SUCCESS STORY
e-Government

INTEGRATED LAND USE SYSTEM (ILUS)
ELECTRONIC DEVELOPMENT APPLICATION (EDA)
Urban Redevelopment Authority Singapore

SAFEGUARDING THE FUTURE

In land-scarce Singapore, optimal land use is of utmost importance to the country. As such, long-term urban planning strategies and sensible development control are essential to the overall economic expansion and social cohesion. Urban Redevelopment Authority (URA), as Singapore's national planning authority is responsible for ensuring this resource is available for sustainable growth.

The Integrated Land Use System (ILUS) was designed to help URA safeguard and manage the use of land. The URA needed a system that would allow it to convert over 35,000 paper maps and at least 200 types of source documents into a digital, central data repository of information containing street route, construction legislation, land registry boundaries, boundaries as defined in the land register, building outlines and area development plans. It also provided URA with a faster and more reliable basis for decision-making as well as cover day-to-day operations for development control in Singapore. Additionally, this decision support tool can take into consideration the interaction of dynamic social and infrastructural changes to facilitate decision-making.

However in late 1998, to further improve the time and productivity issues surrounding the submissions and applications of building plans and approvals, the URA embarked on a plan to utilize the benefits of the Internet to facilitate the development application processing for all qualified persons (QP) in the Building and Construction sectors.

Having implemented and maintained ILUS over the years, Nova was again chosen to implement the Electronic Development Application system (EDA).

SUCCESS STORY
e-Government

INTEGRATED LAND USE SYSTEM (ILUS)

The Integrated Land Use System (ILUS) is a land use information system to help URA handle every aspect of planning; from strategic long-term planning to day-to-day development control.

The initial phase under ILUS covered 4 systems:

- Development Application
- Building Application
- Road Application
- Land Safeguarding

Since the URA works with various agencies when preparing and reviewing the Concept Plan and Master Plan, the system would have to enable personnel to maintain and distribute information in real time to keep the data up to date, and provide a uniform data source to support development and construction projects. Co-ordination among responsible bodies for land management is facilitated by various standing committees and panels. In addition, the URA wanted to make certain datasets for planning activities available to the general public, allowing interested parties such as architects and construction companies to find out application and project details for themselves.

ILUS is designed to enable all experts who are involved in the urban planning process to access and analysis spatial, socio-economic and application data in a single repository. This centralized information repository makes it easier to keep information up-to-date, accurate and complete, to avoid redundancy and inconsistency. Other benefits of this system include:

- Automated workflow-optimization, reducing the need for manual tasks
- An electronic map storage to improve accuracy and minimize time spent on map production
- Allow maps to be maintained, printed and copied at any time without the need to redraw them
- Enhanced Inquiry Processing, an interactive facility that enables quick search and retrieval of large volumes of current and historical data required in land use planning and development evaluation
- Electronic on-line connection for easy retrieval of up-to-date information round the clock
- Library of printable scales for swift and easy comparison of maps of different scales
- One central point of contact for all application processes to avoid duplication and conflict of information

ELECTRONIC DEVELOPMENT APPLICATION (EDA)

Designed to serve the public more efficiently, EDA is a quick and user-friendly facility for online submission of development applications for the public. An applicant submits relevant documents for his application via the Internet to URA's EDA portal. Security is enforced through the use of the Netrust Certification Authority's digital signatures for identification verification.

EDA is also developed to integrate with URA's workflow system and is accessible by over 250 URA staff members involved in the processing of the submissions. It also manages all documents and correspondences via the Internet to allow for quick, easy access and retrieval of application related information.

EDA effectively matches URA's key objectives to exploit IT to improve URA's customer service, reduce processing time and increase productivity.