

Office of Municipal Integration – Region Zuid-Holland

Date: 24.10.2011

Subject: Transition Directive: Shared Services Setup for Permit and Legal Case Handling

Following the Intermunicipal Efficiency Act (Wet Gemeentelijke Samenwerking), the municipalities of Gemeente A and Gemeente B have agreed to initiate a phased transition toward a **shared operational services unit** for processing building permits and objections.

This transition will result in the co-location of planning, legal, and administrative personnel from both municipalities at the **new Shared Services Center Zuid (SSC-Zuid)** beginning **November 7, 2011**.

1. Operational Scope of Transition Phase

- Objection case handlers will operate from a **single legal desk**
- Duplicate administrative steps (e.g., permit intake logging) will be consolidated
- A harmonized intake protocol (Form P100B) will be piloted across both entities

2. System Integration

While system consolidation is scheduled for early 2012, interim staff will operate across both FLOWpermit and ProcessOffice platforms. Manual task delegation will occur where full integration is not yet possible.

3. Staff Movement and Scheduling

All affected employees have received relocation schedules and will undergo two days of onboarding training. Overlapping duties will remain in place during the 6-week transition window.

4. Process Ownership and Risk

Final process accountability remains with the originating municipality during the transition period. SSC-Zuid will serve as the operational executor, not the legal approver.

A review board will monitor key performance indicators throughout November and December. Recommendations for process unification will be issued in January 2012.

— Issued by:

Mr. L. Koster

Transition Coordinator, Office of Municipal Integration