Interview L + M

In this appointment, two interview partners were questioned: Interviewee M is a clerk and responsible for checking the craftsmen's parking permits. Interviewee L is an economic promoter and was involved in introducing the craftsmen's parking permit.

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

Answer M: 4, digitization leads to time savings. For even more time savings, the parking permit will be issued for 2 years in the future to save time for the clerks. In addition, digitization helps with filing and archiving.

Answer L: 5, The craftsmen give positive feedback.

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

Answer M:

Application is submitted via Service BW

Clerks call up the application in Service BW and process it in Word. The data from the application is entered into a Word template, from which the parking permit is generated. The template is converted into a PDF, printed out, stamped and then sent by post.

The invoice is sent to the craftsman and to the internal cash register with the parking permit. Internal cash register keeps track of whether the craftsman is also paying. BEMAS (Payment Tracking for All Orders)

Questions can be made via service bw

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

Answer M:

* 1. Name Applicant
  2. Contact details
  3. Vehicle data (vehicle registration document)
  4. Business registration (excerpt from the commercial register) or confirmation of the Chamber of Industry and Commerce
  5. Photos of the vehicle + trunk + tools can be requested in case of doubt

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 M: Standard software service bw

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

Answer options: 1-5

Answer M: Before the introduction of software, there was no craftsman parking permit, which is why there is no comparison.

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

Answer options: 1-5

Answer M: Before the introduction, there was no common craftsmen's parking permit of the district.

1. What improvements have been made?

Answer options: 1-5

Answer M: Before the introduction, there was no common craftsmen's parking permit of the district.

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

Answer M: 2, only a few adjustments had to be made

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 M: 4, The software is clear and you can easily work with it very well.

Answer L: 4: The craftsmen give positive feedback and are satisfied, from time to time the system hangs up.

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 M: 2: A QR code would make work easier instead of an official seal.

Answer L: 2: With a QR code, all control services would have to be equipped with a scanner. For a district like in this case with several municipalities, which then all have to purchase scanners, this is difficult to coordinate.

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)?

Answer both: Yes, there is nothing wrong with it

1. The prototype seems easy to learn and intuitive?

Answer options: 1-5

Answer M: 4

Answer L: 4

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

Answer both:

No knowledge beyond the district

In other districts, other occupational groups are added: social services and exceptions: parking in the pedestrian zone

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?
2. 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)?

Answer both: no knowledge

Interviewee L:

|  |  |
| --- | --- |
| Professional experience in this field (overall) | 8 (35 years) |
| Job Description (Department) | Economic Development |
| Sex | Male |
| Number of inhabitants of the municipality | >= 300,000 |

Interviewee M:

|  |  |
| --- | --- |
| Professional experience in this field (overall) | 7 (8) |
| Job Description (Department) | Road Traffic Authority |
| Sex | Male |
| Number of inhabitants of the municipality | >0300,00 |

The interviewees are interested in results.