City of Munich
Department of Technology and Digitalization

Automating Citizen Services in the City of Munich

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Department of Technology and Digitalization

What are the challenges in Munich?

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Munich is the biggest municipal administration in Germany

- 1.5+ million citizens
- 43,000+ employees, 1.100 people in IT
- 8 billion € budget, 500 million € for IT
- 15 departments and 6 service provider

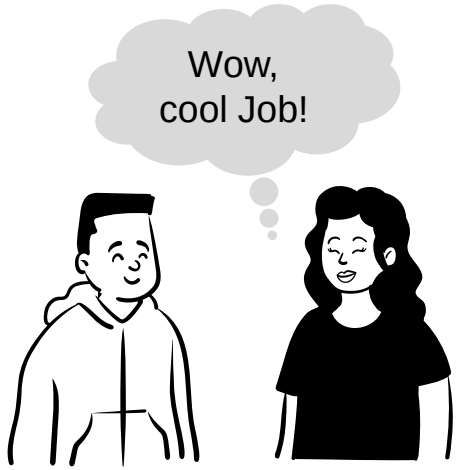
Wide range of tasks and highly specialized

Departments

Department of Construction	Health Department	IT Department
Department of Cultural Affairs	Department of Mobility	Department of Education and Sports
Department for Climate and Environment	Department of Social Services	…

Service providers

Waste Management	IT Service Provider	…



Heterogeneous and complex IT landscape

Expectations are very high

Higher speed in digitalization

Low-Code, Citizen Developer

Interaction with citizens

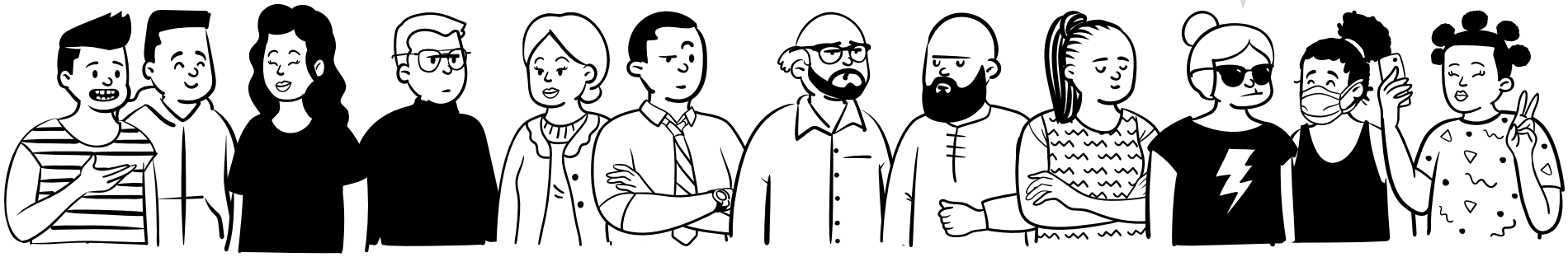
Better UX for citizens and businesses

Transparency

End-to-end Processes

Shorter throughput times

Flexible solution for the complex IT landscape



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How do we achieve
high flexibility and
a great UX with a
Low-Code Platform?
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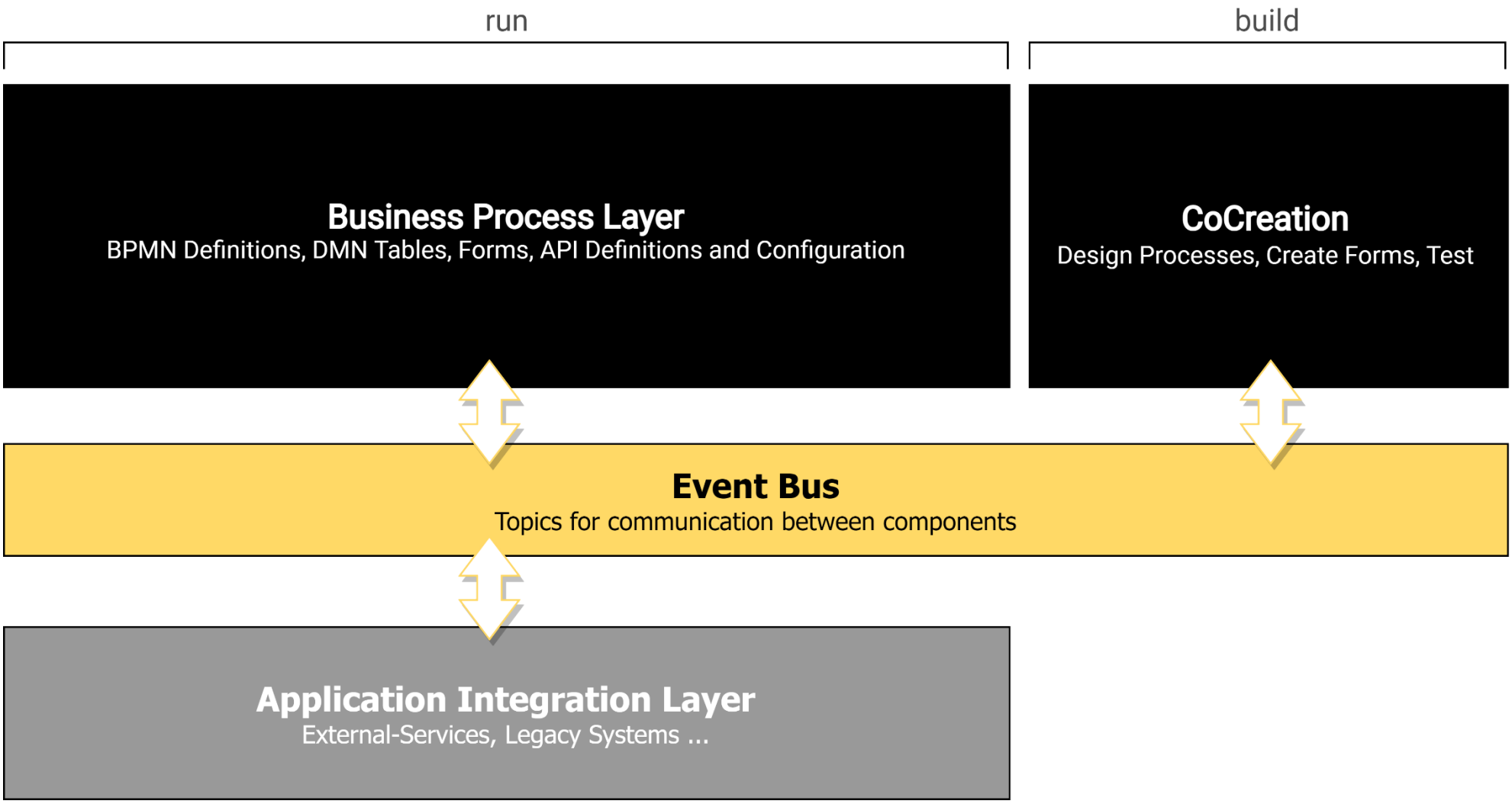
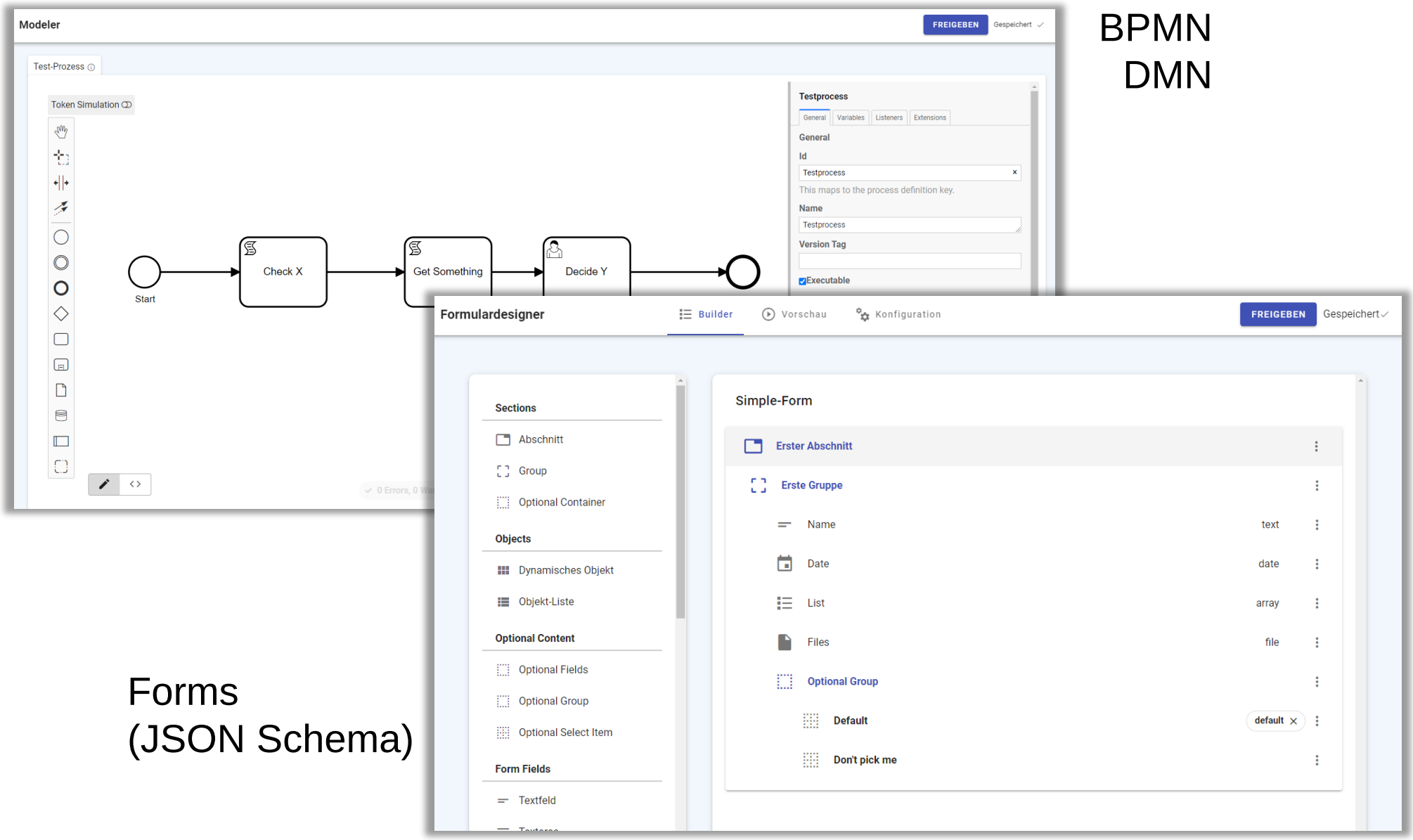
Digital Workflow Platform

From Low-Code to Pro-Code

DigiWF Architecture



DigiWF CoCreation

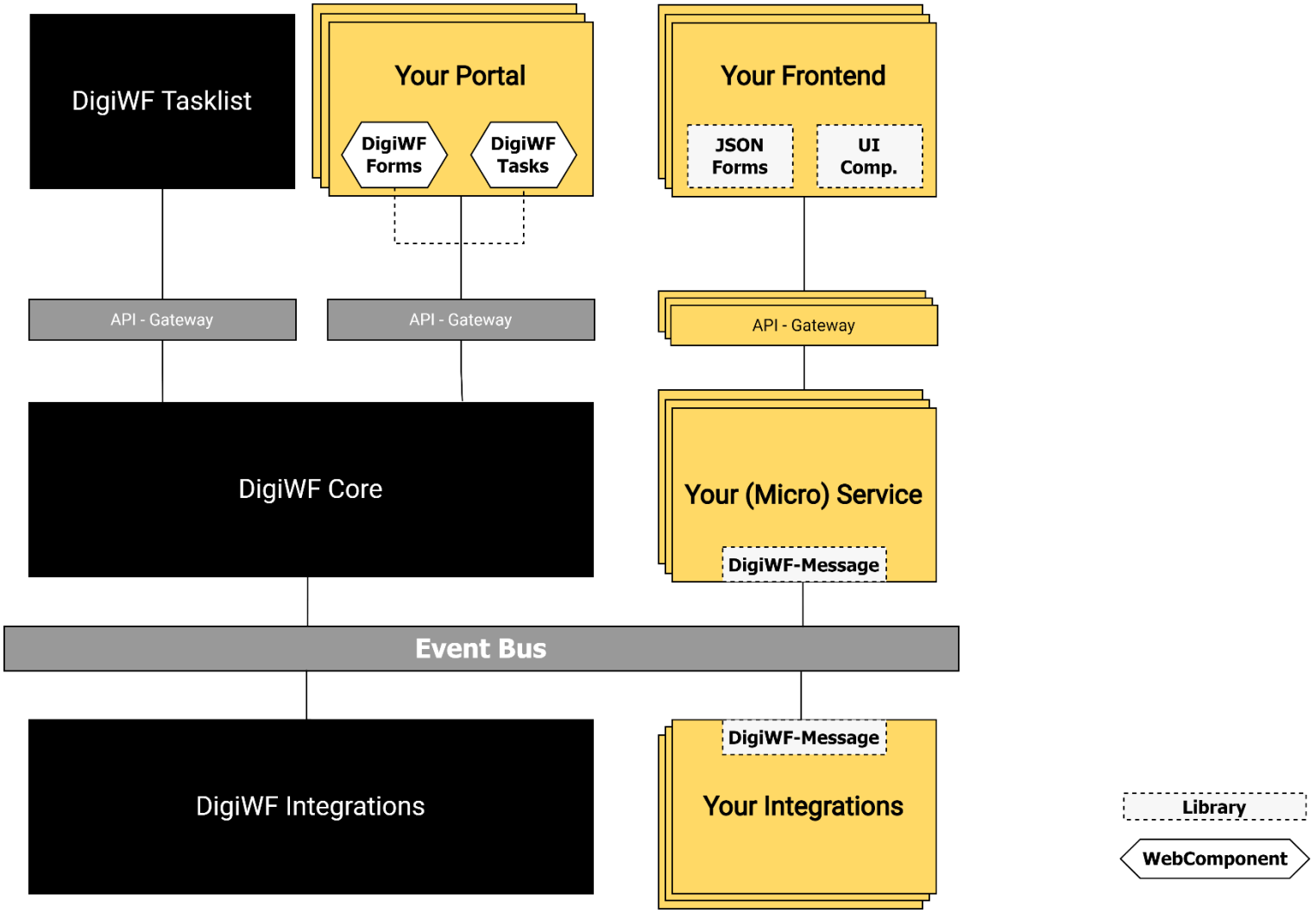


BPMN
DMN

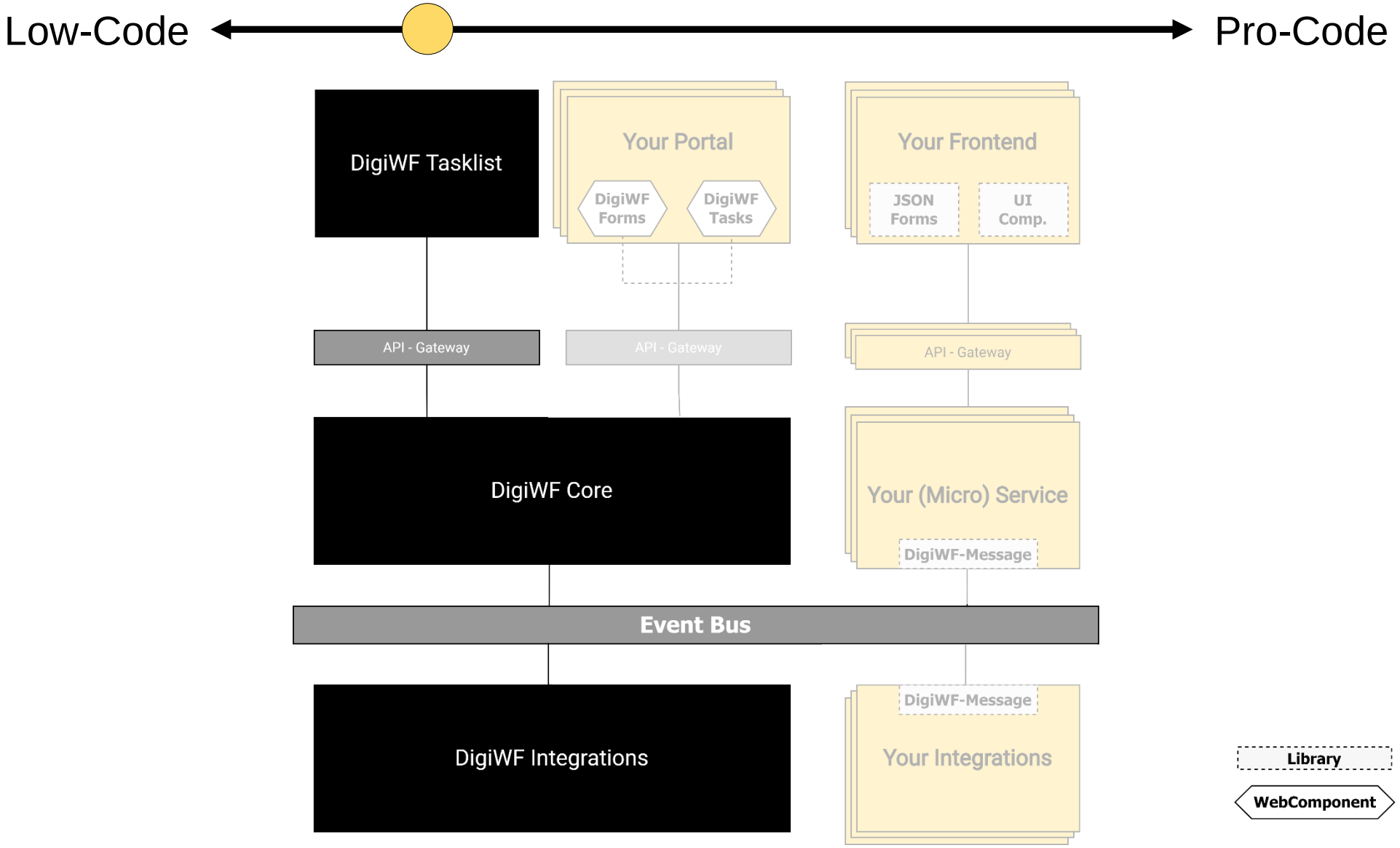
Forms
(JSON Schema)

From Simple and Standardized to Complex and Custom

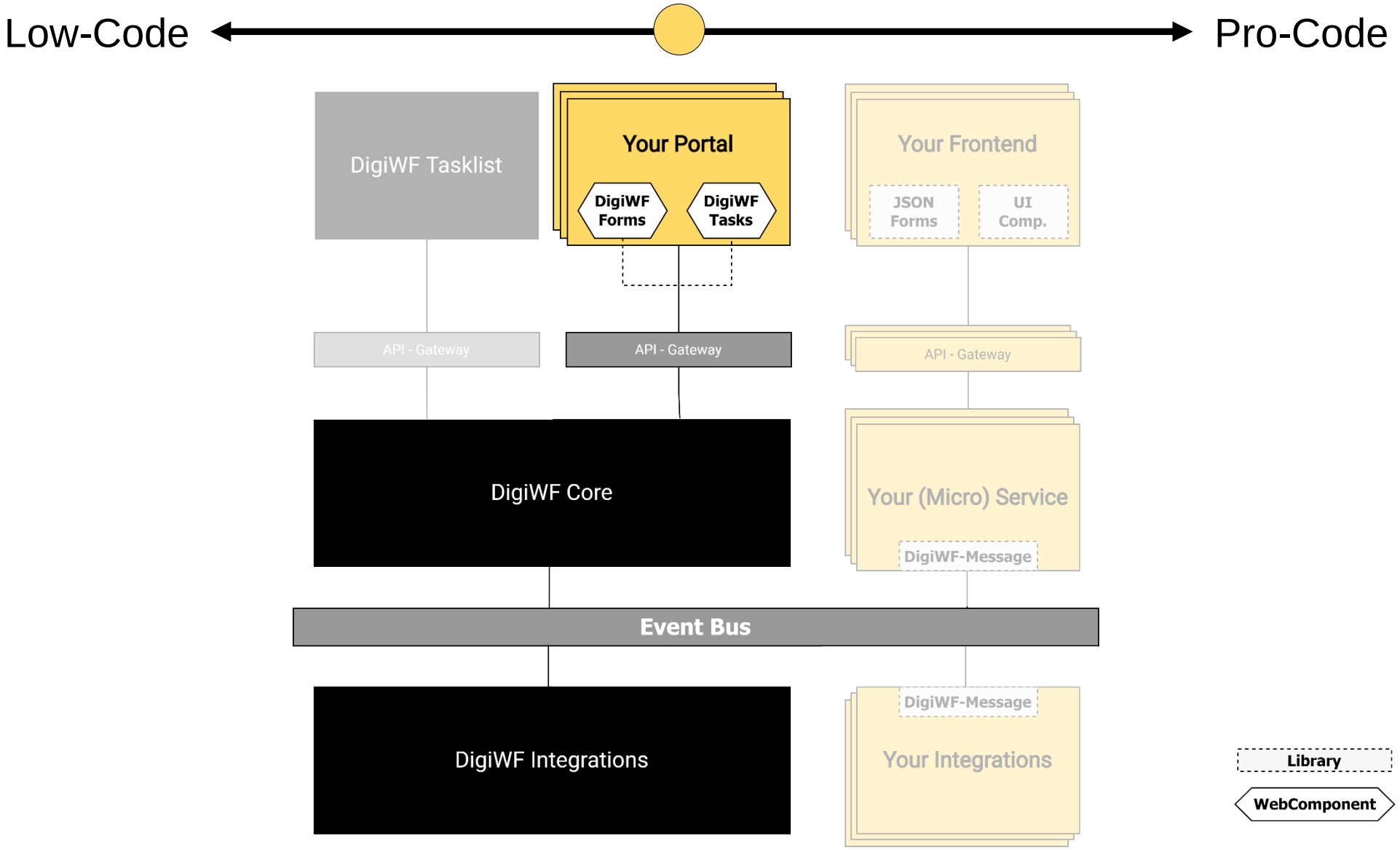
Low-Code ⟷ Pro-Code



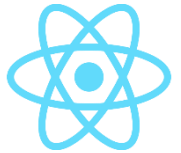
Pure Low-Code



Bring your own UI



Micro Frontends with WebComponents



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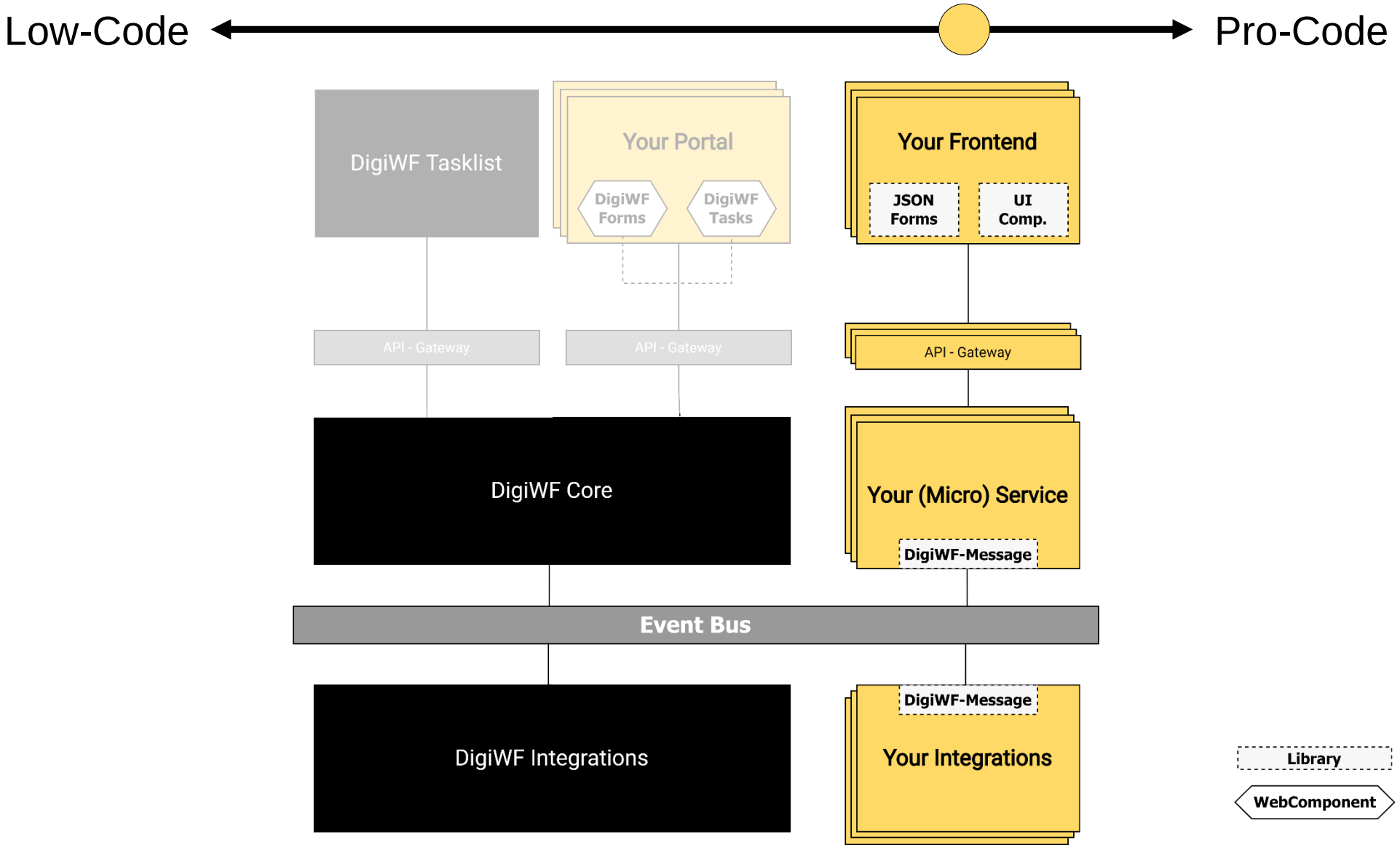
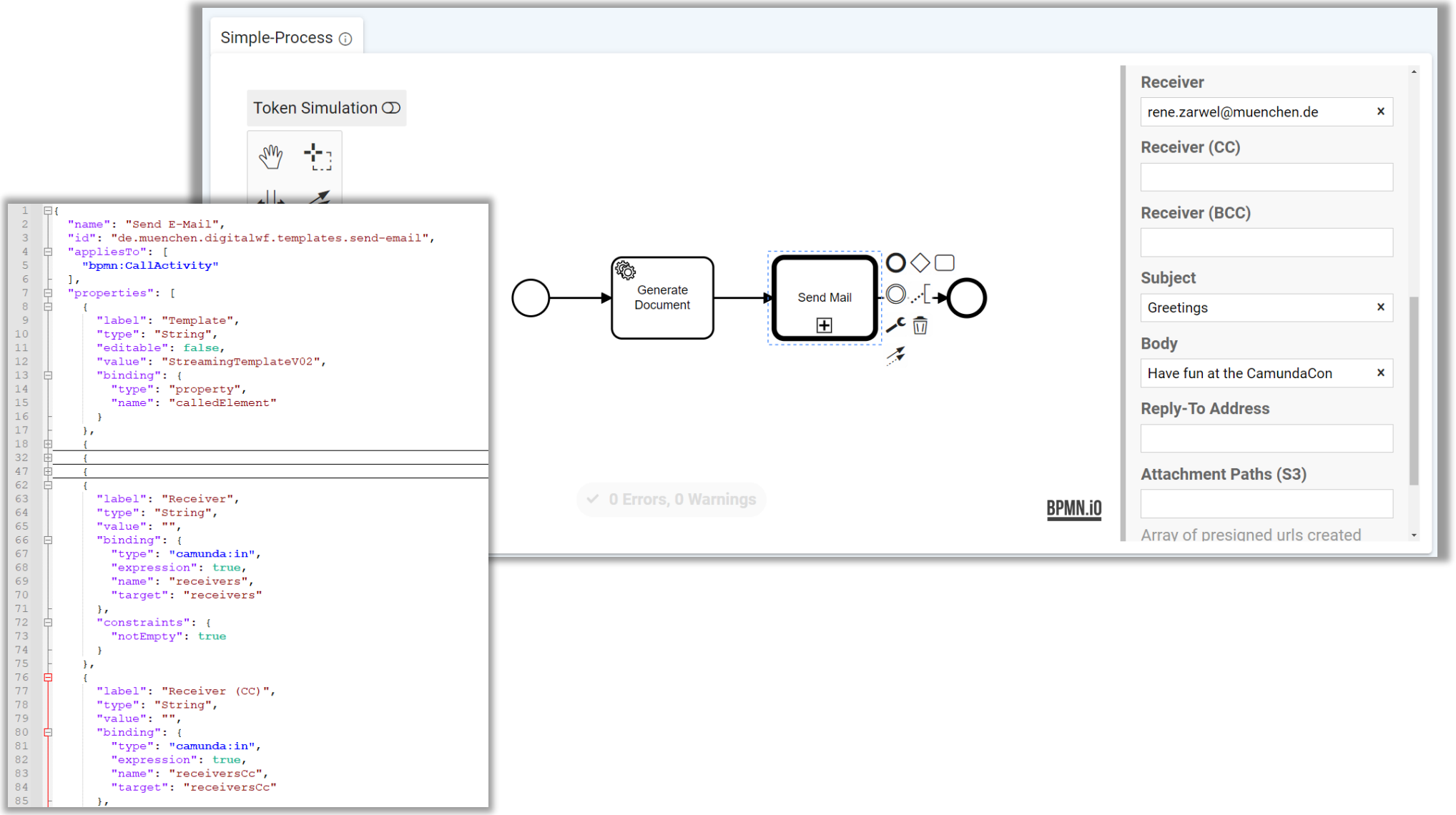
Integrate your own Application



Provide Basic Functions and Templates



For us, Low-Code means that developers provide functionality with standard technology that can be easily reused.

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How do we organize ourselves?
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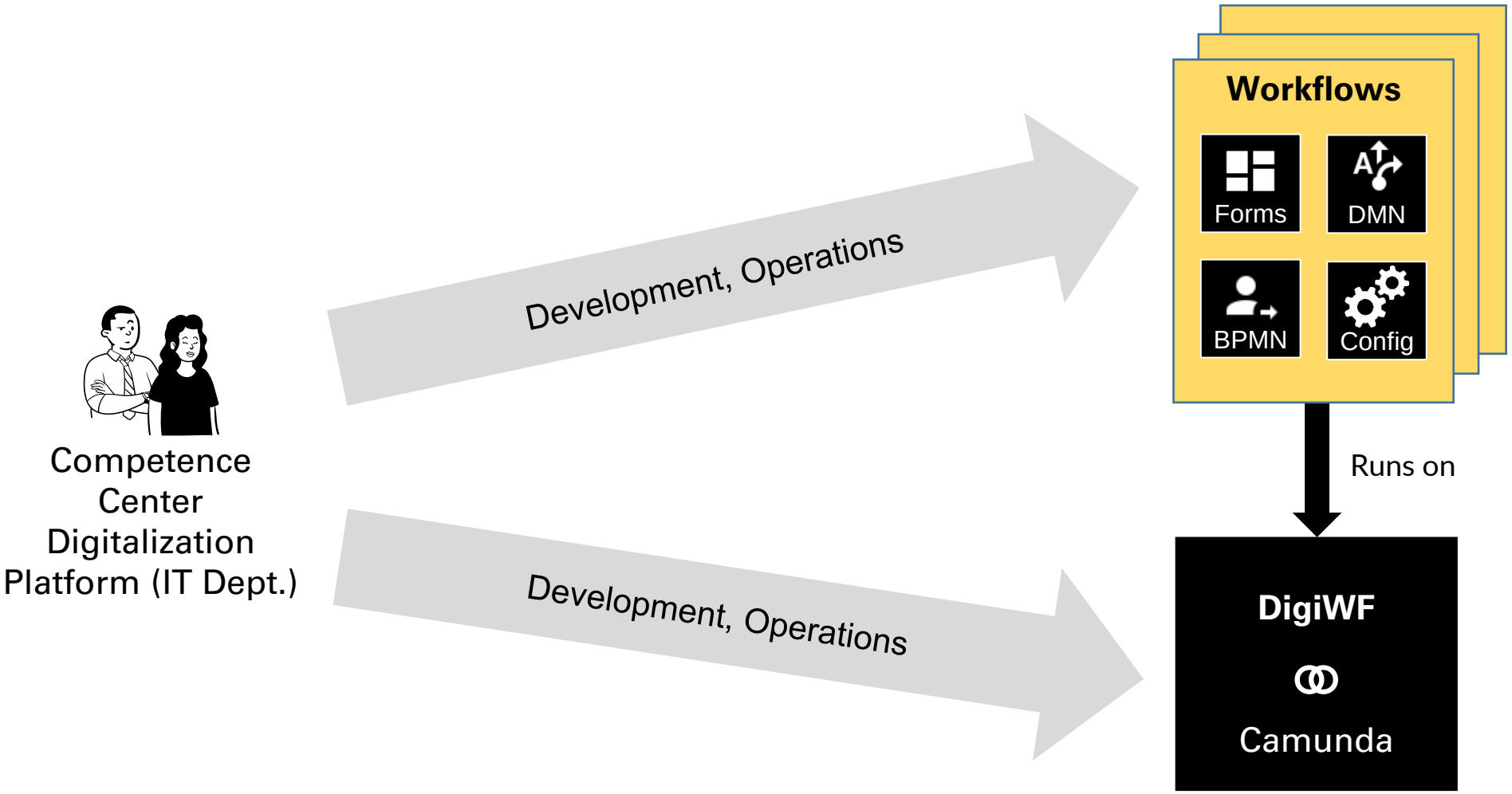
A Competence Center to boost digital transformation?



Scalable organization to boost digital transformation

Competence Center Digitalization Platform (IT Dept.)

Enabling, Coaching

Customer Center (IT Dept.), Citizen Developer

Development, Operations

Workflows

Forms

DMN

BPMN

Config

Runs on

DigiWF

Camunda

Development, Operations

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How is it going so far?
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Successes and starting difficulties

- We started with HR processes
- First successful citizen development

- 1 Project stopped

Key learnings after three years of working

- Don’t build apps with BPMN
- Process automation is much more complex than building custom apps
- Low-Code still requires software principles
- Decouple interfaces from processes
- Introduce a Center of Excellence is crucial

What’s coming next..

- Interaction with citizens
- Low-Code for business data
- Robotic Process Automation
- Integration of AI

Public Money
Public Code

Made with ❤️ in Munich

https://digiwf.oss.muenchen.de/

https://github.com/it-at-m/digiwf-core

- Next year Oktoberfest?

Thanks for your attention!

Dirk Gernhardt

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René Zarwel

Software Architect

Product Owner of DigiWF