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# FIG WORKING WEEK 2023

28 May - 1 June 2023 Orlando Florida USA

Protecting  
Our World,  
Conquering  
New Frontiers

## Transitioning from paper to digital survey plans

### New South Wales, Australia

**Narelle Underwood**, Surveyor General & Executive Director  
Spatial Services

**Adrian White**, Director Spatial Operations  
Department of Customer Service, NSW Government



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# Transitioning from paper to digital survey plans

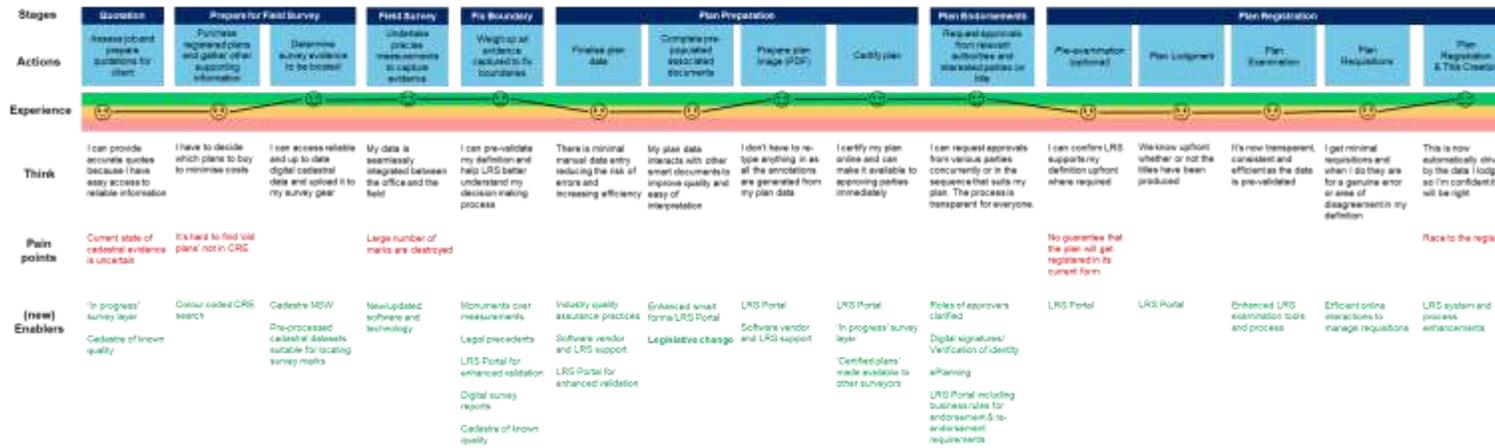


- Survey plans play a crucial role in housing supply
- Paper based processes currently hinder greater efficiency due to drafting errors, linear approvals and manual data entry
- Previous attempts to digitalise the process have failed

# Strategic review and reset

- Co-designed a revised approach with industry
- Quick wins the deliver benefits back to industry
- Economic analysis to demonstrate value

## Future state - map of a customer journey for surveyors



## Customer journey mapping

### Lisa



"Digital plans is inevitable, and the industry now just needs to know the direction of a heading"

**About Lisa**

Lisa is part of the generation of Surveyors who are technologically proficient, and she is excited about any digital plans solution moving forward.

She is enthusiastic about being part of the generation which will bring innovation to the profession but also shares some concerns about the current LandXML process.

She believes there is great merit in developing a new solution and will look to adopt any solution that is developed.

**Goals**

- To satisfy her client
- Provide a positive impact to their business by contributing new ideas and skills to the team
- Develop the cadastral skills required to establish herself in the profession

**Pain points**

- Having to create a plan image as well as a digital plan file
- No solid direction of what the future will hold

**Relationship with LRS**

Lisa has had limited dealings with LRS and has not yet formed a strong relationship.

# OF PLANS PER YEAR: 13  
EXPERIENCE (YEARS): 5

Willingness to adopt digital plans

Low 
●
 High

Technical Ability to adopt digital plans

Low 
●
 High

Perception of digital plans (with regards integrity of profession)

Low 
●
 High

## Customer personas

# Revised reform: 3 components

- Move to an online plan creation to registration process
- Require digital data to be included as part of plan lodgments
- Digital data considered the legal point of truth

## Improved customer outcomes

1



### Primary reform outcomes

- Concurrent digital consent gathering
- Reduced errors in plans
- Enhanced customer services

2



### Results in ...

- More efficient delivery of new property and property services

3



### Leading to ...

- Lower costs and investment risk
- Increased economic activity
- Improved customer experience