



NMA Supports – Pat Kenny

User Group - User Forum - Who to Call



Ordnance
Survey
Ireland

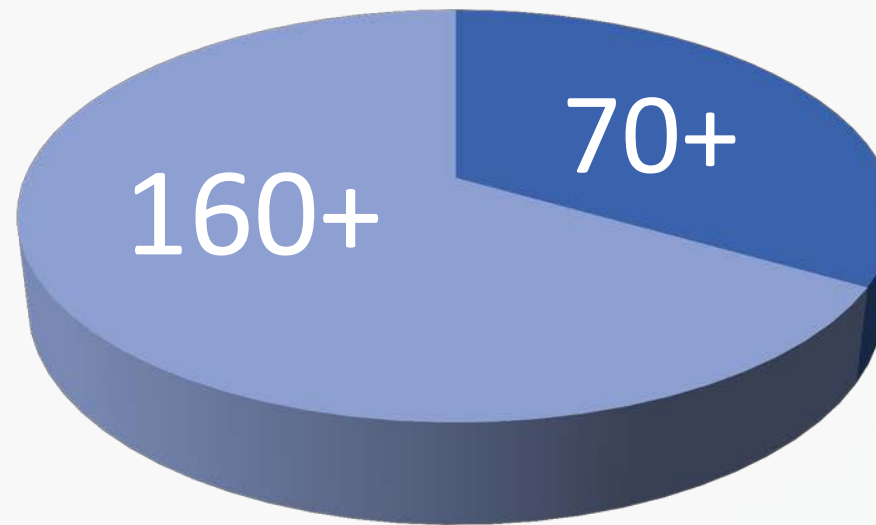
A large number of Eligible Bodies can avail of OSi data through the National Mapping Agreement.

Pre National Mapping Agreement 9th Jan 2017

Blue Circle = All NMA eligible bodies

Dark Blue = Existing bodies pre NMA

Light Blue = Bodies new to OSi data

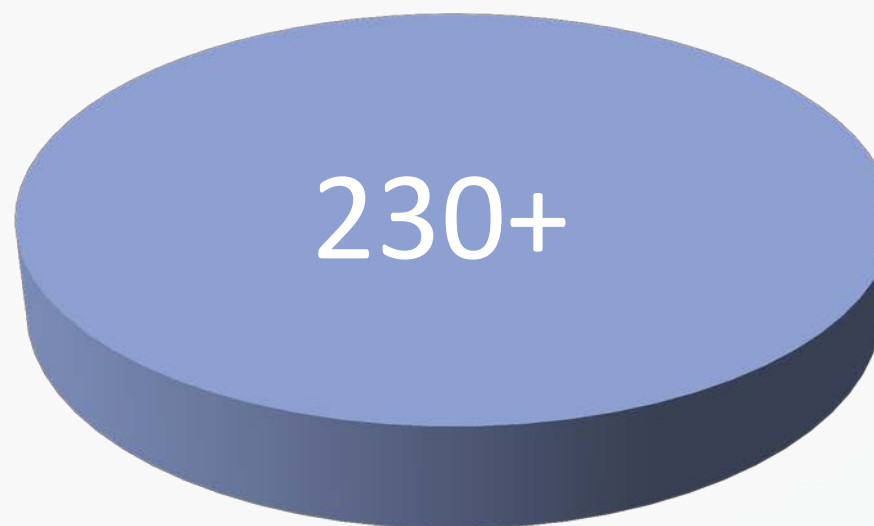


- Customers prior to NMA
- Customers post NMA

A large number of Eligible Bodies can avail of OSi data through the National Mapping Agreement.

1. Government departments
2. Non-commercial State –Sponsored Bodies and Agencies
3. 3rd level educational bodies.

Post National Mapping Agreement 9th Jan 2017



- Customers prior to NMA
- Customers post NMA

Many already use GIS, while many will have no previous experience, and OSi intends to support both categories equally well.

So with the diversity of needs and abilities of so many clients, OSi needs to manage their own support resources carefully to ensure that each client body gets the support services it needs.

OSi recognises that many bodies will need some support and guidance to establish a GIS system, maintain that system, and most importantly, get maximum benefit out of OSi data.

1. NMA User Group

- OSi will establish a user group forum to advance the NMA which will review progress of the NMA and provide insight into the challenges our customers are facing when using OSi data.
- The user group will provide input on what content is included in our products and services, as provided under the NMA. They will provide feedback on which outputs are most important, relevant and useful, and will be a communications platform to inform all users of the goals of the NMA.
- The user group will be made up of key customers who are familiar with using OSi data and services and who also have a good understanding of the market needs. Membership in the initial stages will be by invitation and for a period of one year from date of inception.

2. NMA Online User Forum

- OSi will provide an online user forum where NMA customers can seek information and answers to issues and challenges they are experiencing. OSi will also use this forum to advise on organisational and market developments that may affect our users.
- NMA Documents
- NMA Find answers and ask questions
- NMA Case studies
- NMA Developments
- NMA Knowledge Base

3. NMA Liaison Officer

- OSi will appoint one of its trained team to be the principal contact or account manager with each Eligible Body.
- That person will act as a liaison officer for that body, ensuring that there is a practical understanding on both sides as to what the Eligible Body's needs are, and how best those needs will be met, from within OSi resources, and that it is delivered as agreed.
- Broadly, OSi and the Eligible Body will agree a practical working understanding, where there is clarity regarding the scope, nature and timeframe of data and service delivery.

Eligible Bodies will have varying capabilities in the use of GIS, reflecting their past experience.

OSi will be happy to offer advice on how bodies begin or expand their use of OSi data.

Without favouring any particular supplier, OSi will guide clients to source technical advice on hardware, software, storage, and perhaps most importantly, staff training in using GIS as a tool.

This advice will be channelled through the NMA liaison officer.

We are very keen to ensure that you are getting the best possible use of OSi Data through the NMA

From time to time we will send out surveys through Survey Monkey and your responses will help us refine our offering, not only in terms of access, but also the supports that are in place and will continue to grow, especially in terms of the NMA User Forum



Thank You



www.osi.ie



NMA Online User Forum

<https://nma.osi.ie>

NMA Map Viewer

<http://nmaviewer.geohive.ie/>

NMA Application Form

<https://www.osi.ie/services/national-mapping-agreement/>