Interview K

Introduction of interview participants and introduction to the topic.

In this interview, an employee in the domain of road constructions was interviewed. Instead of the questions about the special parking permit for craftspersons, questions about digital road construction management were asked.

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?

A company (or person) who wants to apply for a permit for road constructions must fill out an online form. The application is then examined by 7-8 municipal departments. 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 (Standard and technical interface for German governmental information systems).

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 hundreds applications per year.

1. What information/documents are requested to apply for a special parking permit for craftspersons in your municipality?

This questions was skipped due to a lack of relevance.

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

A specialised information system is used, which was customised to the requirements of the surveyed municipality.

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

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: 4

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: 5, Since it is now a portal, it becomes possible to ask questions to the applicant.

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: 3

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: 5, The surveyed municipality is satisfied with the information system because it could be customised to the requirements of the municipality.

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: 1, Due to customisation, no features are missing.

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

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

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

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

Answer: The business process for the permit for telecommunication provider to roll out broadband by using public roads and therefore needing a permit for road constructions (provided by a German state government: “OZG Breitbandportal”). The digitised process includes the preliminary enquiry from telecommunications companies to the approval by the road construction authority. The interviewee states that mentioned portal cannot be used in his municipality as it cannot be tailored to local needs.

Other digital business processes available in the portal provided by state government (Service BW),, cannot be used either, as they do not meet the requirements of the municipality surveyed and cannot be customised to them.

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

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

Interviewee:

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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 identified: Acceptance among the population must be achieved so that the online services are used. To this end, the companies affected by the road construction management were involved at an early stage in order to achieve a high level of acceptance. In addition, technical connections to the portals of the federal and state governments are required for authentication using accounts from these portals (e.g. BundID).