



**BUSINESS AREA: STRATEGIC CONSULTING**

Case Study

# GIS Service Plan

Melton City Council engaged Spatial Vision to develop a GIS service plan including review of its existing operational work needs.

Spatial Vision conducted an online survey, onsite workshops and interviews. The discussion on the future state resulted in creating a number of case studies that demonstrate the benefits of GIS to various Business Units. An operational model for GIS services was developed. The role of the GIS services team was defined considering four aspects, technology and data, skills, resources and governance.

Spatial Vision developed a service plan including a roadmap for a number of initiatives. The initiatives included enhancing the mobile capabilities and integration with GIS; analyse the customers' requests to facilitate an improved focus on service delivery and identify complaint hotspots; and develop a custodianship model for data ownership.

**“The GIS Services Plan provided us with practical tools for evaluating & prioritising GIS projects, ensured solutions delivered by the team have clear alignment to our strategic plans, and with initiatives focussed on improving access to spatial information will enable us to be more open and effective with our decision making.”**

**Steve Ryan**

**Asset Management & GIS Coordinator, Melton City Council**

## Customer Profile

[www.melton.vic.gov.au](http://www.melton.vic.gov.au)

## Company

Melton City Council

## Location

Victoria

## Industry

Local Government

## Product

GIS Service Plan

## Solution

Spatial Vision worked closely with Melton City Council to define the mission for GIS Services to better enable the Melton City Council to connect and develop a sustainable City. The GIS Services Plan identified a number of initiatives in a 3 year road map including mobile mapping enhancements, improved governance, and opportunities to for citizens to access spatial data.

## Benefits

- Support the Council's mission to its citizens to "Support the growth, wellbeing and aspiration" of the community through "leadership, excellence and inclusion"
- Mobile enhancement application for data access and field data capture



## The Issue

Location is the common element between the different systems used at the council such as Asset Management and Property and Rating. GIS supports a range of services across the council. The Melton City Council sought the delivery of a clear definition and plan for the GIS services, in order to support effective decision-making, strengthen spatial data analysis, define clear data management, and build relationships between stakeholders to share information.

## The Solution

Spatial Vision conducted an online survey to capture the feedback on the GIS services across the council. The high number of responses across a wide range of business areas reflected the high level of integration of spatial data into the Council's work practices. Onsite consultation was carried out to identify business needs and aspiration for the future of the GIS services. In close collaboration with the council's staff, a number of case studies were created that demonstrate the benefits of GIS to the various business areas.

The analysis of the existing state and future aspiration identified a number of initiatives that required investment, largely of time by council staff to ensure that the Council keeps pace with rapidly changing technologies.

Some of the initiatives are:

-  **Enhanced mobile delivery of geographic data, both to view and capture data in the field**
-  **Improved use of GIS to assist in customer-focussed deliver of Council services including geographic analysis of customer requests**
-  **Improved governance in spatial management, including developing processes for assessing GIS projects and prioritising their delivery**



**The development of open data that can be made available to app developers that will provide an alternative model for customer service delivery.**

Those initiatives were developed in line with the council's strategic and technological directions, policies and Victorian legislations. The plan set out priorities for action with the vision of a "GIS Services better enables the Melton City Council to connect and develop a sustainable City".

## The Benefits

- ✓ Publish open data, open web services and public mapping tools
- ✓ Enforce compliance through field data access
- ✓ Integrated mobile applications with the Council's spatial systems
- ✓ Increase confidence in data used in decision-making through utilising clear custodianship model for data ownership
- ✓ Customer-focused proactive services delivery through tracking issues and identifying complaint hotspots

We developed a GIS Service plan including a roadmap for initiatives.

If you'd like to know more, [please get in touch.](#)