

# MapIQ



Government of South Australia  
Department for Families and Communities

## Locational Intelligence for Improved Customer Service



The screenshot shows the DFC MapIQ web application interface. The browser title is "DFC MapIQ - Microsoft Internet Explorer provided by Riverside ICT Services." The address bar shows the URL: [http://sahtr06955.dfc.sa.gov.au/dfc\\_search/user\\_search\\_content.aspx?searchparam=glenelg%20doctor](http://sahtr06955.dfc.sa.gov.au/dfc_search/user_search_content.aspx?searchparam=glenelg%20doctor). The page header includes the Government of South Australia logo and the text "inside DFC" with the tagline "connected brave ethical respectful". The navigation menu includes "Home", "GIS Team Site", "DFC MapIQ", "FAQ", and "Feedback". The search bar contains "glenelg doctor".

The main content area displays a map of West Beach, South Australia, with a search radius of 0.5 kilometers. The map shows streets such as Seaview Rd, Ocean Av, Dineen Pl, Simcock St, and West Beach Rd. A search result panel on the right lists the following results:

Results	Legend	Advanced
Results:-(within 0.5 kilometre/s)		
<input type="checkbox"/>	Facilities(6)	
<input type="checkbox"/>	Local Government Areas(2)	
<input type="checkbox"/>	Statistical Local Areas 2006(2)	
<input type="checkbox"/>	Adelaide Metro Stops(13)	
<input type="checkbox"/>	Adelaide Metro Routes(18)	

The footer of the application includes the text "Data: Sensis - WhereIs, Australian Bureau of Statistics & South Australian Government (DEH, DFC & DH)" and a tip: "Tip: right click map for more options".

# What is MapIQ

- Geographic Information System (GIS)
- Find, analyse and map features in SA
- Latest search techniques
  - search over 1.2 million records (+ millions on Wikipedia)
  - Best matching results in seconds
  - Familiar 'search' interface
- OCIO Ask Just Once Cluster application?

# Department for Families & Communities

- Housing SA
- Families SA
- Disability SA

**Housing SA**

*Connecting individuals, families and communities*

**Families SA**

*Connecting individuals, families and communities*

**Disability SA**

*Connecting individuals, families and communities*

- Domiciliary Care
- Office for the Ageing
- Problem Gambling
- Community Connect
- Aboriginal and Torres Strait Islander Services
- Volunteers
- Homestart

**Domiciliary Care SA**

**HomeStart**  
FINANCE

# How Does MapIQ Serve DFC Agencies?

- Assists with customer service
  - Staff can locate appropriate services or facilities for the customer
- Agency Examples
  - **Housing SA** – Locate a customer in a dwelling with access to appropriate services / facilities
  - **Disability SA** – Find a Disability SA service centre that the customer can access via public transport
  - **Problem Gambling** – Find Gambling counseling services for a client near their home
  - **Office for the Ageing** – Assist a customer with Finding a retirement village in a seaside suburb with doctor and Pharmacy services near by

# How MapIQ improves on existing Systems

- Single point of access
- Ease of use – ‘Internet Search’ interface
- Visual interface – shows location
- Simple spatial analysis
- Integrated with external services
  - Adelaide Metro timetables
  - Wikipedia articles
  - Australian Bureau of Statistics

# Data sources

- Department Families & Communities
  - Regional Offices, Housing
- Department for Health
  - Community Services (Human Services Finder)
- Sensis (Whereis)
  - Roads, Facilities
- Dept for Transport Energy & Infrastructure
  - Address
  - Public Transport (Adelaide Metro)
- Department for Environment & Heritage
  - Administrative Boundaries
- Australian Bureau of Statistics
  - Local Government Areas, Statistical Local Areas

# Data Quality and Currency

- Data mostly from external providers
  - Often a snapshot – yearly, quarterly, monthly
  - Try to ensure we obtain quality information
- links to pages from external agencies
  - Historically good providers
  - Very good up time on their websites
  - Current Data
  - Reduces DFC development – use theirs

# System Architecture

- Database
  - Microsoft Sql Server 2005 with ESRI SDE
- Web Server
  - Microsoft IIS, asp.net (SQL Client, XML, Data etc)
  - ESRI ArcIMS (ArcXML)
- Web Client – AJAX, asynchronous

# Accessing MapIQ

Government of South Australia  
Department for Families and Communities

inside DFC connected brave ethical respectful

My Site Help

Home Topics News Team Sites Staff Search E-reference

Home

Latest news (click here for more)

**Unearth the power of MapIQ**

Online and Geographic Services are conducting training sessions on how to use MapIQ.

There will be five, one-hour training sessions, limited to 20 people per session, in the Riverside Centre from 24 July to 1 August. If you are interested in learning more, register at the MapIQ Training page.

Operational Divisions

Disability SA Families SA Demolitory Care SA Housing SA

Top 10 search results - June / July

1. K10SK (333)\*
2. Notice of Vacancies (186)
3. Pay rates (149)
4. Connect (106)
5. Leave (102)
6. Short Term Vacancies (98)
7. College for Learning and Development (78)
8. Performance Partnerships (77)
9. Project Management Office (PMO) (71)
10. Job and Person Specifications (71)

\* The number of searches are indicated within parenthesis.

Want to know more about searching or search results? Contact Online Services. Check out the "how to and help" section for more useful information.

Wednesday, 30 July 2008 3:56:07 PM

Whole of Govt staff search

- SA Direct
- Search staff 'My sites'

Search MapIQ

Search:  Go

DFC websites and intranets

select:  drop down to select

Links

select:  drop down to select

Site of the week

DFC

Young Professionals

Current weather

DFC Intranet Home Page

Government of South Australia  
Department for Families and Communities

inside DFC connected brave ethical respectful

Home Documents and Lists Create Site Settings Help

Up to Inside DFC

Geo-Connect Home

"GIS, Mapping great internal customer service. Can we find you?" Update you details on SA Direct...

MapIQ Training now available in July Register here

Better Decisions Through Modelling and Mapping Our Business  
Geographic Information Systems

Click a Topic or Image to activate a session..... Click to read GIS Usage Agreement

Land & Asset Management Office for the Ageing (Restricted access)

Need to locate a house managed by DFC? Find it and associated business details, from year build to condition. Aerial photography is included on this site.

MapIQ

Need to find community and human services FAST? Are you interested in seeing where Human Services finders outlet are?

MapIQ

Understanding our communities, what we think, how we are involved.

GIS Unit Contact Details

Picture	Web Page	Job Title	Business Phone
Gary Maguire	Manager, Online and Geographic Services	8207 0592	
Fenny Baldock	GIS Service Delivery Manager	8287 0654	
Stephen Baldock	GIS Administrator	8287 0665	
Nick Weismann	GIS Analyst	8287 0688	
Greg Wilkins	GIS Officer	8613 9931	
Saskia Valdivia	GIS Graduate	8287 0743	

GIS Success Stories

Name

GIS Success Story - DFC Mobile Aboriginal Asset Data Collection 2008

GIS Success Story - DFC OFTA 2007

GIS Success Story - DFC MapIQ 2008

SA Housing Trust Success Story

Add new document

Links to Technology

GeoConnect (GIS Intranet Site)

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MapIQ

Home GIS Team Site DFC MapIQ FAQ Feedback

Search DFC MapIQ

Results Legend Advanced

Townships

- Capital City
- Railway
- DTEI Roads
- National Highway
- Major Road - Hwy
- State Border
- Lake
- Parks
- Australia

1:10,000,000

0 100km

Data: Sensis - WhereIQ, Australian Bureau of Statistics & South Australian Government (DEH, DFC & DH)

MapIQ Home Page

# Demonstrations - Search

## ■ General Search

- Single search input - Search multiple data sets
- Full text – 'house' also returns 'housing'
- Results returned fast
  - grouped by data set, ordered by match quality (word match)
  - Result can be mapped or - link to more information

## ■ Proximity Search

- Find features within given proximity – multiple data sets
  - Default search radius – 500m, 1km, 2 km, 4km
- Results returned fast
  - grouped by data set
  - A result can be mapped or - link to more information

# Demonstrations - Tools / Map Features

- Email link
- Print
- Address Search
- Navigate
- Map Tips / Links
  - ABS
  - Adelaide Metro
  - DFC Agencies
- Wikipedia Search ([geonames.org](http://geonames.org))

# Future for MapIQ

- **Enhanced Search Capabilities**
  - Find Nearest – find nearest 'gambling counselling'
  - Find associated regional information
- **To the Web (Public)**
  - Data restrictions, licensing, security, standards
  - Web 2.0 – Public interaction?
- **To google or not to google?**
  - Integrate with google maps. Microsoft Virtual Earth?
- **Advanced Address Geocoding**
  - Emergency services data?
- **Street Routing / Networking**