Interview O

The interviewee is employed as head of digitisation at a municipal umbrella organisation (association of municipalities that represents the interests of the municipalities to the state and federal government) and not a municipality, which is why he cannot make any comment on the special parking permit for craftspersons. However, he has knowledge about the general state of digitisation in German municipalities and can provide his expert opinion on the concept and its applicability.

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. 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 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 application forms of the municipalities can be viewed on Service BW (online portal provided by the state government for digital municipal business processes).

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

Important for business process digitisation is the connection to specialized information systems, registers, e-payment, and the official archiving systems. The great added value of digitisation lies in end-to-end digitization, when data can be automatically compared with registers/databases. In the case of the special parking permit for craftspersons, for example, the submitted data of the vehicle could be checked by connecting to the federal database which stores the registered vehicles. In addition, e-payment should also be covered.

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

One problem with digitisation is the lack of technical interfaces to registers/databases and specialised information systems, which are not yet available.

Interviewee:

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| 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 |  |