Supporting Your GIS Clients
- Not Just Technology

Kelly Derlago
GIS Support Team Leader
City of Calgary
As GIS Professionals...

It’s easy to forget how much you know...

…and what it took to get there.

“Yes... I believe there’s a question at the back.”
Aspects of GIS Support

- Description of The City of Calgary’s GIS technical environment
- Description of our GIS user community
- Identify the major objectives for supporting GIS users
- Outline the processes and technology we use to aid our support efforts
- Share the lessons we’ve learned
- Discuss the our future plans
Our GIS Technology

- ESRI product platform

**ArcView 3.2a**

*(soon to be v 3.3)*

- 378 users
- 600 police cruisers
Our GIS Technology

- ESRI product platform

ArcGIS 8.1.2

*(soon to be v 8.3)*

162 Users
Our GIS Technology

- ESRI product platform

**ArcSDE 8.1.2** *(soon to be v 8.3)*

- 384 layers
- 813 connections
- not including web
Our GIS Technology

- ESRI product platform

ArcIMS 4.0

6 major web applications
Our GIS Technology

- ESRI product platform

MapObjects 2.1

*(soon to be MO 2.2)*

- 100 ParGIS
- 15 Traffic Counts
- 450 POSSE
- ...and many more
Our GIS Technology

- ESRI product platform

**ArcPAD**

- Mosquito Control
- Asset Management - Street Lights
Our GIS Users

- Create & maintain spatial data
- Analysis & advanced cartography
- GIS Application development.
- Business oriented
- Not GIS professionals
- Simple views/data updates

Data Maintainers
Power Users
GIS Developers
Business Applications
GIS Viewers
Web Browsers
Support & Enterprise GIS

- Corporate GIS Toolbox Development
- Application Development
- Application Sustainment
- Infrastructure
- Technical Architecture Design
- GIS Data Management
- Communication, Training and Product Support
- Business Integration
- Research, Evaluation & Release Management
- Enterprise GIS Management

City of Calgary ESRI Conference 2003
Supporting GIS Users - Key Objectives

• Facilitate the smooth operation of GIS technology
• Ensure that The Corporation works within supported industry standards
• Assist staff so they may leverage GIS for greatest benefit
• Develop & implement Corporate standards for our GIS technology environment
Supporting GIS Users - Support Cycle

How can GIS work for me?

- Business process discovery (GIS Bus. Spec.)
- Skills & technology
- Expected outcomes

New GIS User
Supporting GIS Users - Support Cycle

Welcome To GIS School

GIS Training

- Basic GIS skills
- Familiarization with Corporate data resources
- Familiarize with Corporate IT/GIS Support
- Case Study approach
Supporting GIS Users - Support Cycle

Welcome To GIS School

The new user is added to our user database

- Complete user inventory
- Training, software, database access
- Change management
- Communications

GIS Training
Supporting GIS Users - Support Cycle

1. GIS Training
   - Welcome to GIS School

2. Help Desk - Web Portal
   - The new user is added to our user database
   - GIS Training
   - User accesses Corporate ITS support system
     - Instructions provided on how to access GIS Help
     - Eliminate voice mail & email
     - Dedicated GIS support team

City of Calgary
Supporting GIS Users - Support Cycle

1. Welcome to GIS School
2. GIS Training
3. The new user is added to our user database
4. Supported GIS User
5. Help Desk - Web Portal

City of Calgary
ESRI Conference 2003
Category Name: How To > ArcMap

Problem: Add XY data from a table or text file (dbf, INFO, txt)

ID: 53  date: 2/19/03

- Description:

- Solution 1: *In ArcMap click Tools > Add XY data. * Choose the table already in your map document (or add from file); files can be dBASE tables, INFO tables, or a CSV or TAB delimited text file from the GPS unit as long as the column headings in the text files do not have dashes, spaces, numbers, brackets or other special characters eg. @#% "&*<>:;\, underscores are OK. * Specify the columns that have the X and Y values. * Click Edit > Select to choose the spatial reference of the new dataset (for all Calgary data choose Calgary's 3TM projection - "Calgary_3TM_WGS_1984_W114.prj" under the "Custom" Folder. If you don’t have this, it’s available to download, see Web Link #1. * This will add a point layer to your Data Frame with all associated attributes from the import table file. * Note, this is only an event layer active only in your current Map Document, to save the dataset permanently, Right-Click the layer > Data > Export Data and choose where to save the dataset, and what format - you can save this as a Shapefile, or directly to a GeoDatabase (either Personal or SDE) feature class.
Welcome to the ESRI Support Center

Software
Get all the support information, such as system requirements, technical articles, downloads and more, for the ESRI software product of your choice.

Knowledge Base
Quickly solve your problems by searching ESRI’s database of known bugs, "How to" documents, white papers, system requirements, online help, manuals, and common error messages for all of ESRI’s software products.

Downloads
Access software updates, patches, ArcScripts, data models and developer samples.

User Forums
Get in touch with other users of ESRI products. With the User Forums you can ask questions, provide answers, and exchange ideas with our ESRI product users.

For Developers
Get the latest developer information, including sample code, technical documents, and object model diagrams for ESRI's
Support Tools - Remote Client Access

- Allows GIS Support to remotely control client’s machine
- Can assist clients by a show and tell approach
- Minimizes or eliminates site visits
- Ideal when supporting a large number of clients or those who are geographically dispersed
Continued Support

- Advanced GIS Analysis, Cartography & Data Management
- GIS Technology Support (software versioning, database, other IT support)
- GIS business integration
- GIS Communication
Communication

• often identified as one of the critical factors in the success of any GIS

• often overlooked, poorly planned or not properly resourced

With The City of Calgary…

• currently working on a communication strategy
• build upon current & past communication initiatives
Communication

Internal Website

- Meta Data
- Training/seminars
- Help Desk
- Developer information
- Project information
- Web maps
- Software information
This Week’s Issue:
- GIS Database Outage This Sunday
- GIS Seminars
  - ArcGIS 8.3 Testing (Presentation Available On-Line)
- Conferences
  - May 7-8 GeoAlberta 2003 - Stretching the Limits
- Tip of the Week
  - Continuous Zoom & Pan Tool for ArcMap
GIS Day - November 19

Host an event:
• What is GIS?
• Examples of what it can do for me
• Good PR
• Learn from one & other
• Inform tax payers of the value of technology
Lessons Learned

• Supporting GIS requires dedicated expertise (training & support)

• GIS Support must be integrated with other support mechanisms and groups (IT, data maintainers, business)

• Never assume what you think the client knows

• Utilize outside resources (ESRI Support, discussion groups, periodicals, etc.)

• Always maintain client focus
The Future

- Continue to improve integration with other IT units
- Survey clients
- Communication strategy
- Increase our understanding of GIS technology
- Migrate perception of GIS (from maps to information)
Discussion

- Share ideas, thoughts and stories with other GIS support groups
- GIS support staff competencies
- Tools and processes that work or do not work
Questions

Kelly Derlago
GIS Support Team Leader
403.268.2740
kelly.derlago@calgary.ca