
Developing a probation service application for mobile devices

Severine Hausmann

Probation service Baden-Württemberg, Germany

Head of communications departement



Baden-Württemberg

BEWÄHRUNGS- UND GERICHTSHILFE

Why developing an app?

- We want to enlarge the possibilities to communicate with our clients



How to define what services our app should provide?

- Making a list of requirements, to be finished till 12/2019
 - The management setted up a 15-headed project group with interested employes
 - Members of that project group are not only social workers but also team leaders, secretaries, volunteers, members of the management board, IT specialists and me (head of communications department) as project leader
 - We get up with ideas, figure out what would be suitable for our clients AND for our probation officers

How to define what services our app should provide?

- We conducted a client survey with following results:
 - 74 % would like to use the app
 - 79 % would like to have a calendar / reminder / invitation tool in this app
 - 47 % would like to have a the possibility to send and receive voice messages via app
 - 27 % would use a video chat tool

How to define what services our app should provide?

- Our ideas for app functions so far are:
 - Calendar, reminding appointments: Sending appointments, saving this appointment automatically in the calendar
 - Address, route navigation, phone numbers etc
 - Chat / video chat / messages probation officer / client
 - Upload of documents; todo lists
 - Video tutorials for clients
 - Personal data of the client concerning his probation
 - FAQ



Points to be considered by developing the app



- Protection of data privacy must be given
- Connection to our client documentation software
- User-friendly
- Low volume of data transfer
- Possibility to be used offline



Our next steps

- Conduct a survey with our employees
- Compare already existing apps for probation services
- Meetings with several app programmers
- CEP meeting in Vienna for exchanging experiences
- Possibility to be used offline

Our conclusion: we are still at the beginning – but we started already!

