

Abstract

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Support Your Organization's GIS: Not Just Technology

Track: System Implementation for GIS

Author(s): Kelly Derlago

How do you support your organization's GIS? Understanding what it takes to ensure that your GIS users can effectively use their GIS is a daunting task. The City of Calgary's GIS Centre supports hundreds of GIS users. Our support model includes; working with the IT support partners in our organization, tracking who is using what software, understanding the data required, communicating issues that are important to our clients, and providing training that is specific to our organization's GIS environment. Our goal is to ensure that GIS is being used to its greatest potential. Our challenge is to ensure that we continue to view our GIS support from the client's perspective. In this presentation we will discuss the successes, challenges, and what we hope to see happen in the future for supporting GIS users with The City of Calgary.

Kelly Derlago

The City of Calgary

GIS Centre of Excellence

GISCOE ##8304, PO Box 2100, Station M

Calgary , Alberta T2P 2M5

Canada

Phone: 403-268-2740

Fax: 403-268-8120

E-mail: kelly.derlago@gov.calgary.ab.ca