Interview L + M

In this meeting, two employees of a county were interviewed: Interviewee M is a clerk and responsible for checking applications for the special parking permits for craftspersons. Interviewee L is responsible for the economic development of the county and was involved in the roll out of the special parking permit.

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)

Answer M: 4, digitisation 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, digitisation helps with filing and archiving.

Answer L: 5, The craftspersons give positive feedback regarding the digital business process.

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

Answer M:

Application is submitted via Service BW (portal provided by the state government)

Clerks access the applications in Service BW. 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, stamped and then sent by post.

The invoice is sent to the craftsperson and to the finance department of the county with the parking permit. The finance department keeps track of whether the craftsperson has paid the fee. BEMAS, another specialised information system, is used to track the payments of all services.

Via Service BW, the clerk can communicate with the applicant.

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

Answer M:

* 1. Name Applicant
  2. Contact details
  3. Vehicle data (vehicle registration certificate)
  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 in-house developed software?

Possible Answers:

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

Answer M: Standard software: Service BW

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 M: Before the roll out, no common special parking permit for craftsperson was issued by the county, which is why there is no comparison.

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 M: Before the roll out, no common special parking permit for craftsperson was issued by the county, which is why there is no comparison.

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 M: Before the roll out, no common special parking permit for craftsperson was issued by the county, which is why there is no comparison.

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 M: 2, Only a few adjustments had to be made.

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 M: 4, The information system is user-friendly.

Answer L: 4: The craftspersons give positive feedback and are satisfied, from time to time the system freezes.

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 M: 2: A QR code on the parking permit would make work easier instead of sealing the parking permit.

Answer L: 2: With a QR code, all traffic wardens would have to be equipped with a scanner. For a county 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 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 both: Yes, there are no disadvantages.

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 M: 4

Answer L: 4

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

Answer both:

No knowledge beyond the county

In other counties, other professions are entitled to the special parking permit: e.g. social services. Furthermore, in other counties the special parking permit also allows parking in the pedestrian zone

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

Answer both: no knowledge

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 both: no knowledge

Interviewee L:

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| --- | --- |
| 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 | >= 300,000 |