

## New OS MasterMap® user support documentation

Following feedback from customers, Ordnance Survey has now completed a six-month pilot project to deliver the next generation of user support information for OS MasterMap. Recognising that the current user guide and other support materials for OS MasterMap could be improved, and using OS MasterMap Integrated Transport Network™ Layer (ITN) for the pilot, they have developed new documentation to help users get more value from OS MasterMap more quickly.

A 'getting started guide' (GSG) pdf has been written by a technical author with expert knowledge of the ITN layer. The GSG is a major step towards helping people work out whether they should be using ITN, and if so, helping them through the key hurdles and decision points in implementing the product.

The 50 page technical specification has been moved to an online resource, with all the diagrams and tables in standard web pages, so you can easily bookmark and reference useful pages.

There are also overviews of the common ITN queries, with relevant screenshots to help you visualise how the data can be applied to solve everyday problems:

- Relating ITN data to other OS MasterMap layers and third-party data
- Working with Road Routing Information and Path Routing Information

### Next steps

There will now be a review period to assess the benefits realised, before further projects to update other OS MasterMap user documentation are started.

### User feedback required

The Ordnance Survey really want to find out whether this new style of documentation is the improvement that users require. Please send any feedback on the ITN GSG or online support pages to: [osmastermap@ordnancesurvey.co.uk](mailto:osmastermap@ordnancesurvey.co.uk)