Welcome

Esri Public Sector CIO Summit

March 25–26, 2015 | Redlands, California
Configuring for Agility: A Strategy for Sustainable Apps

Christian Carlson
Scott Oppmann
Why do you care?

• Generate greater return from your platform investments
• Mitigate service delivery issues
• Transition from a reactive to a proactive solution provider
• Increase deployment cadence decrease development time
• Project an internal and external image of innovation
• Establish and maintain sustainable information systems
• Define a road map for basic operating capabilities for your organization
A common experience…

In each event ……Emergency Management Agencies……

- Leverage critical operational data (streets, parcels, staging areas, critical infrastructure)
- Produce hard copy map products – standard and ad hoc (same during every event)
- Maintain a Common Operational Picture or Viewer to assess real time events and activities
- Quickly Deploy Mobile Damage Assessment capabilities
- Share information with Citizens and constituents (discoverable, easy to understand and use, relevant)
“In the belief that every agency or government program business process is unique, program managers have historically favored the development of highly customized IT solutions over commercial off-the-shelf (COTS) products or cloud-based business services. More often than not, the presumed uniqueness of a business process is overstated. Taking the time to decompose and document processes with a business process management (BPM) methodology will identify business functions where variability is low and common practices (and software applications) can be shared.”


Gartner
Customization vs. Configuration
Differentiation

Value to Organization

Don’t Do

Customize

Templates

Standard Configurations
A common experience....

Display

Find

Compare

Analyze/Pattern Recognition

Collect
Tell Stories

Snow Journal

Snow Emergency Parking

During declared snow emergencies, parking is prohibited on major arteries and discounted parking is available at several parking lots and garages to cars with Boston resident parking stickers.

Vehicles may begin entering the participating parking facilities starting two hours prior to the declared emergency. Please remember that vehicles must be removed from the participating garages within two hours of the emergency ban being lifted or they will be subject to the standard parking rate.

To find out where parking is banned during a snow emergency, click here.

For more details about the snow emergency parking lots in your neighborhood, click here.
ArcGIS

Providing mapping, analysis, data management, and collaboration

An Integrated Web GIS Platform
ArcGIS for State and Local Government

Solutions for Esri’s government customers

• Series of useful maps and apps focused on government work
  • Configurable and extensible
  • Freely available and fully supported

• Community of users
  • Best Practices / Implementation Support

• Network of Esri Services and Partner offerings
  • Help users implement, sustain and enhance

…..Available on-premise or in the cloud
ArcGIS for State & Local Government – 325,000 Downloads
Adoption

Rapid App Deployment
Southfield, MI

Know Your Zone
Pinellas County, FL

Polling Place Locator
Charleston County, SC

Permit Portal
State of Florida

Recycling Centers
State of South Carolina

Park Finder
State of Tennessee
Show Me!
Our Mission

To help you.....

• Deliver applications quickly throughout your organization

• Stay current with future releases / avoid legacy technology

• Create a platform of geospatial data that can be leveraged by many

• Leverage the collective knowledge of the entire community

• And do this with....less staff, budget, and technical expertise
The Community
It’s not just about the technology

Destination where government’s can collaborate

Place where developers can contribute

Ongoing dialog to share success stories and learn from others
Getting Started

• Influential factors
  - COTS and configurable solutions strategy
  - Deployment time
  - Technical expertise

• Where do you start?
  - With your business requirements
  - Align them with maps and apps
  - Review system configuration patterns

• Three configuration patterns
  - Complete system adoption
  - Publish and adopt
  - Code and customize

...embrace an agile implementation approach
It’s a Process
Continuously Evolving Solution Offering

• New maps and apps
  • Constituent Engagement, Emergency Management, Economic Development, Data Aggregation, Natural Resources, Fish & Wildlife, Public Works, Planning

• Ongoing application updates
  • Support for cloud services, device support, new features, bug fixes, etc.

• Continued Community Engagement
  • Meetups, videos, more help, expanded partner & professional services offerings, etc.
The Result
Increased value from your GIS platform

• Made it easier to leverage your investment in the ArcGIS platform

• Addressed many common constraints in government

• Improved service delivery

• Better collaboration between Esri and the user community
BUILDING SMART COMMUNITIES
Understanding our world.