Interview K

In this questionnaire, an employee in construction site management was interviewed. Instead of the questions about the craftsmen's parking permit, questions about digital construction site management were asked.

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

Response: 5

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

A company (or person) who wants to apply for a construction site must fill out an online form. The application is then examined by 7-8 offices / offices. These include the Environment Agency and the Water Protection Agency, which examine the effects on the environment and water.

The application portal is connected to Fit-Connect.

The application portal is currently being created and will go online at the end of the month

There are 6-7000 applications per year from companies. A company can submit several 100 applications per year.

1. What data/documents are requested when applying for a craftsman parking permit?
2. Do you use standard software? Do you use an in-house development? What were the reasons?
   1. Standard
   2. In-house development
   3. PDF/non-digitized

A specialist procedure of municipal management is used, which was adapted to the requirements of the surveyed municipality.

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

Answer options: 1-5

Response: 4

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

Answer options: 1-5

Response: 1

1. What improvements have been made?

Answer options 1-5

Answer: 5, Since it is now a portal, there is the possibility to ask questions to the applicant.

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

Response: 3

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

Answer: 5, The surveyed municipality is satisfied with the software because it could be adapted to the requirements of the municipality.

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

Answer: 1, Due to the possibility of customization, 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)?

The prototype was not demonstrated at this point, as the craftsmen's parking permit is a different specialty.

1. The prototype seems easy to learn and intuitive?

Answer options: 1-5

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

Answer: The municipality is in exchange with another municipality that is also introducing digital construction site management. Although the interviewee was unable to give any details, he pointed out that other municipalities collect different application data for the same application (construction site management) and that the approval process differs from one's own.

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: The OZG broadband portal (State of Hesse) serves as a platform for the completely digital processing of approval and approval procedures for the use of public roads in gigabit expansion. The digitised process includes the preliminary enquiry from telecommunications companies to the approval by the road construction authority. The interviewee explains that the OZG broadband portal cannot be used in his municipality and cannot be tailored to local needs.

Other application routes offered via the portal of the state of Baden-Württemberg, service-bw, cannot be used either, as they do not meet the requirements of the municipality surveyed and cannot be adapted to them.

A recurring problem with standard application portals of the federal and state governments is that too much or incorrect data is collected (OZG broadband portal + Service BW).

The interviewee points out that the municipality surveyed is in exchange with another municipality and that the municipality adopts digitised application processes from the municipality surveyed.

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) | 5 years (30 years) |
| Job Description (Department) | Digital Construction Coordinator |
| Sex | Male |
| Number of inhabitants of the municipality | >=300,000 |

Notes:

Challenges that the interviewee sees: Acceptance among the population must be achieved to use the online services. To this end, the companies involved in the construction site management were involved at an early stage in order to achieve a high level of acceptance. In addition, connections to the portals of the federal and state governments are required in order to be able to authenticate oneself with accounts from these portals (e.g. BundID).