

Adaster

Technological Aspects of Land Administration Systems in the West Balkans

Ivan Aleksić, Serbia,
Christiaan Lemmen, The Netherlands and
Suleiman Dabass, Serbia






© K02-Adaster 2005

Adaster

Serbia

- Turbulent history
- Property records are in poor state
- 70% of apartments not registered
- Rural land transactions often not registered
- Government recognised that effective property registration is prerequisite for economic growth

© K02-Adaster 2005

Adaster

Real Estate and Cadastre Registration Project in Serbia

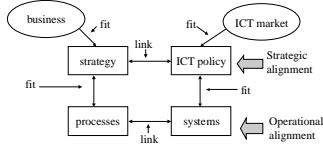


- Republic Geodetic Authority (RGZ) is responsible for Cadastre and Land Registry in Serbia
- Focus on both operational development and institutional strengthening
- Preparation phase of the project: legal reform, registration, cadastre, IT, training, finance management and economics, monitoring and evaluation
- Based on user requirements




© K02-Adaster 2005

Adaster

Business Alignment







© K02-Adaster 2005

Adaster

Business

- Customer and market orientation
- Costs and revenues will be in balance
- IT Systems will extend continuously
- Computerised data set will increase the demand






© K02-Adaster 2005

Adaster

Business processes

- Conversion is critical factor for success
- Workflow management
- Performance measurement
- Substantial part of the production by private companies
- Training of employees

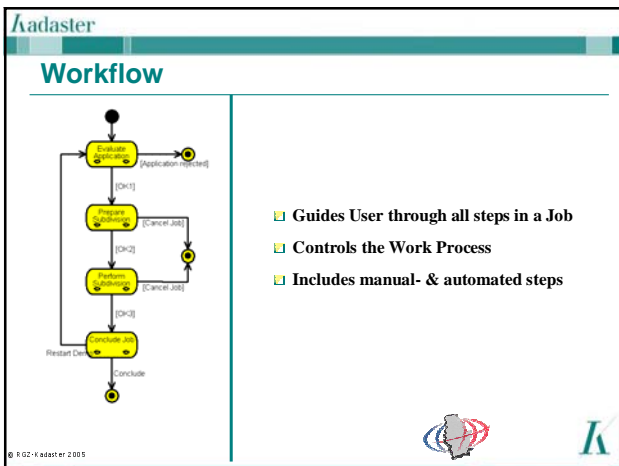
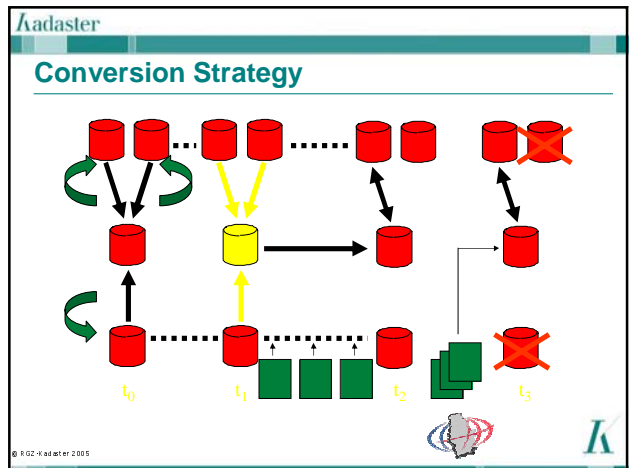
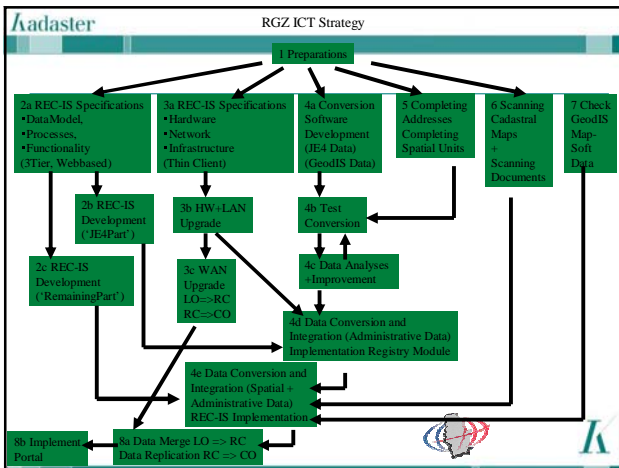
© K02-Adaster 2005

ICT Policy

- RGZs business will fully depend on ICT
- Alignment business – ICT
- Step by step approach
- Proven technologies
- Sustainable standards
- Mission critical activities will not be outsourced
- Reduction of complexity in existing systems
- Quality, risk and communication management

ICT Services

- Continuous availability of ICT services
- Service level agreements
- Concentration of services (step by step)
- Helpdesk



Registration domains

- Deeds/Transactions
- Cadastral Register
- Cadastral Map
- Field Sketch/Book
- Addresses
- Spatial Units
- Customers
- ERP, Financial

Organisational Change

- ❑ Customers are not interested in the structure of the organisation, customers are interested in quality products and services
- ❑ Customers are interested in standardised approaches
- ❑ Employees are interested in careers
- ❑ Employees are conservative, they should be convinced themselves that changes are needed
- ❑ >>Management, user board, user involvement



What is so specific about implementation?

- ❑ Involvement of users!
- ❑ Start small, think big
- ❑ Substantial learning curve, self learning
- ❑ No competition, monopolies to be protected? Or citizens to be protected?
- ❑ Very difficult to design a complete set of specifications
- ❑ Procurements not leading to the best solutions but to extra complexity
- ❑ Willingness to change
- ❑ Willingness to co-operate: ICT infrastructures *only* work if there is real co-operation
- ❑ Communication with the customers: management of expectations
- ❑ Interorganisational workflows lead to delays
- ❑ 100% quality requirements ... scale 1:0,5... or correct legal attributes
- ❑ Technology is available, the volume of data is big
- ❑ Links with ERP, CRM, etc
- ❑ Building infrastructures takes a generation



Message

- ❑ It is very easy to make things very complex, it is very complex to make it easy
- ❑ The government is there for the people, not the other way around



Recomendations

- ❑ Appoint task force
- ❑ Inventory of existing IT facilities
- ❑ Relate RGZ employees to domains
- ❑ Develop standards
- ❑ Regulate ICT management
- ❑ Incremental implementation
- ❑ Do not outsource mission critical ICT management
- ❑ Introduce workflow management
- ❑ Install standardised hardware
- ❑ Production db regional, information supply central



Thank You



Big Bang Approach

- ❑ Easy to implement
- ❑ Long period of preparations, introduction to customers and employees
- ❑ Intensive testing
- ❑ Replace old by new, no parallel running
- ❑ Fast, less costly (may be..; risk is in the time short after implementation)
- ❑ Carefull planning

