

# Societal Drivers in the Geospatial Arena

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## SUMMARY

In recent years we have witnessed enormous changes in society. These range from changes in technology, user interaction, web-based working processes, eGovernment, open data, SDI's and – above all – changes in the way of working and attitudes of our customers and society at large. Being an integrated agency these changes have a large impact on our business, which ranges from being a key player in our national (and European) SDI up to modern land administration. In this contribution we will discuss the elements we see as driving forces. We experience a shift from spatial and legal security as a cornerstone to a broader spectrum including the concept of trust. Furthermore users (including businesses and public sector bodies) work increasingly based on communities taking initiatives for the issues at hand. The user is increasingly in the lead. From a more technical point of view interoperability has become a central issue. The changes in the spatial arena are irreversible. These changes have a large impact on the geospatial arena we work in. At a somewhat slower pace we see similar patterns emerge in land administration. We discuss the impact on our operation by illustrating how we interact with user communities based on open data, advanced technology, and shared spatial information nodes. These issues not only affect our products and services, but also our relations with partners in business and users. Being agile also requires that our organisation has to find a sound balance between agility and society's for trustworthy information. The perspective we have to take is thinking and operating from the user's view and demands.