



VIRTUAL OFFICE FIELD REPORT CITY KÖNIGSBRUNN

In the course of digitization, the city of Königsbrunn has been offering its citizens the option of a virtual citizens' office since November 2020.

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innovators.**

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Interview with Mr. Manfred Birling

IT Management of the City of Königsbrunn

After one year of operation, we spoke with Manfred Birling, IT Manager of the City of Königsbrunn, to find out how the virtual consulting service is being received. You can read about the hurdles, milestones and his conclusion in the following interview.

SWS: Hello Mr Birling. For a year now you have been using the "virtual citizens' office" solution. How would you describe the service?

Birling: With this solution, we can offer our citizens consulting services very simply and straightforwardly via a 1:1 video conference. The decisive factor here is not the video conference itself, but the low-threshold access. Citizens can enter a virtual office or book an appointment via our website at the click of a mouse. It's easy, you don't have to go to the city, you avoid looking for parking, there are many advantages.

SWS: What prompted the city to introduce this service?

Birling: Certainly, a major trigger was the Corona pandemic. The town hall was closed - on-site appointments were only possible by prior arrangement and were deliberately kept to a minimum. But municipal life went on and with it, of course, the need for a wide range of advisory services for our citizens. In the process, we discovered that the soundtrack alone is often not ideal. A video image, but above all the possibility of sharing

documents and content, are very helpful and can often make a personal appearance at the town hall superfluous.

SWS: Wouldn't that be possible via any video conferencing solution, so a classic video solution or is it more?

Birling: It is much more than that. We wanted to make access and handling as simple as possible for citizens. That's what we liked about this solution. Anyone can send a link to a video conference.

Our virtual offices have real opening hours and can be accessed ad hoc. Citizens can also see when an office is

open but occupied, and how many people are waiting in a lobby before them. It is also very important to mention that access via our website is made very simple.

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SWS: So citizens go to your website, see the virtual office, and then they can enter?

Birling: Yes, exactly! That's how it is

SWS: What technical requirements do citizens need for this?

Birling: An Internet-enabled device, a camera and a microphone - that's it. So from smartphone to PC - and everything in between. The offices integrate seamlessly into our website and can thus also be found easily.

SWS: What about on-site appointments?

Birling: This service is a supplement and extension of our services. We are not doing away with anything. Physical visits are of course still possible. At least for the time being.

SWS: Are there any costs for the citizens?

Birling: Not for our service. It is free of charge. Of course, costs may be incurred for Internet access for citizens.

SWS: And in the town hall? What conditions had to be created here?

Birling: The biggest challenges were more organizational. Which areas are suitable, how do we determine the opening hours, which employees occupy which office and when, and so on. Apart from a few headsets and webcams for the employees, we didn't have to upgrade anything technically. The service runs exclusively in German and European data centers - this ensures high availability and stability, even with increasing numbers of participants. The solution can also be used to host events, where you may not know how many people will be attending in the end.

We still had to address a few employees' concerns about the video image. After all, people see you when you're in person. And you can set a virtual background - so you don't always have to clean up perfectly behind you (laughs).



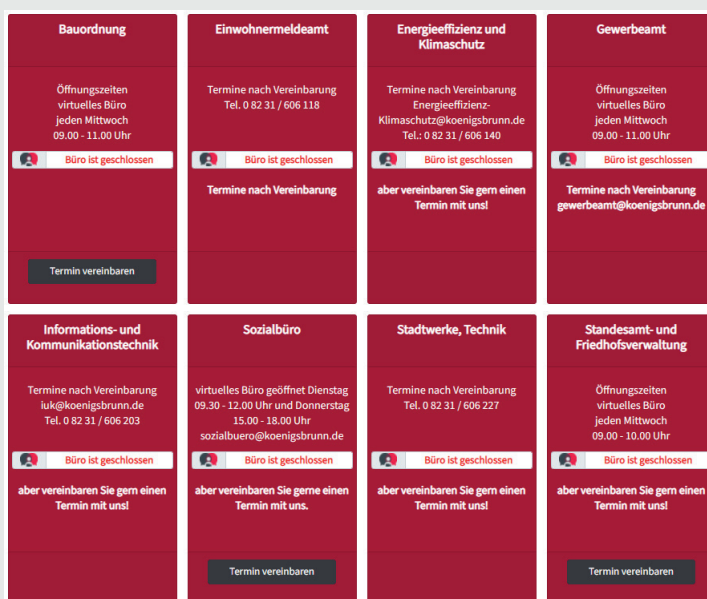
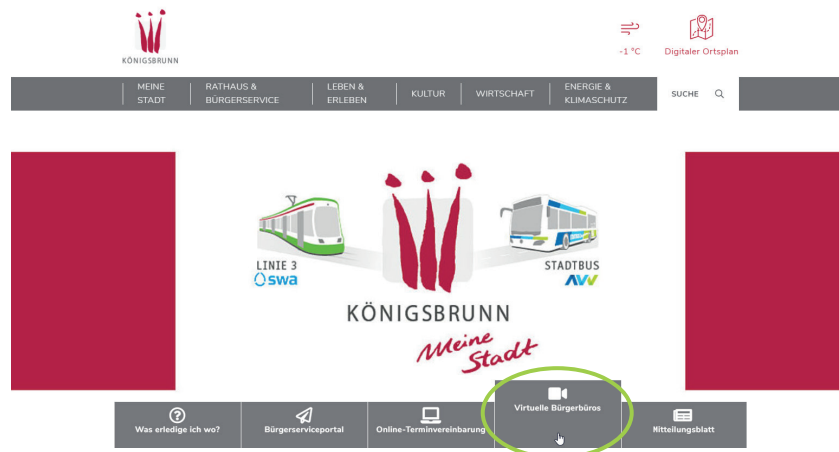
Virtual Office

The easy access for the citizens



- Entry via the start page of the Homepage: www.koenigsbrunn.de

- Then click on "Virtuelle Bürgerbüros"



- This will open the page with all the areas and offices that can be reached virtually. You can see whether the desired office is open, whether it is already occupied or whether the responsible employees are free.
- Now there are two possibilities: You can make an appointment for a later date, which is confirmed by text message. Or you sit down virtually in a waiting room and wait until you are called.

- The use of the virtual citizens' offices is free of charge for citizens.
- A stable Internet connection, a laptop or a computer with webcam and microphone / headset or a smartphone are required. The current Browsers version of Google Chrome or Microsoft Edge is recommended for the application.
- The virtual citizen office is based on technology with the highest security standards and complies with all requirements of the General Data Protection Regulation. The EU Cloud COC recently confirmed compliance with EU regulations.

The city of Königsbrunn is currently using the virtual citizens' office wherever advice is needed. There are currently eight virtual offices - everything from building regulations to the trade office, the residents' registration office and the public utility company.

SWS: What advantages do you see overall with this solution - for the administration, but also for the citizens?

Birling: I think many citizens are happy if they can reduce the number of on-site appointments at the city hall - completely independent of the pandemic.

Flexible in terms of time and location, no need to search for a parking space, etc.... Of course, not everything can be done online, but for many things an on-site appointment is unnecessary. For the administration, it represents, as already mentioned, an extension of our online services. Home office is also a very big topic for us. The huge advantage is that the virtual offices can also be occupied by employees at home.

SWS: And what about after Corona?

Birling: We can already see that the solution continues to be well received even after infection numbers have dropped and the town hall has opened. We think it is simply timely to offer such online counseling. The coming generations expect such services and do not want to come personally to the office because of every little thing. And should we have to close down again, we are well equipped with this solution to be able to maintain the citizen service.

Feedback from the head of the social services office on the virtual citizens' bureau:

„The citizen got through the registration process without any problems. The duration of the digital consultation was comparable to an on-site meeting. Advantages in summary: Citizens can conveniently access the service from anywhere (thus protecting them from contagion, low CO2 emissions, no need to search for a parking space, etc.), and documents, proofs, information that are still missing can be obtained immediately at best. Great stuff. I am a big fan of the solution and the service is especially well received!“



You would like to have more information about the solution? This is how you reach us:

SWS Computersysteme AG
T +49 8586 9604 0
vertrieb@sws.de
www.parteiverkehr.de

See for yourself:
City Königsbrunn