

# Land Administration Solutions: Investment, Operation, Sustainability and Ongoing Viability

Jill Urban-Karr (USA), Peter Shaw (New Zealand), Dave Stow and John Clutterbuck (United Kingdom)

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## SUMMARY

Funds are allocated and governance modernization is implemented via regulatory improvements, workflow streamlining, data conversion/creation and software platform implementations. There is excitement and enthusiasm around the new processes and tools, customer service is enhanced and the “doing business” score is improved. The transformative power of new fit-for-purpose tools and technologies, participatory process improvement, and integrated capacity building have been noted as best practices in land administration for many years. However today, new approaches, new tools, and new technologies emerge into the market at an accelerated pace which is reflected in the expectations of the citizen customer, creating a burden on governments to “keep up” or “fall behind” or worse, “fail”.

So how can governments build land administration solutions with the inevitable/ongoing evolution in mind? How can the go-forward land administration strategy include the ability to be “just-in-time” with the roll-out of new tools and processes, be immediately responsive to new legal and regulatory changes, afford the ongoing financial obligation, and not misstep in delivering an excellent customer experience? This paper will put forward for consideration an idea that builds on the “as a service” concept. That is, what would a comprehensive “land administration as a service” model look like? Where might the challenges be with this type of approach and what might be the resultant benefits? Note that this is not an “outsourcing” approach whereby the government is only a passive partner, but rather an integrated partnership approach that moves the government financial model from a “capital investment” to an “operational investment” by leveraging private sector partnering for the technical, social and financial aspects of the undertaking. It also takes a strategically comprehensive approach to addressing the entire land administration ecosystem, not only focusing on a particular component or implementing a single technology, but endeavors to leverage a “10,000-foot view” while implementing at the “10-foot level”.

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