Interview O

The interviewee is employed as head of digitization at a municipal state association and not a municipality, which is why he cannot make any statements about the craftsmen's parking permit. However, he can make statements about the concept and applicability.

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)

1. Can you briefly explain to me the process/procedure for issuing a craftsmen's parking permit in your municipality?
2. What data/documents are requested when applying for a craftsman parking permit?

Answer options (further answers allowed):

* 1. Name Applicant
  2. Contact details
  3. Vehicle
     1. Mark
     2. Registration Certificate Part I
     3. Photos of the vehicle + trunk + tools
     4. Use
  4. Business registration
  5. Confirmation of the Chamber of Industry and Commerce
  6. Excerpt from the commercial register

1. Do you use standard software? Do you use an in-house development?

Answers:

* 1. Standard
  2. In-house development
  3. PDF/non-digitized

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)

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)

1. What other improvements have resulted?

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

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)

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)

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)

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: Depending on the application, authentication is required. Currently, there are user accounts provided by the federal and state governments (e.g. Service bw and BundID)

Important for application process digitization is the connection to specialist procedures, registers, e-payment, and the eFile. The great added value of digitization lies in end-to-end digitization, when data can be automatically compared with registers. In the case of the craftsmen's parking permit, for example, with the Federal Motor Transport Authority. In addition, e-payment should also be covered.

The idea of Service BW was that municipalities could reuse the processes of other municipalities. From the experience of the interviewee, this has not really caught on, because each municipality has different specifications.

One problem with digitization is the lack of interfaces to registers and specialist procedures, which are not yet available.

1. The prototype seems easy to learn and intuitive?

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

1. Do you know of any other municipalities where the craftsmen's parking permit is used in one way or another?
2. 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 process of registering a dog is often used as an example where there are differences between municipalities. The interviewee could not give details. However, the different applications of the municipalities can be viewed on Service BW.

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:

|  |  |
| --- | --- |
| Professional experience in this field (overall) | 3 (15 years) |
| Job Description (Department) | Head of Digitalization of a municipal umbrella organisation |
| Sex | Male |
| Number of inhabitants of the municipality |  |