Interview J

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)

Response: 5,

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

Answer:

Craftspersons apply for the special parking permit on a online platform.

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

Craftsperson access Platform and print the parking permit (without QR code). Problem: Parking permit can be printed 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 craftsperson together with the parking permit. It can be paid by bank transfer. The finance department checks whether payment has been made. The finance department will be informed by e-mail about the required payment of the craftsperson. In the future: When the parking permit is downloaded, payment is to be made immediately.

Using a digital parking permit, an "or" function can no longer be offered for several vehicles. In the future, there will no longer be an "or" function. That is, each vehicle needs its own parking permit. It is no longer possible to buy and rotationally use one parking permit for multiple vehicles

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 plate
     2. Registration Certificate
     3. Photos of the vehicle + trunk + tools (not every vehicle is a craftsperson's vehicle)
     4. Purpose (hairdressers are also craftsperson 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 in-house developed software?

Possible Answers:

1. Standard
2. In-house developed software
3. PDF/non-digitised

Answer: The municipality uses a in-house developed information system, which is rolled out for all municipalities in the metropolitan region. The parking permit for the entire region has been around for a long time. But the information system was only recently introduced.

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, No change

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: 1 The information system in use currently causes additional work (document security is not yet guaranteed, applications cannot be returned to the applicant in case something is missing, instead the applicant has to submit a new application, platform does not allow searching for applications), if everything works as it is supposed to, then everything will remain the same as before, then a 3.

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, It is rather a deterioration. It cannot be guaranteed that the parking permit is forgery-proof. It is worse for craftspersons as they now have to apply for 3 parking permits instead of one with 3 license plates, in order to choose on a daily basis for which vehicle the parking permit is valid.

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

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: 1, It is worse than before, applications 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 management system.

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: Forgery protection of the parking permit (QR code or other mechanism) is needed. In the future: When the parking permit is downloaded, payment is to be made immediately.

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. The prototype does nothing different than the information system used.

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, However, there must be an opportunity to communicate with the applicant. In case of missing or incorrect documents, the applicant needs to be able to correct their mistakes.

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

Answer: No specific knowledge. However, the interview partner states that the special parking permit of other municipalities is not applicable in their municipality/region due to differences.

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

Answer: Currently, the municipality digitizes business processes in the domain of construction works. Presumably, there are differences to other municipalities.

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.

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 |