



**Digital Building Permit**  
*- The Municipality of Frederiksberg*

# The Municipality of Frederiksberg



## The client

### 2100 building permits a year

Frederiksberg is one of Denmark's largest municipalities. Each year it handles about 2100 building permit applications that vary in type and complexity. Most of these applications are for relatively minor modifications of apartments – for example, renovation of a bathroom or lavatory, combining two apartments into one, etc. – and are made by ordinary citizens who are not professionally engaged in the building trades.

Until recently, paper forms were used for submitting building permit applications, and in many cases, the permits were not correctly filled out. Enclosures might be missing or they might be incomplete in relation to the relevant type of project.

## The challenge

Building regulations are so extensive that it can be difficult to figure out what information, documents and powers of attorney the municipality will need in order to process the application.

In practice, about 70% of building permit applications are missing some of the necessary information when they arrive at the municipal offices, which mean that they cannot be processed right away.

### Inefficient for the municipality and irritating for citizens

A large part of case workers' time is therefore used for corresponding with citizens to acquire the information needed for processing their applications, instead of doing the actual processing.

The municipality needed a digital solution that would guide citizens through the steps of a building permit application and ensure that all the relevant data, enclosures and powers of attorney were correctly formulated and added to the application before it was submitted to the municipality.

## What Resultmaker did

Resultmaker developed Digital Building Permit (Digital Byggesag) based on Resultmaker Online Consultant™. The solution handles the complete flow of steps for a building permit application, from the citizen's typing in data and acquiring powers of attorney before submitting the application, to a message of completion when the construction work is finished.

Resultmaker had to:

- Establish a common XML data model. This was done with Resultmaker XML Factory™, based on the existing set of paper forms from Local Government Denmark (KL). This ensures, first of all, that when the applicant has signed the application with a digital signature, the system can create a receipt that can be printed out, and, second of all, that the solution's data basis can easily be expanded when necessary.
- Design a complete business logic for the application process, with, among others, the following functions:
  - Finding relevant information for the building in question – for example, the name of the owner – in the municipality's data base of buildings.
  - Looking up the personal identification number (CPR-nr.) of the applicant in TDC's PID-to-CPR service to check whether the applicant is, in fact, the owner of the building.
  - Involving third parties, based on the ownership and type of the building and the kind of work to be carried out.
    - Establishing logic that controls which parties should be involved under various circumstances.
    - The possibility of digitally inviting third parties to participate directly in the application process by, for example, signing a power of attorney with a digital signature.
  - Fully digital submission of the application to the municipality, inasmuch as powers of attorney, etc. can be digitally signed and other attachments can be attached to the application electronically.
  - The possibility – if the applicant chooses to submit attachments by regular mail – of printing out a covering letter directly from the system and having it automatically refer to the relevant application.

The architecture of the solution ensures that it can easily be expanded – both in relation to the existing types of building permits and in relation to possibly adding new types, such as rural or commercial buildings.

## Results

The application process has become simpler and more convenient for citizens and more efficient for the municipality, and cases are handled more quickly.

Citizens can submit an application without prior knowledge of the relevant laws and regulations. All they have to do is state what kind of work they want to have done – for example, replace a WC, move a wall, etc. Digital Building Permit figures out the necessary steps and tells the applicant which drawings, permits and other enclosures are required.

The time expenditure for checking and following up on missing information is minimized. Case workers can concentrate on case handling, which is carried out faster and more reliable.

## Resultmaker ∴ Innovative People ∴ Decisive Technology

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