain to me the process/procedure for issuing a craftsmen's parking permit in your municipality?

Answer:

Craftsmen apply for the craftsmen's parking permit on a platform.

Data is checked by clerks on Platform. Result is entered via Platform

Tradespeople access Platform and print out the parking permit (without QR code). Problem: Parking permit can be printed out and changed as often as desired. Currently, there is a risk of abuse. Currently, the platform must become legally compliant. The invoice will be made available to the craftsman together with the parking permit. It can be paid by bank transfer. City treasury checks whether payment has been made. The city treasury will be informed by e-mail about the request for payment to the craftsman. In the future: When the parking permit is retrieved, payment is to be made directly.

With a QR code, an "or" function can no longer be offered for several vehicles. In the future, there will no longer be an "or" function.

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

Answer options (further answers allowed):

* 1. Name Applicant
  2. Contact details
  3. Vehicle
     1. Mark
     2. Registration Certificate Part I
     3. Photos of the vehicle + trunk + tools (not every vehicle is a craftsman's vehicle)
     4. Purpose (hairdressers are also craftsmen but do not have an urgent need, so the check cannot be carried out automatically)
  4. Business registration
  5. Chamber of Crafts or Chamber of Industry and Commerce (should actually be checked automatically)

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: In-house development for all municipalities in the metropolitan region. The parking permit has been around for a long time. But the software was only recently introduced.

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)

1, No change

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: 1 currently additional effort (document security is not yet guaranteed, applications cannot be returned, application must be resubmitted, platform does not allow searching for applications), if everything goes as expected, then everything will remain the same as before, then a 3.

1. What other improvements have resulted?

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

Answer: 1, rather deterioration. It cannot be guaranteed that the parking permit is forgery-proof. Worse for the craftsman. You now have to apply for 3 parking permits instead of one with 3 license plates, so that you can choose on a daily basis for which vehicle the parking permit is valid.

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: It is not standard software, but an in-house development for the metropolitan region.

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: 1, worse than before, requests have to be cached on the local computer and cannot be processed on the platform. The result must also be stored locally, because the applications cannot be searched for on the platform. This will not change in the future. Possible solution: Connection to municipal document security

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: Forgery protection of the parking permit (QR code or other mechanism)

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)?

Yes. The prototype does nothing different than the software used.

1. The prototype seems easy to learn and intuitive?

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

Answer: 5, there must be an opportunity to communicate with the applicant. Documents must be able to be corrected and subsequently delivered.

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

Answer: No knowledge. The parking permit of other municipalities is not transferable to one's own processes due to 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?

Building authority applications are digitized, presumably there are differences to other municipalities.

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)?

Interviewees:

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| --- | --- |
| Professional experience in this field (overall) | 11 years (24) |
| Job Description (Department) | Head of Traffic Authority |
| Sex | Female |
| Number of inhabitants of the municipality | >=300,000 |