

The information system of the Public Real Estate Registry does not enable the recording of data in a completely efficient manner

The data in the information system of the Register of Real Estate in the Public Property of the Republic Property Directorate is not up to date, because:

The users have not taken all the necessary steps regarding the recording of data in the register, which are primarily reflected in the organization of continuous work on this system and the distribution of obligations and responsibilities in this regard, the Republic Property Directorate has not fully established IT management of this system, for better informing of system users, more frequent communication with users, and regular training on the use of the application and the mass input option;



Activity = Law + Motive

Development and Procurement = Law + User needs

Access to Application = Safe + Practical

Inadequate IT management and insufficient user activity has led to the failure to meet the primary objective of the Public Property Register, which is to be a comprehensive unique and up-to-date record.

Users have partly or have not entered data because:

they do not recognize the application as a logging system useful for them, with all the functionality they need, and have not even used it;

in some cases, users do not have all the information they need when entering the data in the Register.

During the development and procurement of this system, users were not involved in the process of defining the requirements, which resulted in a number of users developing and using their own application. Also, due to the lack of methodology for estimating real estate values, users have not been able to enter all the data.

The existing method of accessing the application for entering and verifying data accuracy has slowed down or disabled operation to some extent because:

for a number of users, employees do not have an electronic certificate or no designated person is verified;

Due to lack of adequate IT support for a number of users, employees cannot access the system due to technical problems.

Logical access control as one of the information security measures should be practical in addition to providing the required level of security, which is not the case here. In this case, mode of accessing the application made it difficult for users to operate it, and users have not taken the appropriate steps to resolve the issue, causing reduced data entry and updating.

RECOMMENDATIONS

Following the audit, the State Audit Institution issued 9 recommendations to the RPD and the IT and e-Gov Office, including:

1. We recommend to the RPD to establish full management of the IS of the Publicly Owned Real Estate Register by coordinating user activities, with the aim of establishing up-to-date and comprehensive records.
2. We recommend RDI to involve users and their IT staff in the process of identifying the needs and requirements and improving the information system of the publicly-owned real-estate Register.
3. We recommend to the Office for IT and e-Gov to establish a practical and effective way of accessing the information system of the Real Estate Register, taking into account the technical equipment, organization and staffing capacity of users.