

# NORDIC IT GROUP – NLS STATUS



# NLS 2019



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Production  
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Basic Land Surveys  
Petri Notko

Valuations  
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Land Consolidations  
Timo Potka

Registration Issues  
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Legal Registers  
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Topographic Data  
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Information Services  
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Research Institute  
Jarkko Koskinen

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Markku Poutanen

Geoinformatics and  
Cartography  
Juha Oksanen

Remote Sensing and  
Photogrammetry  
Juha Hyypä

Navigation and  
Positioning  
Sanna Kaasalainen

SDI Services  
Panu Muhli

# ICT SKILLS

- Advanced, reliable and cost-effective ICT services as the foundation for digital operations

30.1.2019





AT THE FOREFRONT WITHIN THE STATE



The National Land Survey has an important role in the cooperation between state organisations. We participate in and lead development projects that are significant for society.



# DEVELOPMENT PROJECTS

National Topographic Database

Computerised register of limited liability housing companies (ASREK)

eServices

Reform of system for evaluation of value of land in real estate taxation (MaaVero)

# THE FUTURE OF THE NLS - “NLS 2020”



# BACKGROUND

- Director General Arvo Kokkonen has asked us to investigate the alternatives of what the National Land Survey of Finland should look like after 2019. A group led by Marja Rantala has completed a report on the future of the National Land Survey in the 2020s.
- The starting point of the report is the National Land Survey's current situation and an analysis of its operational environment. In addition, there is a detailed report on the general environment.
- The reporting group has interviewed several governmental agencies in Finland and mapping and surveying agencies in Europe, held workshops and surveyed stakeholders and employees via Webropol surveys and interviewed employees at the agency.
- [D9 team](#) from State Treasury support: digital strategy and customer research and understanding



# BENCHMARKING

- To improve the National Land Survey's operational model, the reporting group interviewed other agencies.
- The following areas were covered in the interviews:
  - Service-based/customer-oriented operations
  - Factors of change in the operational environment, including networks and ecosystems
  - Effects of technological change
  - Distribution of labour between information management and core operations, management model
  - Cooperation between service operations (production) and research.

# BENCHMARKING

- Domestic benchmark organisations:
  - Finnish Transport Safety Agency (Trafi)
  - Tax Administration (Vero)
  - Finnish Patent and Registration Office (PRH)
  - Population Register Centre (PRC)
  - Finnish Meteorological Institute (FMI)
  - Finnish Environment Institute (SYKE)
  - Finnish Government Shared Services Centre for Finance and HR (Palkeet)
  - Finnish Immigration Service (Migri)
  - The Social Insurance Institution of Finland (Kela)

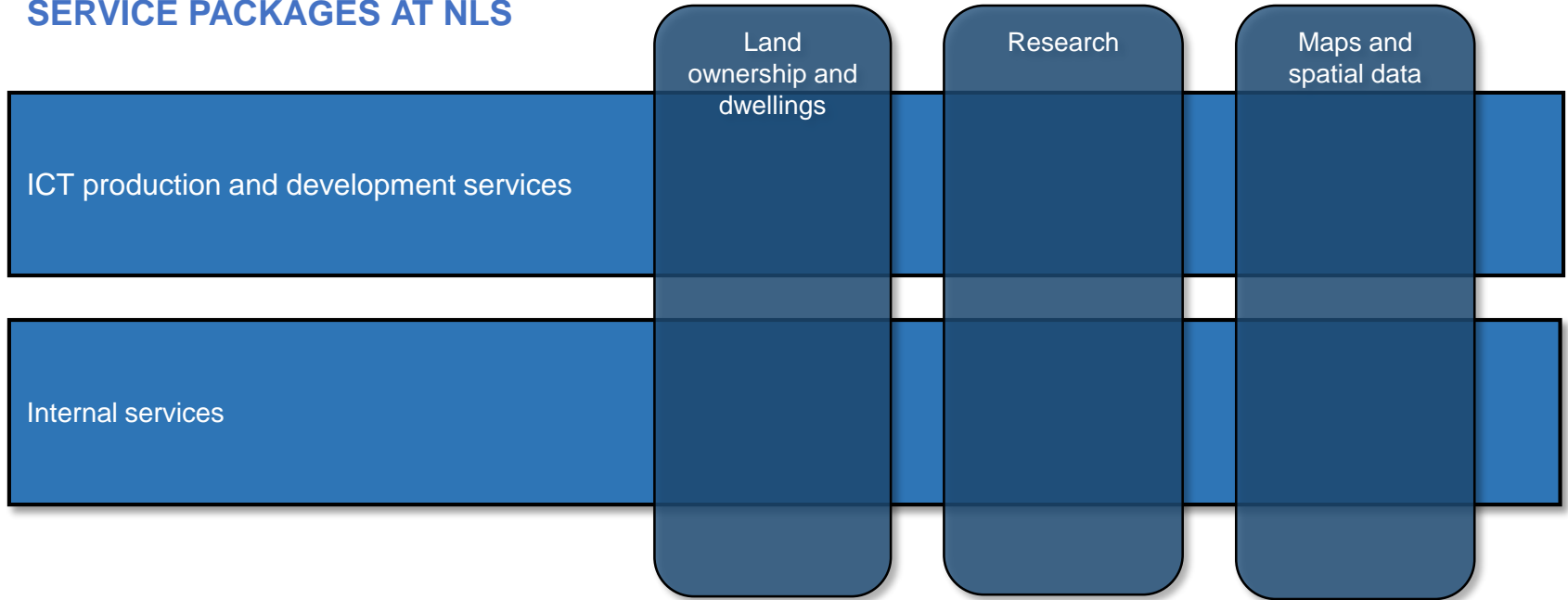
# BENCHMARKING

- In addition to benchmarking domestic organisations, the report group also benchmarked organisations in the same field in other European countries. A questionnaire was sent by e-mail to the senior management of the following agencies:
  - Lantmäteriet (Swedish cadastral and mapping agency )
  - Kartverket (Norwegian Mapping Authority)
  - Geodatastyrelsen (Danish Geodata Agency)
  - Styrelsen for Dataforsyning og Effektivisering (The Danish Agency for Data Supply and Efficiency)
  - Maa-amet (Estonian Land Board)
  - Kadaster (The Netherlands' Cadastre, Land Registry and Mapping Agency)
  - Bundesamt für Eich- und Vermessungswesen (Austria )
  - Catastro (Spain)
  - Registradores (Spain)

# FROM PROCESSES TO SERVICE PACKAGES

- The aim of the report is to improve understanding of customer needs and to ensure customer needs are the starting point of operations. This requires that internal barriers are removed and that employees increase their networking skills.
- The report suggests a reform of the National Land Survey operational model. The idea is for the organisation to abandon current processes and for its operations to be based on the following service packages:
  - Land ownership and dwellings
  - Research
  - Maps and spatial data
- The report suggests an extensive reform to create an organisation with a service and customer focus. Focus on service means that all operations will be organised in accordance with customer needs. Customers would be as close to the National Land Survey as possible and a part of the operations.

## SERVICE PACKAGES AT NLS



# INFORMATION MANAGEMENT TO SUPPORT SERVICE-ORIENTED OPERATIONS

- the National Land Survey will need centralised ICT and development services.
- A central goal of the information management reform is to improve the agency's ability to effectively utilise technological development and to ensure that the National Land Survey has the key skills related to information security and architecture.
- Business technology
  - Digital frontline: digitalisation provides new business opportunities, and requires consistent design thinking on how to face customers, partners and employees in a networked multi-channel world
  - Technology backbone: Traditional IT needs to become the Technology Backbone that is responsible for development, and management of digital and administrative solutions in a professional way.

# COOPERATION BETWEEN RESEARCH AND PRODUCTION TO BENEFIT CUSTOMERS

- The report states that the National Land Survey is highly skilled in spatial data technology research, but that many benefits have still not been taken advantage of either from the point of view of research or the needs of the agency's other operations.
- The reporting group suggests the formation of a research to service value chain. Such value chains can be found in many other organisations whose operations include both research and services.
- It is also necessary to specify when it is possible to initiate trials and how systematically we are going to proceed from research and trials to service production.

# MANAGEMENT SYSTEM REFORM

- The report states that the current strategy 2020 remains appropriate in its definition of policy, but that the implementation of the strategy has not been completely successful. The operational environment is rapidly changing and for that reason a more continuous strategy process is needed.
- The report suggests immediate changes and comes with suggestions for improving the operations of the strategy team and the coordination team. In the longer term, the aim is to improve the effectiveness of management and to streamline the management system.
- The NLS is more dependent on the services provided by others and others are more dependent on our services.
- International services are growing



# INFORMATION

Our management model supports development



Our organisational model supports operational reforms



ORGANISATION AND MANAGEMENT MODEL SUPPORTING SERVICE CHAINS

Showing the way

ENTERPRISE ARCHITECTURE



We describe our operational and service architecture



We have guidelines and are committed to implementing enterprise architecture

We make choices



We identify challenges in the changing environment



We increase our skills



We ensure our basic tasks are handled without disruptions

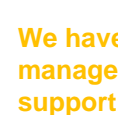


We identify and describe our service chains



CLARIFYING ROLE

CUSTOMER-ORIENTED WORKING METHODS AND OPERATIONAL MODELS



We have a customer management model to support operations