

# **Digital Transformation and the Role of Land Administrations - FAO, FIG and UNECE/WPLA joint publications**

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**Key words:** Keyword 1; Keyword 2; Keyword 3

## **SUMMARY**

At the onset of the pandemic, many land administration organizations were already well equipped for the new normal, adapting to working at-distance, handling service spikes, responding swiftly to change hanging customer needs, and delivering novel data analytics services. Legal arrangements to support digital service delivery were often already in place or adapted at short notice. The pandemic produced financial windfalls for many land administration organizations, however, it also placed a spotlight on issues of digital exclusion, data quality, standards, staff capacity, customer awareness, and partner collaboration. These are areas where investment is most urgently needed.

Starting from the digital disruptions triggered by the Covid19 pandemic, the e-book on Digital Transformation and the future role of Land Administration examines the state-of-play and future directions for digital transformation in land administration in the UN-ECE region and beyond. Complementary to the e-book, a Knowledge for Investment Brief: Sustainable Digital Transformation of Land Administration has been prepared, which provide a guidance to the land administration authorities and decision makers on how to develop their action plans and investment plans for their journey toward digital transformation. The publications are jointly prepared by the FAO, FIG and the UNECE/WPLA and went through a series of consultations.

Land administration and NSDI organizations should recognize digital disruption as an opportunity to improve services and data quality, find new customers, and create new services. To be equipped, digital transformation agendas for land administration must align with broader governmental digital agendas, infrastructure developments, and cybersecurity plans. Investment plans should equally direct resources towards partnership building, capacity and skills development, communication, and awareness-raising, to ensure they deliver societal benefits and bridge the digital divide.

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Looking ahead, land administration organizations can build from the momentum of the recent Covid19 pandemic success stories. They must re-evaluate current action and investment plans for digital transformation and further opportunities for acceleration.

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