

# Assessing User Acceptance and Training Requirements for EGIS Implementation

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# Need for Assessment

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- In 2003, a pilot study was conducted to set up EGIS implementation
- In the past 3 years, EGIS has been used at the State Office and some field offices but is not implemented state-wide
- A lot of resistance to EGIS
  - Why?
  - How to overcome?

# Scope

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- About 400 GIS users in Utah BLM in 11 Field Offices
  - I interviewed 40 of these users in all but 3 field offices
    - About 25% of these 40 use EGIS regularly
    - About 75% of the 40 have tried EGIS but use local installs of ArcMap or ArcView and local field office servers
      - Many have had only cursory introduction to EGIS

# Interviews

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- Impressions of EGIS
- Why users are opposed to it
- What GIS managers can do to ease transition

**“Why doesn’t the GIS team ask the field office folks what they would like as an end product for GIS that would work for them instead of coming in with a top down approach?”**

# Initial Feelings About EGIS

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The most common response, among those who have used EGIS was:

- **reduced redundancy and up-to-date data is great**

The two most common responses from those who do not use EGIS were:

- **concerns about losing control of or access to data**
- **relying on State Office staff for support**

# What problems do you experience currently

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Among those who use EGIS:

- **Slow speed (connecting, adding data, printing)**
- **Server going down**
- **Reliance on S.O. for support**

Among those who use traditional GIS:

- **Bad data organization**

# Concerns with implementing EGIS

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The most common responses, among those who have used EGIS was:

- **Speed of EGIS**
- **Time to learn how to use EGIS**

The two most common responses from those who do not use EGIS were:

- **Lack of State Office support**
- **Loss of data**

# Summary of main concerns

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- Speed of EGIS
  - Log-in time
  - Data loading
  - Printing
- Reliance on State Office for support
- Losing control of data
- Data access
  - Too much
  - Not enough



# Solutions

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- Better communication between Managers and Field Offices
  - Revise website so that it is user-friendly
  - Field Office meetings with managers
  - Pamphlet that explains EGIS and compares it to traditional GIS

*No EGIS jargon- put it in terms non-GIS specialists can understand*

# FREQUENTLY ASKED QUESTIONS

## Configuration Management/Test Lab/Baseline

**My IT folks tell me I can't have XYZ installed because it isn't on the "Baseline". What are they talking about?**

The National Software Baseline was established by Configuration Management in order to help BLM management better track its IT investments, take advantage of consolidation, and aid in securing the network.

**Why don't my colleagues at agency X need to worry about a baseline?**

## Licenses/Dongles/Technical Support

**We just upgraded from 8.3 to 9.x. Will our old license files still work?**

No. ESRI changed their license hashing algorithm between 8.3 and 9.0. All existing licenses need to be reissued.

**We just upgraded from 9.0 to 9.1 (9.2). Will our old license files still work?**

Yes. The license format did not change between 9.0 and 9.1, and is not expected to change in 9.2.

**What is a dongle?**

# BLM



# E-GIS

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## Enterprise Geographic Information System

### Around the Site

- [Home](#)
- [Site Map](#)
- [Contacts](#)
- [Meetings and Docs](#)
- [FAQs](#)
- [Related BLM Links](#)

### E-GIS Implementation Teams

- [Project Management](#)
- [Human Capital](#)
- [Process Enhancement](#)
- [Data Management](#)
- [Application Management](#)
- [Technology](#)

## WELCOME TO THE BLM'S E-GIS IMPLEMENTATION PROJECT

### E-GIS Vision

The Enterprise GIS system will enable Bureau employees and stakeholders to access geospatial data, information and knowledge; whenever and wherever it's needed.

The E-GIS vision is to:

- Empower Bureau managers and specialists by providing access to automated, maintained and standardized geospatial data.
- Effectively integrate geospatial information into the agency's business processes.
- Transform business information into corporate knowledge using geospatial

### What's New?



[GIS License User Statistics](#)

[FAQs](#)

[CM Status of GIS Software](#)

[Geospatial Services Strategy Presentation to the DSDs \(.ppt\)](#)

[Geospatial One Stop](#)

# Training

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- On-site support from State Office
  - Moving data to centralized server
  - Data standards (NAD 27 to NAD 83)
  - Identifying duplicate data
- More training
  - ArcMap
  - How to log-in
  - How to find data

# Training Preferences

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- Conducted in field office
- Be field office-specific
- Half-day in duration
- Hands-on exercises
  - Step-by-step manuals for reference
- Provide brief training to managers

# Conclusion

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- Most users are scared of EGIS because they don't understand it.
- Misperceptions create resistance
- Alleviating these misperceptions through increased and better communication will help gain buy-in
- Training that is specific will help create support

Questions?