



# Cadastral Processes Canton of Zurich



«With the web application KatasterprozesseZH we are able to successfully guide users from different organizations through the complex PLR update processes and provide the documents centrally.»

**Marcel Frei, Head of Operations PLR-cadastre, Baudirektion des Kantons Zürich**

Industry: Public Sector



## Greater transparency

Up-to-date insight for all process participants at all times

## Optimal Overview

Enhanced monitoring of ongoing business transactions

## Easy to operate

Low training needs for municipalities and companies

## Seamless documentation

End-to-end digital processing of data and documents

# Cadastral Processes Canton of Zurich

## Initial situation

### What was the situation up to now?

The [cadastre of public-law property restrictions \(PLR; German: ÖREB\)](#) is an information system with over 20 topics on legal foundations and official decrees that affect a property and supplements the land register with the private-law restrictions. Through planning procedures such as the revision of the building and zoning regulations, the content is constantly being adapted. These complex procedures go through several phases, such as public display, determination, and approval until entry into force, and often take years.

The exchange of information used to take place via telephone, post, e-mail, web transfer, etc. As a result, not all parties involved, such as the municipality, planning office, cantonal office, etc., were informed about the current status of the planning procedure and the documents were not available centrally. As a result, the updating processes for the PLR-cadastre did not correspond to the planning procedures and in some cases outdated data was published. This created the need to guide the parties involved through the PLR tracking processes, to assign the respective task to the responsible office by e-mail, and to make the information and documents available centrally.

### Goals of the project:

- Provide a platform that guides users through the partially complex processes
- Notify users from different companies and organisations as soon as a task is due
- Providing process-relevant documents
- Overview of process status and display of process-relevant data
- Interface to the PLR document repository PLR-Docs
- Single sign-on via the ZHServices and ZHIdentity platforms

## Customer benefits

### What has improved as a result of the solution?

The solution has contributed massively to ensuring that the various PLR tracking processes are in line with the current status of the planning procedures. The individual tasks are now carried out at the right time by the designated specialist offices. In addition, the platform simplifies access to process-relevant data and documents.

### Key achievements:

- Overview of the PLR updating processes
- Access to project information at any time
- Automation of the process steps

## Services

### What services have we provided?

As the digitization partner of the Canton of Zurich's Building Department, FROX helped design and develop this modern [process solution](#). A particular challenge was to comply with the quite complex process specifications and at the same time to make the application as intuitive as possible for the wide range of users and usable without much training. KatasterprozesseZH successfully shows how [process automation in public administration](#) can succeed.

### Our services for the Building Department of the Canton of Zurich:

- Support requirements engineering, co-creation of design and UX, implementation support
- Solution architecture, agile software development (SCRUM), continuous delivery, project management
- Operational support and further development of the application

## Platform

- Axon Ivy