Analyses of user requirements - the first step towards Strategic Integration of Surveying Services

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FIG Working Week 2007, Hong Kong SAR, China
16 May, 2007

Introduction

Before altering an existing system or introducing a new one, it is essential that the requirements of those who will use or benefit from the system are clearly identified (UN/ECE, 1996).

- *meeting user requirements – considered as 'critical succes factor'*

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Identify current and possible future Users

External users perspective:

who are the users;
how are they using products/services;
for *which* purpouses

Internal users perspective:

who and how is producing, creating products/services

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Lists of External Users

- Ministry of transport and communications
- Ministri of agricultire, forestry and watersupply
- State statistic office
- Central registry of R.Macedonia
- Academia
- Municipality of city of Skopje
- Real Estate Aegncies
- Notaries
- Utility companies

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Lists of Internal Users - SAGW

- top management of SAGW
- project managers
- sectors managers of SAGW
- managers of local cadastral offices
- IT and business staff
- staff involved in creation/production of digital data, products

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Interviews internal users:

- strong points in SAGW performance

- weak Points in SAGW performance

- desired future situation for SAGW from:
  - business and
  - ICT perspective

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Interviews external users:

- their core business
- ICT strategy/policy
- links for data sharing/exchange; data modeling
- usage of www
- most used products/services from SAGW
- availability/accessibility of (digital) data within SAGW
- response time
- after sales support
- how to improve SAGW performance
- online access topics

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Methodology

- perform interviews based on questionnaires ('template')
- analyse the findings from the interviews and questionnaires
- sent the reports for revision to and ask for approval from interviewed persons
- receive the approval from interviewed, and agreement on the findings in the reports

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Analyses of user Requirements

- method of comparing the answers - result:
    - list of user requirement

- SWOT analyses – result:
    - SWOT matrixes

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User Requirements

- Customer orientation
- Marketing mechanisms
- ICT department - skilled ICT staff
- Digital products/services and delivery
- Develop *updating procedures* of digital graphical data in parallel with conversion of analogue data in digital

User Requirements

- Remote access to the DB
- Web based interface
- e-conveyancing,
- Digital data catalogue, including metadata
- Introduction of DB concepts and adaptation to working operations
- Test the functionality of the e-Cadastre system

User Requirements

- Work on development of integrated system
- Coordination and cooperation between data producers within organisation
- Involve users in development of data, products and services, processes and system specifications,
- Introduction and implementation of workflow management

User Requirements

- Digitalisation of analogue maps could be outsourced, new law provides such an opportunity
- Development and standardisation of *automated links* for sharing data or exchanging geo-information with other organisations,
- Data protection - underestimated element! CSF
- Improvement registration apartments, through developed simple mechanisms for massive registration (currently 60% of the apartments are not registered in the REC register)

User Requirements

- Application of new technologies and standards more from economical then from technical perspective
- Keep and use the 'cadastral parcel number' as key parcel identifier or unique parcel reference number, apart from it: unique building identifier, apartment identifier, 'common area' or known area name identifier, right identifier and subject identifier,
- include scanned cadastral maps as a separate layer in the GIS of SAGW

User Requirements

- when data are standardised, it is easier to provide tailor made products
- Guarantee the delivery time
- Develop and use new developed simplified registration services,
- Conditions about use and price should be clearly stated and shown to the customer
- Copyrights,
- Include value of real estate it into REC register
- Development of E-payment mechanisms.

Conclusions

meeting user requirements
- a critical succes factor -
is becoming bigger challange for all businesses
(Surveying and Cadastre domain included)

Learn from the users what to do and how to it.

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thank you for your attention

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