Interview N

The interviewee is not an employee of a municipality, but has been consulted by a municipality as an external consultant for 3.5 years.

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 (1: not important at all – 5: very important)

Answer: 5, Digitization is important, but the reduction of bureaucracy and harmonization must be implemented before digitalization. An inefficient digital process still leads to long waiting times. The reduction of waiting times is particularly necessary for more critical services from the social department, e.g. increasing child benefit subsidies, particularly vulnerable groups are dependent on the state offering low-bureaucracy and efficient processes. Inefficient, bureaucratic processes are a threat to democracy.

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

Answer: The application is made in a form (CIT form server). The application is converted into a PDF and sent to a mailbox. Clerks access the mailbox and manually transfer the data from the PDF to a legacy application. The legacy application is used for all kinds of parking permits: residents, craftsmen, social services. The legacy system is connected to the residents' registration system, motor vehicles, the printing line (for the automatic printing and sending of letters), to the payment system for tracking whether payment has been made.

If a craftsman parking permit is approved, a provisional permit will be issued until payment is made. After payment, a valid permanent parking permit will be sent.

Originally, the entire parking management was to be rethought centrally managed in one software. This includes craftsmen's parking permits, residents' parking permits and other parking spaces as well as special parking regulations at major events. One of the new ideas for craftsmen's parking permits and residents' parking permits was that only the license plate would be stored and no parking permit would be issued. The control service then checks the license plates and no longer the parking permits. The ideas were gradually discarded, only due to legal concerns, which could be dispelled in exchange with other municipalities. The next idea was to use a QR code. However, this does not work, as the municipality for which the interviewee worked has different districts with different responsibilities. In certain districts, the state police are responsible for control, which cannot be obliged to install a corresponding app to scan the QR code on the smartphone. Now parking permits continue to be printed out and sealed.

Note: There is fitconnect <https://www.fitko.de/produktmanagement/fit-connect>, which is a basic infrastructure component for accelerating the digitization of public administration by connecting various APIs.

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

Answer options (further answers allowed):

Answer: No knowledge

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: The application is made on the CIT form server. The processing takes place in a legacy in-house development application.

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

Answer options: 1-5 (1: no change: 5: big change)

Answer: 1, Only the form for the citizen is new. In the past, citizens had to provide information to the office and a clerk there in order to apply. This then entered the data into the legacy application, where the data is further processed. Now only the form for the citizen is preceded.

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

Answer options: 1-5 (1 no relief, 5: great relief)

Answer: 1, It does not make work easier, because the clerk has to transfer the data manually to the legacy system. the breakthrough is missing. There is no interface to the legacy system.

1. What other improvements have resulted?

Answer options: 1-5 (1: no improvements, 5 many improvements)

Answer: 3, There was an improvement for the citizen, as they no longer have to go to the office, but not for the clerk. For clerks, the work has deteriorated because they have to type out the PDF.

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 (1: no adjustments, 5: many/large adjustments)

Answer: no standard software, therefore not answerable

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 (1: does not meet expectations at all, 5: fully meets expectations)

Answer: 2, There is a missing interface.

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 (1: no functions are missing at all 5: important/many functions are missing)

Answer: 3, There is no interface to automatically transfer the data from the application form to the processing software. There is a lack of traceability. The citizen wants to know where his application is (tracking link as you know it from a parcel delivery).

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)?
   1. The concepts would be applicable to the craftsmen's parking permit. It is not feasible for the entire parking space management. The biggest problem and challenge is integration into the existing systems.
2. The prototype seems easy to learn and intuitive?

Answer options: 1-5 (1: strongly disagree, 5: strongly agree)

Response: 4

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

Answer: Nuremberg does it with self-printing maybe with QR code (research)

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?

For almost all municipal services, the rough procedure/process is similar, but there are nuances that arise due to different legal opinions of the municipalities. Most of the time, the dates are different. Often the time at which the citizen has to pay also differs, for example in the case of the craftsmen's parking permit (before or after the parking permit is issued)

There are even different requirements within a municipality. In the municipality of the interviewee, a residents' parking permit with a QR code was to be introduced. However, there are districts with a special control service and other districts in which the state police carry out checks. The state police could not be obliged to install a corresponding app to scan the QR codes on the smartphone.

The interviewee was able to confirm that the concept presented could have been used for this case. The entire process up to issuance would be identical for all districts and when issuing the parking permit, the respective implementation is selected at runtime, depending on the district. Either the parking permit is generated with a QR code and sent by e-mail or automatically printed by printing line and sent by post.

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)?

The services are similar. The processes are similar. The biggest challenge is integration into existing systems. Apart from the integration purely related to the process flow, the presented concept also works for other processes.

Interviewees:

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| Professional experience in this field (overall) | 3.5 years (10 years) |
| Job Description (Department) | IT/Solution Architect (external) |
| Sex | Male |
| Number of inhabitants of the municipality | >= 1million |