



How can we make our services more user-friendly to be up-to-date as an administration?





CHALLENGES AND NEEDS

There is a lack of seamless digital processes in the cities.

- Processes, procedures and workflows are often not transparent for citizens.
- When it comes to procedures, there is a lack of communication and information between offices and authorities.
- Feedback on procedures and status inquiries always require effort.



Cities want to make their services available to citizens and businesses in a way that is user-friendly, consistently digital and transparent.



Citizens want to complete their tasks in a way that is simple and uncomplicated.



Companies want to implement their economic interests in the city quickly and sustainably.

SOLUTION APPROACH AND GOALS

The goal: A digital city experience for citizens and businesses

The aim is an integrated portal that simplified processes for citizens and businesses, but also for government officials. From a user perspective, it fulfills the following functions



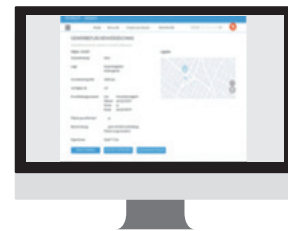
CENTRAL STARTING POINT

- Individual starting page
- City news
- All city services at a glance
- Legally secure authentication for citizens and businesses



HELPFUL FUNCTIONS

- One log-in for all services
- Personal account for citizens and businesses
- Personalized service offering
- Document-safe inbox
- Reminder functions
- Payment possibilities

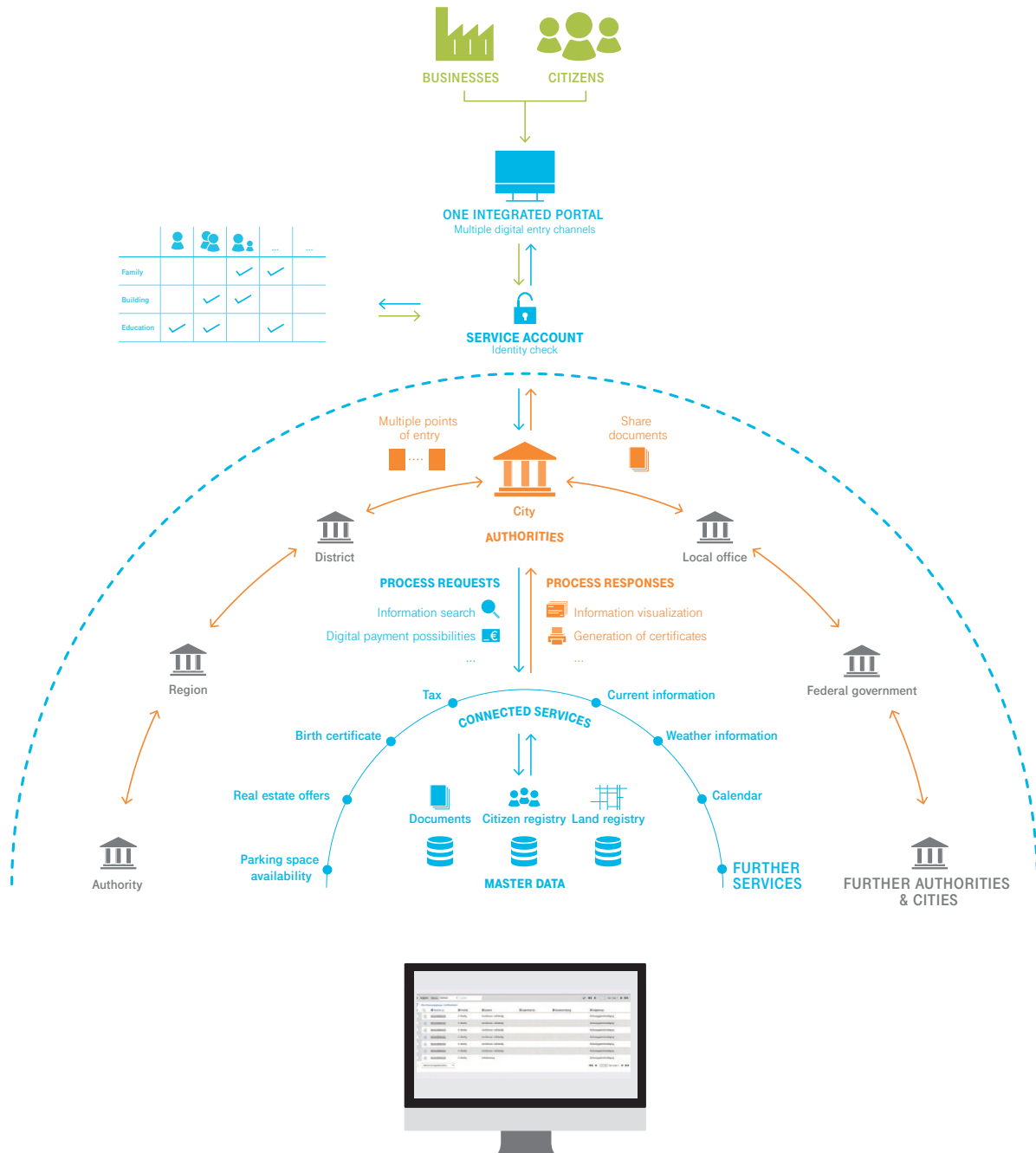


SIMPLE PROCESSES

- All processes are continuously mapped online
- Streamlined processes across municipalities and authorities
- Transparent tracking of processes

SET-UP OF A MODEL

Flexible integration and scalability for the administration



ADVANTAGES FOR AUTHORITY EMPLOYEES

- Overview of administrative processes
- Status tracking
- Collaborative working
- Allocation of processes

DIGITAL AUTHORITIES

FINDINGS AND NEXT STEPS

FINDINGS FROM CO-CREATION

The demand for digital services from both administrations and citizens is enormous. The joint effort is worth making to ensure that the simple arrangement of appointments or the application for a resident parking permit, which is often already available online, do not remain the only digital services available.

This project stood out through the largest number of committed and involved municipalities in comparison. It quickly became clear that it made little sense to simply digitalize the previous analog administrative processes and procedures. Instead, all participants want to use the step of digitalization together to take municipal services closer to the real lives of the citizens.

OUTLOOK AND NEXT STEPS

The focus on real-life processes (e.g. registering after a move) makes sense, but sometimes creates considerable complexity due to the coming together of different urban authorities or the need for legislative changes. A joint effort by all those involved in the process, such as cities and districts, municipal companies and regional service providers, as well as legislative bodies of the federal and state governments, would be desirable.

Workshops on the next activities in participating cities such as Homburg, Bad Nauheim and Wetzlar have already taken place or are being planned.

»The time we spent with Deutsche Telekom's highly committed employees working on digital services paved the way to digitalization for our administration. Personal, trusting contacts were established. We look forward to the next steps we'll take together.«

HOMBURG