



Landscan

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A news update for Land Information New Zealand clients

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LAND INFORMATION AGENCY OF THE FUTURE TAKING SHAPE

When it comes to realising the e-government strategy, you could say that LINZ has both an advantage and a challenge. Digital information is the strategy's raw material and LINZ, more than most government agencies, stores and delivers large quantities of information in digital form.

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On the other hand, the large quantities of information LINZ holds are not all electronically compatible – either with each other or with other government databases.

At a glance

- ◆ LINZ is already heavily involved in e-government projects
- ◆ This work is being put into a strategic framework through the LINZ five year Strategic Business Plan and one of its key components the Virtual Agency Strategy - Moving to eLINZ
- ◆ The department's core responsibilities are unchanged: the mode of delivery is changing
- ◆ All business transactions between LINZ and its clients will become electronic
- ◆ The physical location of LINZ customers and staff will become irrelevant to how we deliver services and products
- ◆ Information products will take centre stage through branding.
- ◆ The identity of the organisations that produce information products will take a less prominent role.

Ground-breaking projects such as **Landonline**, which moves paper transactions to digital exchanges, are already putting the department at the head of the e-government pack.

But individual projects do not a strategy make, no matter how large and significant they may be. That is why the department has developed a framework for its digital future, ensuring that technology is the servant, rather than the master, of the way information is maintained, stored and delivered.

The role of technology has become woven firmly into the fabric of LINZ's new five year Strategic Business Plan which was developed in consultation with stakeholders and staff this year. In his introduction, Land

Information Minister Hon Matt Robson says "the objectives of our e-government strategy are about better service, cost effectiveness, leadership, an improved reputation for New Zealand as an information-age society and greater participation by citizens in government."

The Strategic Business Plan identifies three core goals for LINZ:

- Authoritative LINZ – meeting needs for authoritative land and seabed information
- Accessible LINZ – ensuring customers have easy access to land and seabed information and related services, at cost and at any time
- Capable LINZ – having the people and technology required to deliver on the expectations of customers and the Government.

These goals shake down into a host of practical tasks over the next five years, many of which will help complete the transformation of LINZ from 'bricks and mortar' to an eLINZ of 'clicks and results'. These tasks vary from widening public access to the **Landonline** system, to aligning LINZ standards and processes with the Government's e-government strategy.

LINZ Chief Executive Russ Ballard says that one of the key components of the Strategic Business Plan will be implementing the department's Virtual Agency Strategy - Moving to eLINZ which was also developed this year. He points out that LINZ's mandate has not changed. "We remain responsible for the maintenance and delivery of the Government's core seabed and land information requirements."

What will change – is changing already – is the means of delivering information. Developments such as **Landonline**, the LINZ internet site, and the availability of bulk topographic and hydrographic data in electronic form are all elements of a nascent virtual agency.

But a question is still begged: what exactly is eLINZ? The answer is more of a 'how' than a 'what'.

The Strategic Business Plan and the Virtual Agency Strategy recognise that most business transactions between LINZ and its clients will eventually be made electronically, with a reducing need for over-the-counter exchanges.

They also recognise that work can become location independent. This means certain business processes and individual staff can be at the most appropriate location – not where certain buildings or facilities happen to be for historical reasons. This change will liberate customers from concerns about where LINZ offices are physically located. The aim is that services will be delivered with equal efficiency no matter where they, or LINZ, happen to be.

"The objectives of our e-government strategy are about better service, cost effectiveness, leadership, an improved reputation for New Zealand as an information-age society and greater participation by citizens in government."

And finally the strategies recognise that boundaries between government agencies – and customers and suppliers – are becoming more permeable. LINZ will continue to act as a wholesaler, with third party customers providing value-added services and products to the public. This means information products are not necessarily moulded to fit the shape of the organisation that delivers them – rather they can be designed to fit the customer's actual information needs.

The LINZ Virtual Agency Strategy - Moving to eLINZ identifies three fundamental changes required to transform the department:

- making processes customer centred, including more active monitoring of changing customer needs
- removing barriers to information access – making sure the way we deliver information electronically fits customer needs and is compatible with other agencies
- using brands to identify products – LINZ takes more of a back-room role, while the packaging or branding of products signposts information more effectively for customers. Some of these products may involve data from several agencies.

LINZ Chief Executive Russ Ballard says the Strategic Business Plan and the Virtual Agency Strategy – Moving to eLINZ are about building the department's capacity to lead the Government's move into the digital age.

"E-government presents New Zealand with tremendous opportunities to move forward into the 21st century with higher quality, cost effective government services, and better relationships between New Zealanders," he says.

A copy of the LINZ Strategic Business Plan and the Virtual Agency Strategy - Moving to eLINZ can be found on the LINZ website at www.linz.govt.nz/publications/virtual/vasummary.pdf and www.linz.govt.nz/publications/sbp.

Contact for further information:

**Sharon Cottrell, General Manager Policy,
Land Information New Zealand, ph (04) 498 3500,
email scottrell@linz.govt.nz**

scottrell@linz.govt.nz

Annual Report live on Internet

Land Information New Zealand's Annual Report is live on the the department's website at www.linz.govt.nz. The 2000/01 Annual Report was tabled in Parliament this month.



eBILL BLOWS AWAY CHEQUE WRITING BLUES

Paying bills is never fun, but at least it can be made easier. LINZ is the first government department to let customers view and pay regular bills over the Internet through New Zealand Post's eBill system.

A general government-wide electronic billing/payment service is not due to be available until next year at the earliest, but LINZ is first out of the blocks with the New Zealand Post system.

Each year LINZ sends out between 10,000 and 15,000 invoices to surveyors, solicitors and Crown property tenants – an impressive pile of paperwork to process. But by using the eBill service, LINZ clients can view and pay user charges as well as search electronic files. Not a scrap of paper need be shuffled, although paper copies can be generated if required.

As an added feature, any customer that uses eBill will be sent an electronic copy of their invoice by LINZ. As many LINZ clients on-bill their customers for LINZ fees, the electronic invoice will save time spent searching through bills manually to identify and tabulate charges incurred by individual clients.

eBill allows customers to securely receive, manage and pay their bills over the Internet, with one place to view and pay bills online. It will save paperwork and postage, and give flexibility over payment, security and accessibility. It also provides an audit trail of historical payments.

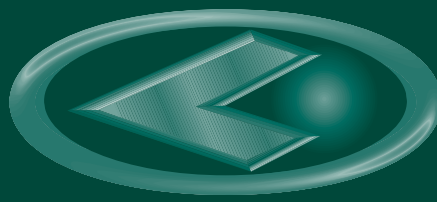
The bill payment system is free with no additional charges applying – all that's needed is internet access, and a recent web browser.

LINZ clients are being sent a fact sheet on eBill.

Contact for further information:

**Tony Murray, Project Accountant,
Land Information New Zealand, ph (04) 498 3517,
email tmurray@linz.govt.nz**

tmurray@linz.govt.nz



SHOWING US HOW IT'S DONE

Jo Johnstone and Wendy Hutchinson have been appointed as Key Stakeholders on the **Landonline** Stage Two (CRS2) project. This month we look at their new role on the **Landonline** team.



Jo Johnstone

Jo Johnstone is a registered surveyor with Cuttriss Consultants Limited in Lower Hutt and has been practising for 10 years. Jo's commitment to the project was cemented when she drastically shortened her honeymoon to fit in with the implementation schedule.

Wendy Hutchinson - mother, wife, grandmother, Justice of the Peace and orchardist – has been practising as a Senior Legal Executive for over 20 years. She insists the 'Senior' "has nothing to do with my grey hair!"

The Mainland and Wellington LINZ offices already operate under **Landonline** Stage One. Customers can log onto **Landonline** to search and view survey and title information. However, the bulk of the changes occurred within LINZ as staff moved from a paper-based to an electronic system.

In Stage Two LINZ customers will be able to prepare and lodge title dealings or survey plans electronically. This is their move from a paper-based to electronic environment. With this in mind, it is essential to have people on site who know the way surveyors and conveyancers do their work and can ensure the practical and everyday needs of these professions are incorporated into the overall design.

Wendy and Jo were chosen to represent their respective professions because they both had extensive experience in their fields – Wendy from her time as a Senior Legal Executive in conveyancing, Jo from her time spent in the field. This knowledge is invaluable in understanding the way people do their work now and translating it into an automated environment.

Sitting on the project team at the Wellington offices of PricewaterhouseCoopers, Wendy and Jo provide business expertise in the design, construction and testing of the system, as well as ensuring the end result is easy to use.

Ease of use is a driving factor for both women. Although possessing varying IT skills, a high level of PC literacy was never a determining factor for the role. As Wendy commented, "I read the job description very carefully to see that it didn't say I had to have computer whizz skills". In fact, she says it's preferable not to have extensive PC skills. The ability to say "this isn't how I'd do it" or "make it easier" is an important part of the role.

The last 10 weeks have seen both women scaling a steep learning curve. They've had to absorb a huge amount of background information, as well as trawl through tomes of design documentation.

Helping them find their feet are **Landonline** Stakeholder Representatives Duncan Terris and Jeff Needham, for the New Zealand Law Society (NZLS) and New Zealand Institute of Surveyors (NZIS). Duncan and Jeff have extensive experience with the project and are enthusiastic about their new colleagues. "Bringing new people on board provides a new perspective as well as easing our workload, and they're independent - useful for bouncing ideas off."

“FROM YOUR OFFICE NOT OURS” PROVES POPULAR

“From your office not ours” is quickly becoming the “norm” with customers enjoying the benefits of **Landonline**’s electronic survey and title searching.

Stephen Hall, Manager **Landonline** Customer Support recently returned from visiting **Landonline** customers in Dunedin and Christchurch. Although the customers were within twenty minutes of a LINZ office, the comment that ‘it is great we don’t have to go to your office’ was quite common.

Stephen met with law firms, survey firms, a valuer, real estate agent, search agent, and a local authority. All the clients had used **Landonline** for ten weeks or more. Some were original trial customers who’d been online for nine months and included some new staff who’d never worked in the pre-**Landonline** environment. One firm revealed that a young solicitor in a hurry was incredulous that instant access to titles was not available less than a year ago.

Stephen says customers are consistently rating **Landonline** highly and are pleased with the information they can obtain at their office. Instant access to titles is particularly popular. There was also favourable comment about the **Landonline** Plus package, and the extent of the information available. The view that customers were “pleasantly surprised” was quite common, and the quality of plan images was seen as being better than the rumour mill had suggested.

Having customer sign-up information on the website, including the application form, seems to have been well received.

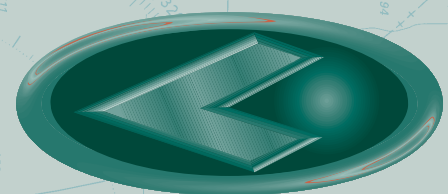
“People have found the sign-up and online forms are fine,” says Stephen. “The customers I visited appeared to have had no difficulty following this information and getting online.”

Support material such as the Quick Start Guide was also given a thumbs-up, although an area where customers could self-train without incurring fees was seen as desirable. This will be provided with the computer based training (CBT) currently being developed for Stage Two. Where customers have sought assistance, the service provided by the **Landonline** Solutions Team has proved popular.

“The introduction of a ‘Business Expert’ has been particularly welcomed,” says Stephen. “The overwhelming feedback I received is that customers want access to people who have business knowledge, and an understanding of **Landonline** as viewed by a remote customer.”

Customers see it as very important that we continue to communicate about **Landonline** issues. “*Lucie* – the electronic newsletter – is well received and I was told that it should be kept going.” Overall, customers think that LINZ has pitched the communication to customers at about the right level.

With Stage Two of **Landonline** to be introduced next year, the land and survey working environment will become even more electronic. Stage Two enables remote digital lodgement, providing certified users of **Landonline** with efficient and effective online processing of survey and routine title transactions.



Landonline
survey and title service



MAPPING DEMOCRACY MADE EASIER

When you cast your vote in next year's general election, your electorate boundaries will have been determined by a thorough process, underpinned by LINZ's expertise in land databases and in handling vast layers of vital information.

The boundaries are redrawn every five years after a national census of population and dwellings, independent from the election cycle. Statistics New Zealand provides the Surveyor-General and the Representation Commission with the population quota for General and Maori electoral districts based on the latest population statistics, linked to the requirement for 16 seats in the South Island (approx 54,300 each).

As a result of population changes in the latest census there will be one additional general electoral district and one more Maori seat. There will consequently be two fewer list seats in the 120-seat Parliament to make way for the new seats. All seats must be within five percent of the quota, and where practical existing

boundaries are not to be disturbed. Any changes must also take into account population projections, topography, communities of interest and facilities of communication.

LINZ is helping the Representation Commission, made up of officials and political representatives, deal with the challenge of defining 62 general districts and seven Maori districts by 18 April 2002.

In the past, members of the Representation Commission came up with ideas on paper and then asked LINZ to try suggested changes to see

if they were practical. That laborious process has been made much simpler due to usage of a graphically enhanced redistricting database. LINZ is using geographic information system (GIS) technology to help members to investigate options and get an instant answer.

The database includes existing boundaries, aerial photographs, topographic & street mapping, **Landonline** parcels, road centrelines and addresses, and over 38,000 mesh blocks representing known populations. A key element of the process and the mapping is the link between statistical meshblocks, land parcels and street addresses, which is managed in the **Landonline** system.

LINZ electoral specialist Brian Evans says part of the technical support to the Commission is training members to use the technology. "In the past there wasn't the computing power in a laptop to cope with displaying such large raster images, nor to update the boundaries on the fly, but now the members can experiment with different boundary proposals on their own laptops; they can zoom in on street maps to find communities of interest such as schools, or look at **Landonline** data overlaid on aerial photography to find growth areas such as new subdivisions."

Brian says a change in one boundary often has a domino effect throughout the other districts, and it's important to avoid this where possible. The first stage will see provisional boundaries drawn up by the Surveyor General which will be considered by the Representation Commission in preparing its proposed boundaries for public submission. Once the Commission has received and heard objections and counter objections from the public it prepares final boundaries which are reported to the Governor General and publicly gazetted. Until the names for the new electorates are decided by the Commission they will be given mock names such as 'Auckland A'.

At a glance

- ◆ There will be two more electorate seats in next general election, including one additional Maori seat
- ◆ To compensate there will be two fewer list seats
- ◆ The boundaries are redrawn after each five-yearly census
- ◆ LINZ provides the Representation Commission with a graphical database linked to census data and the tools to get quick answers about the effects of boundary changes
- ◆ Both proposed and final boundaries will be published on the Internet.

"It's a collective process, with specialist public servants like those at LINZ giving expertise and pragmatic advice from their own perspective, as well as input from the public and political parties."



Surveyor General Tony Bevin says the process used to define his provisional boundaries is based entirely on the criteria specified in the Act, and care is taken to avoid influence by political considerations. However there is often a need to

achieve a balance between the criteria to ensure that the over-riding population quotas are met.

The proposed boundaries will be released in the form of published mapping, and will also be available for inspection on the Internet.

Contact for further information:

**Brian Evans, Land Information New Zealand,
ph 460 0371, email bevans@linz.govt.nz**

bevans@linz.govt.nz

PUBLIC WORKS ACT REVIEW SUBMISSIONS

If you've read Douglas Adams' *Hitchhiker's Guide to the Galaxy* you'll have seen examples of acquisitions to make way for roads in extremis. In the case of the unfortunate Arthur Dent, it involved the demolition of the Earth along with his house to make way for a hyperspace bypass.

The current review of Public Works Act 1981 sets its parameters a little more tightly than the entire universe, but the resulting legislation will nonetheless have some far-reaching implications for facilitating New Zealand's future growth.

Given the significance and often controversial nature of public works legislation, LINZ has been carrying out a comprehensive consultation programme to obtain the community's views on the issues and options.

LINZ produced a public discussion document in December last year. Some 278 submissions were received after an extended consultation period of five and a half months, which included six public meetings and 17 regional hui.

Project Manager Karin Knedler says more groups than individuals made submissions. "A third of the responses were from Maori, a reflection of the historical involvement of the legislation in the alienation of Maori land. Almost a quarter of submissions were made electronically via the LINZ linked website – some from as far away as Canada."

Karin says many submissions revolved around definitions of a public work, the exercise of powers, compensation and offer-back provisions, enforcement and compliance, and Treaty of Waitangi issues.

The responses have been collated, and a summary of the submissions – looking at commonalities and differences – is being sent to everyone who made a submission or attended a public meeting or hui. The summary will also be available at the LINZ website www.linz.govt.nz.

Karin says the intensive consultation will inform the policy development phase of the review. "By looking at what was not working and evaluating possible options to remedy these shortcomings we can develop better legislation for the future," she says.

In addition, new legislation will need to be sufficiently flexible to accommodate future needs.

Strongly-held opinions about private rights and the public good will mean that there is likely to be vigorous debate among stakeholders about where the balance should lie.

After the full and rigorous debate of the issues and evaluation of the options, Ministers will be in a position to decide the policy and the direction of new public works legislation. This is likely to be introduced in the latter part of 2002.

At a glance

- ⊕ Some 278 submissions were received by the review team
- ⊕ Treaty of Waitangi issues featured strongly, and about one-third of submissions were from Maori
- ⊕ A summary of submissions is being published and will be sent to everyone who made a submission or attended a meeting or hui
- ⊕ New legislation is likely to be introduced in late 2002.

Contact for further information:

**Karin Knedler, Senior Policy Analyst,
Land Information New Zealand, ph (04) 460 0171,
email kknedler@linz.govt.nz**

kknedler@linz.govt.nz

