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Web-based Delivery of Government Geospatial Information and Services

ABSTRACT

Improving access to and delivery of government services over the Web is an important task for governments around the world. The current "state-of-the-art" must be continually reassessed as the Web evolves and users come to expect more features and services from their government's Web presence.

The Cayman Islands Lands & Survey Department's newly redeveloped Web portal (CaymanLandInfo.ky) is based on a content management system with additional modules that tie into existing Lands & Survey business systems. These modules include Land Registry, GIS, e-commerce, subscription services, and a helpdesk system. User can register to gain access to specialized services and information based on their profile. Profiles can be created for different types of registered users, giving business subscribers access to customized online mapping services, members of the public the ability to track the status of their land registry transactions and to make online requests for department services and maps, and designated Lands & Survey staff members access to edit and update their own Web content.

Web portals can be used to improve efficiency and accountability in government by providing constituents with 24 hour access to up-to-date information, support, and status tracking of pending requests. As GIS departments move toward increased Internet delivery of products, an understanding of how to make this delivery happen is critical to success.

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