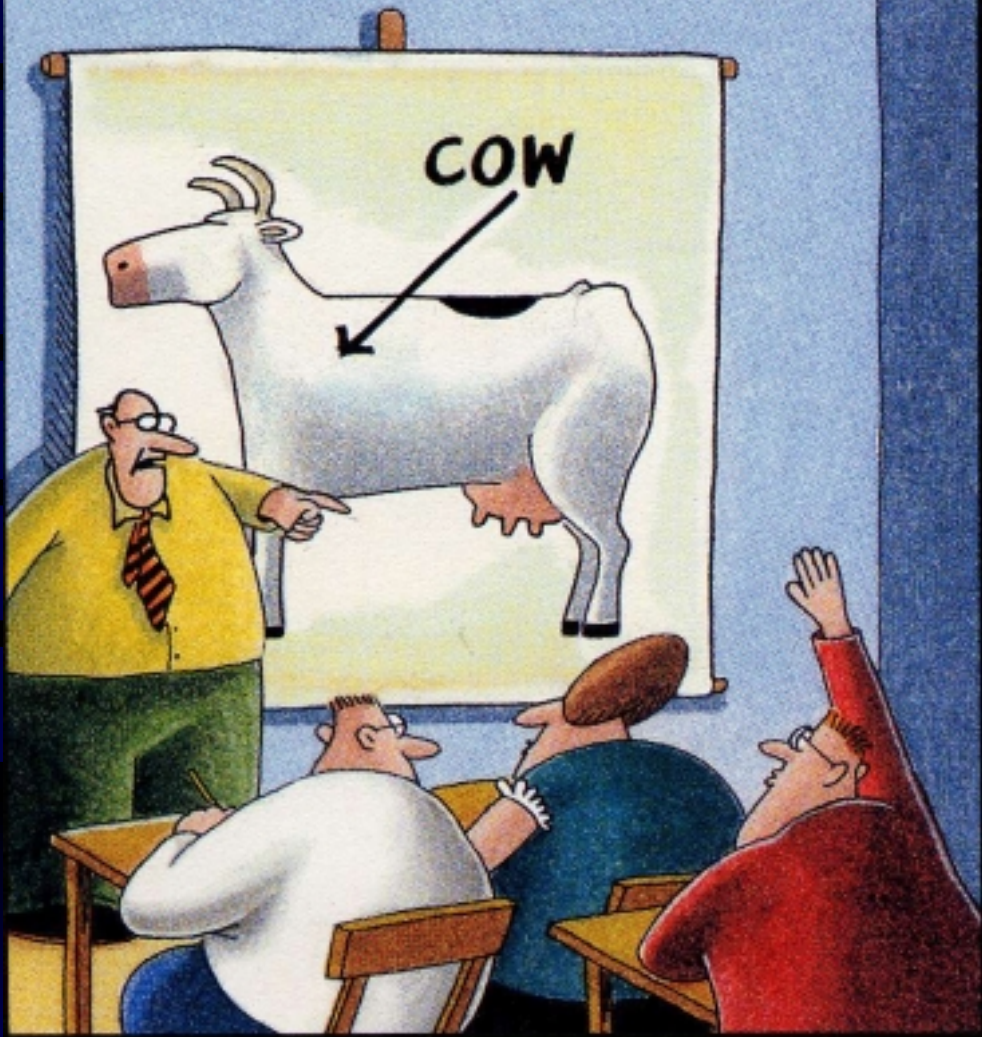


Supporting Your GIS Clients - Not Just Technology

**Kelly Derlago
GIS Support Team Leader
City of Calgary**

Larson



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

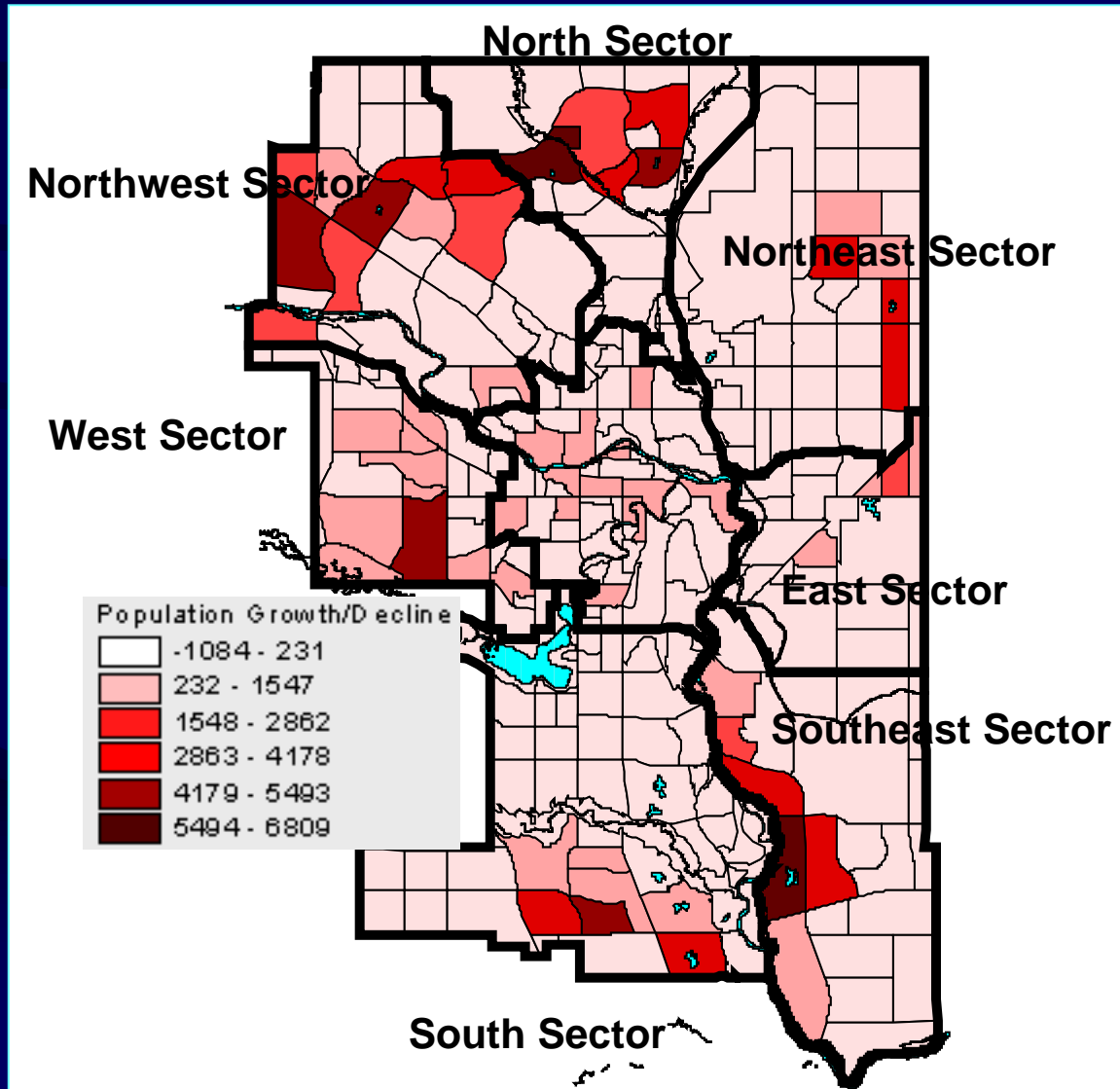
- ESRI product platform

ArcView 3.2a

(soon to be v 3.3)

 378 users

 600 police cruisers



Our GIS Technology

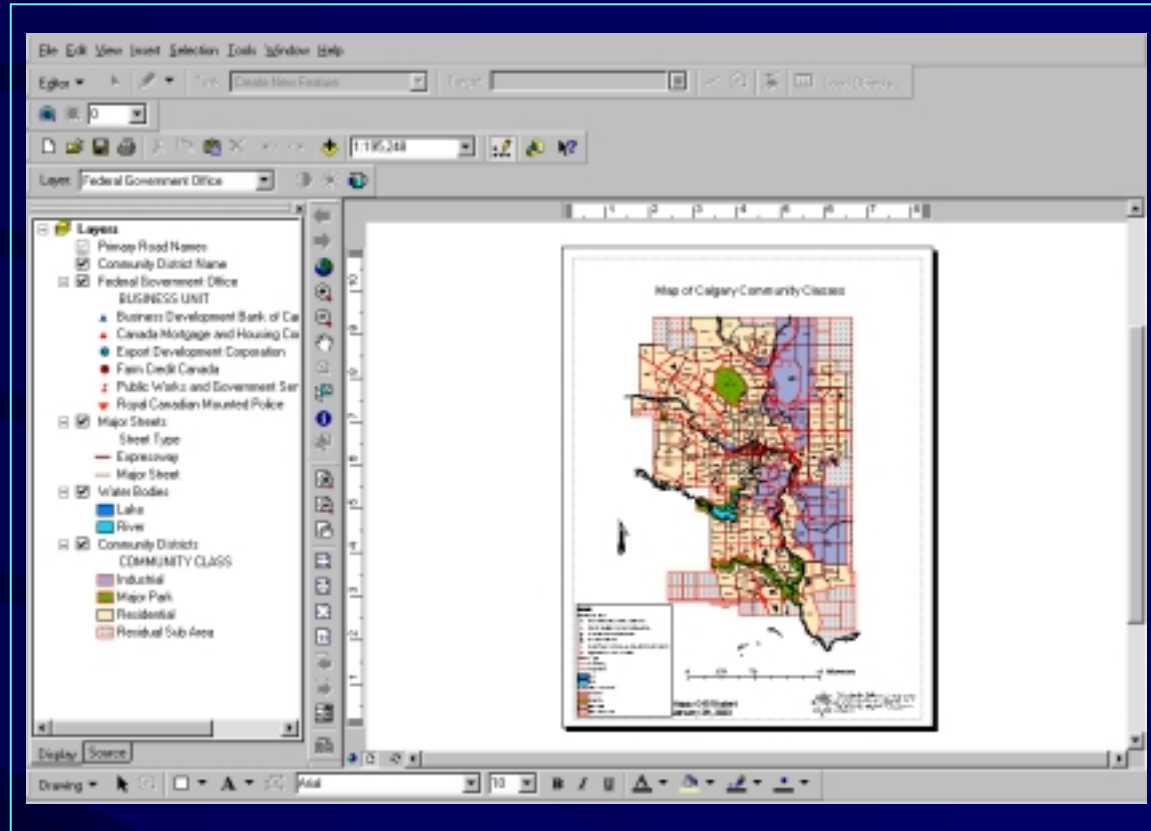
- ESRI product platform

ArcGIS 8.1.2

(soon to be v 8.3)



162 Users



Our GIS Technology

- ESRI product platform

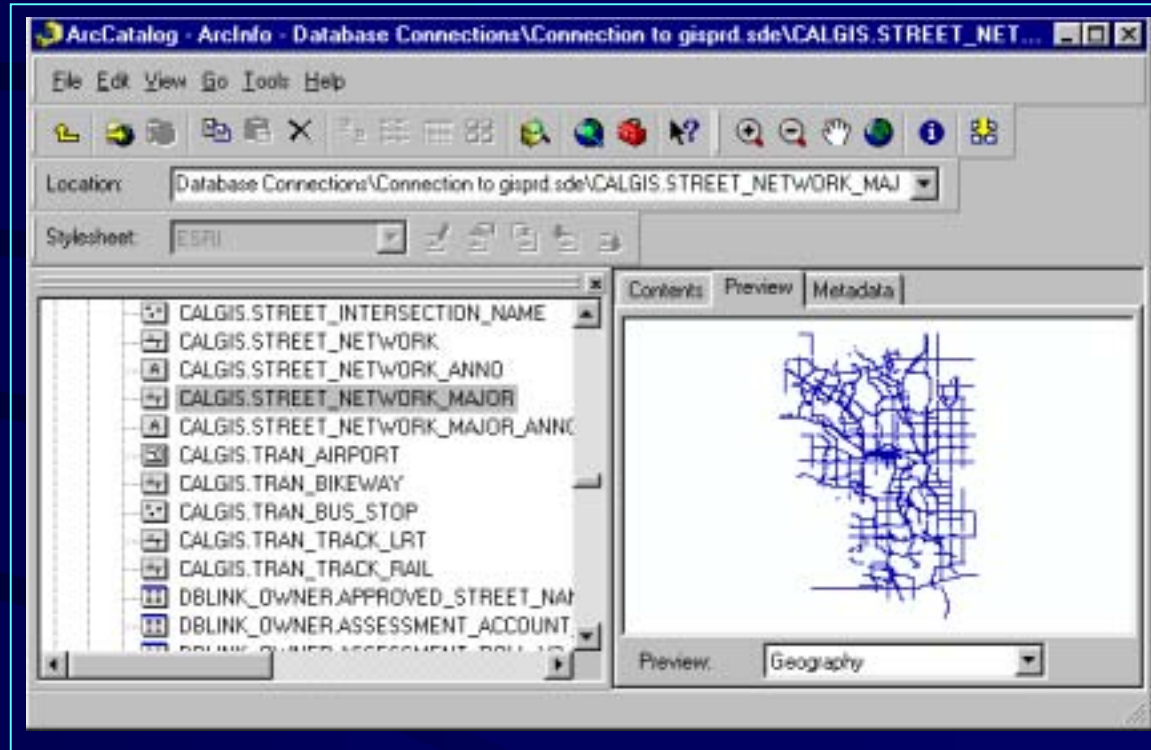
ArcSDE 8.1.2

(soon to be v 8.3)

🌐 384 layers

⚡ 813 connections

⚡ not including web

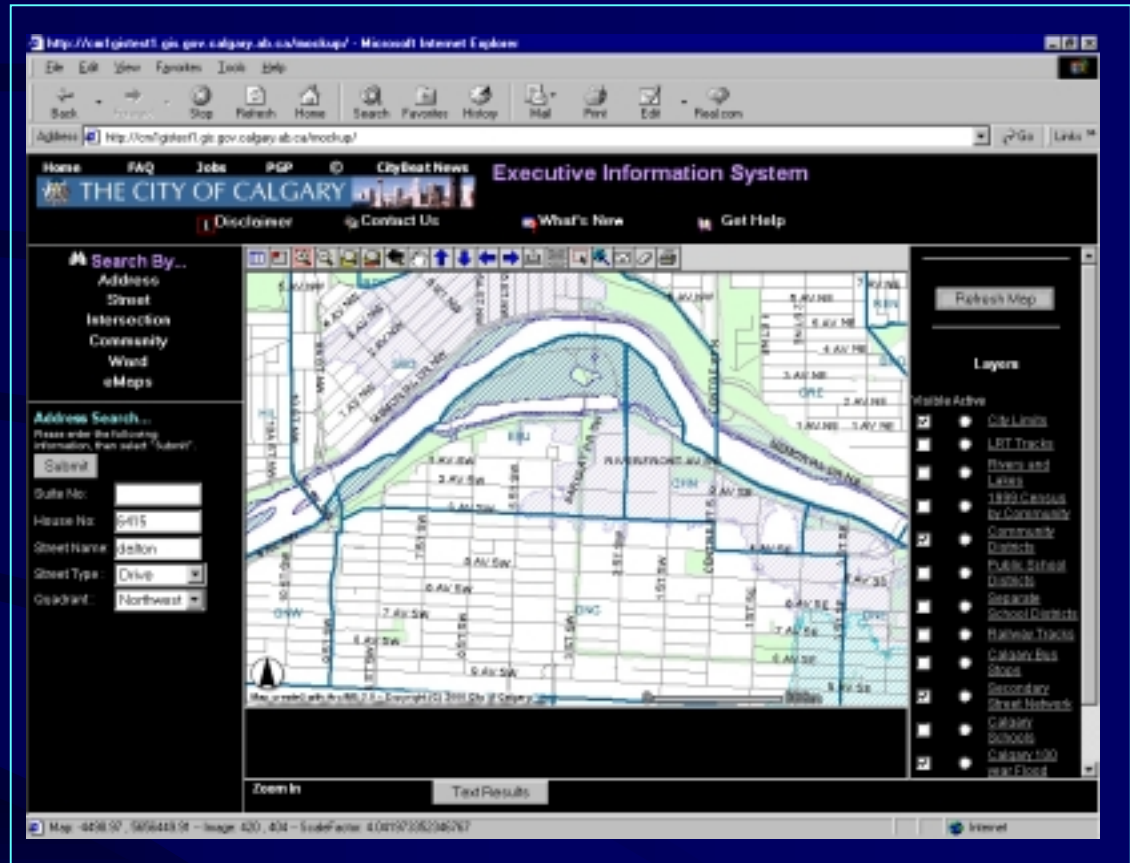


Our GIS Technology

- ESRI product platform

ArcIMS 4.0

🌍 6 major web applications



Our GIS Technology

- ESRI product platform

MapObjects 2.1

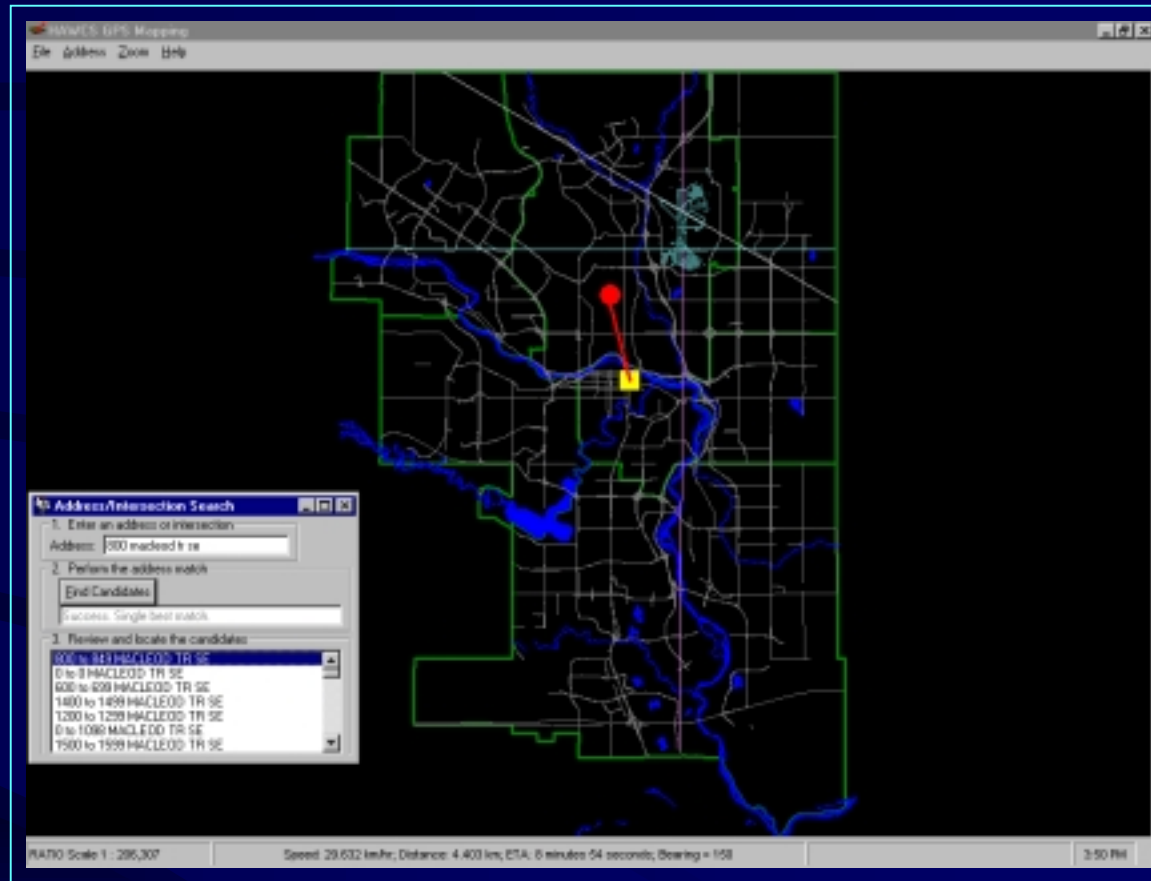
(soon to be MO 2.2)

 100 ParGIS

 15 Traffic Counts

 450 POSSE

...and many more

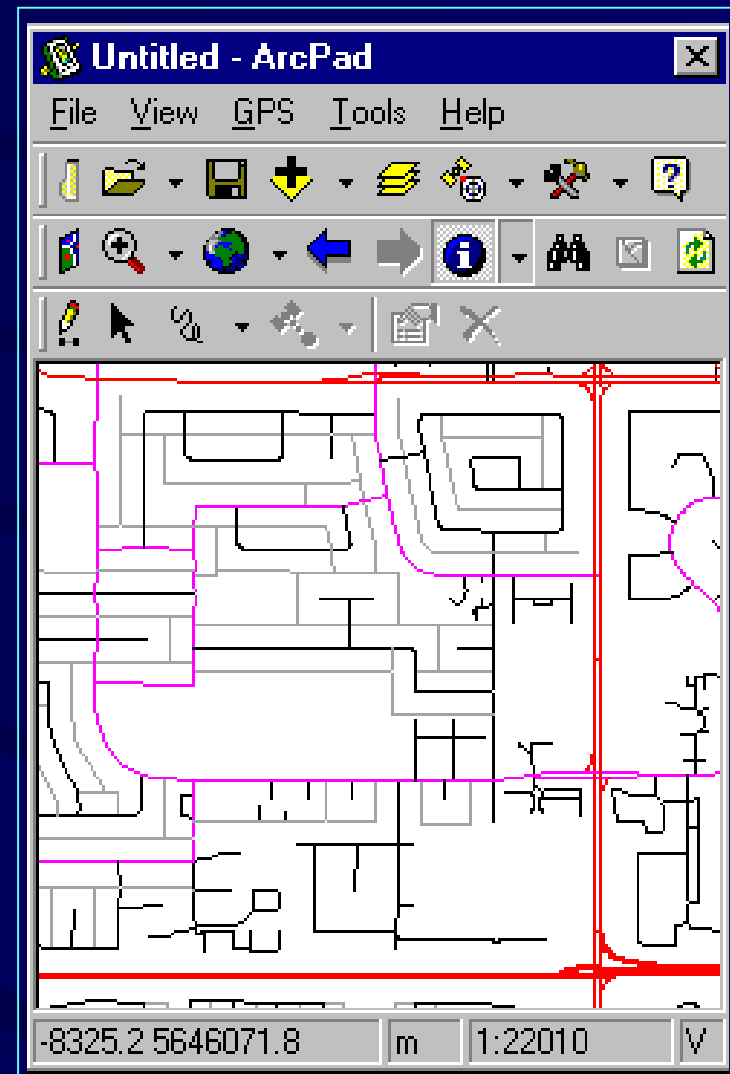


Our GIS Technology

- ESRI product platform

ArcPAD

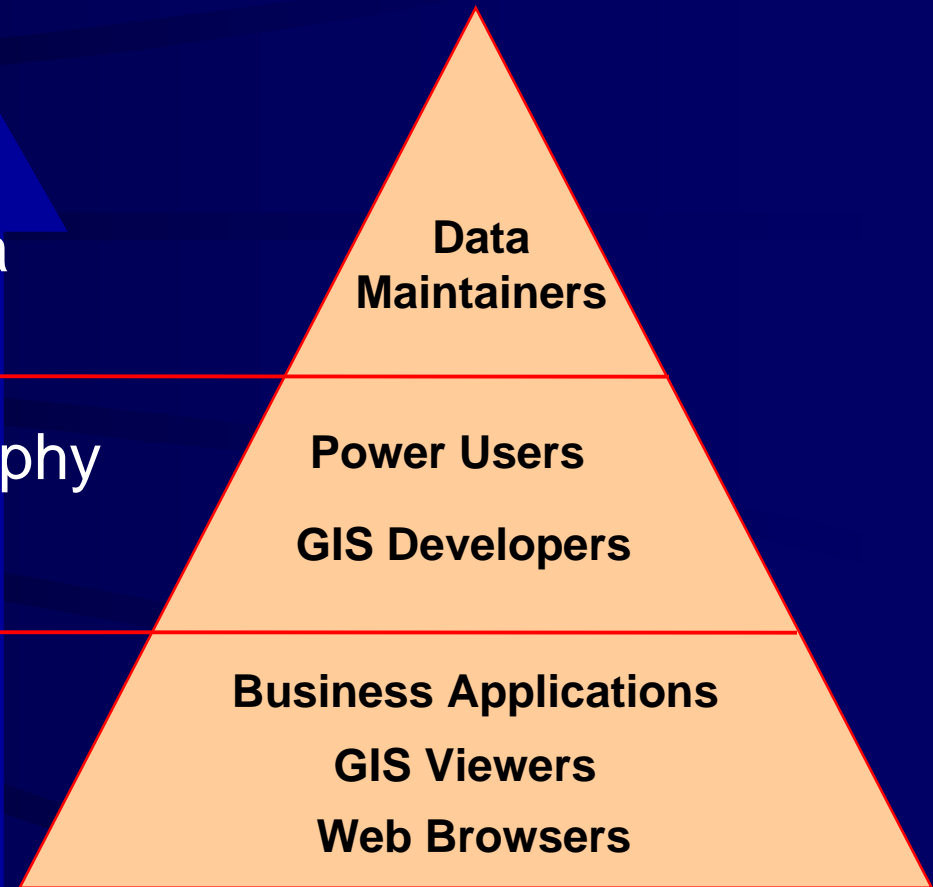
- Mosquito Control
- Asset Management -
Street Lights



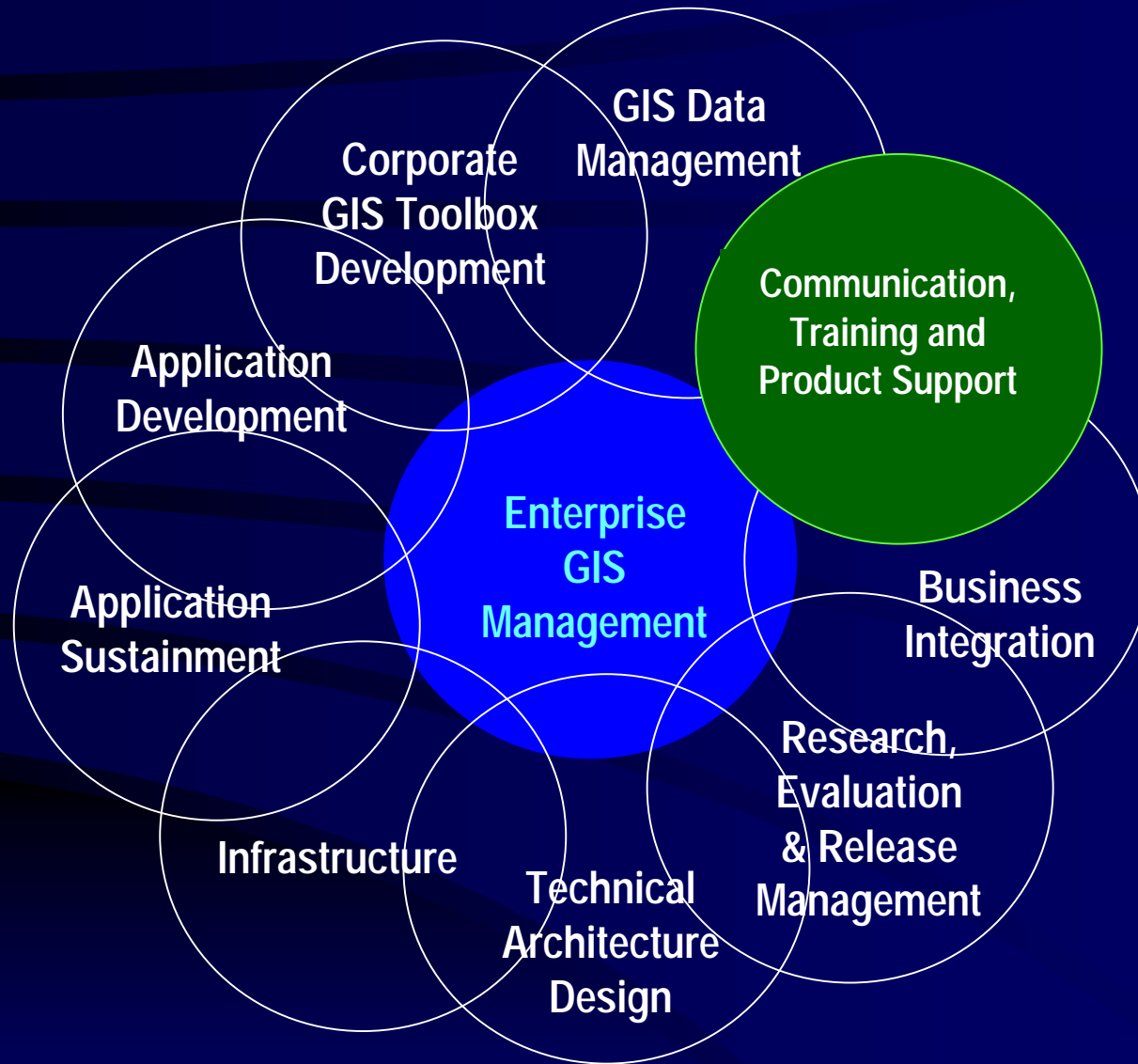
Our GIS Users

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

Knowledge



Support & Enterprise GIS

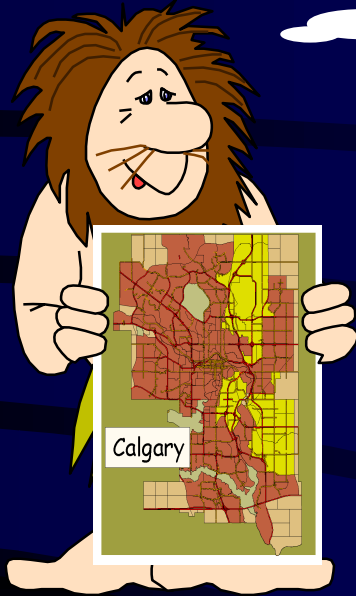


Supporting GIS Users - Key Objectives

- 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?



New GIS User

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

Supporting GIS Users - Support Cycle



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

Supporting GIS Users - Support Cycle



The new user is added to our user database



User	
ID	1007
First Name	Jess
Last Name	Yip
Title	Computer Support Analyst
Business Unit	ITS - Application Centre
Portfolio	Strategic Services
DW/ / P/W/W Day	
Priority:	Workgroup: 0 Individual: 0
Building / Address	Admin. Bldg
Floor / Grid	4 Flr. Office 4100
Address Code	8216
Work Phone	268.4741
Cell / Other Phone	
Cont. Number	648151
Computer Name	
Login ID	ensg
E-Mail Address	jess.yip@calgary.ca
Status	VERIFIED
Status Date	2003/04/03
User Report	

Record: 4 4 696 of 713

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

Supporting GIS Users - Support Cycle



GIS Training

The new user is added to our user database



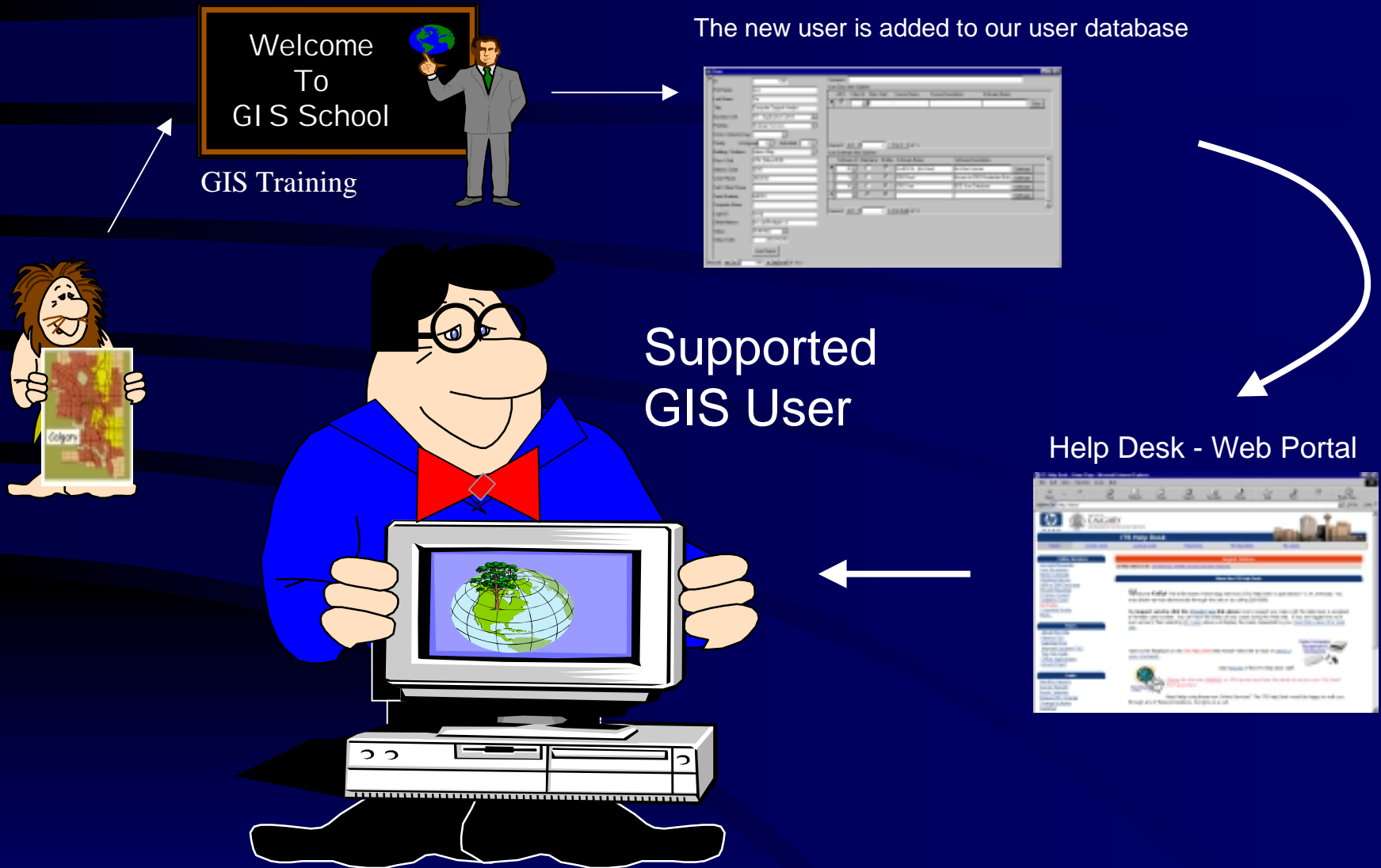
Help Desk - Web Portal



- User accesses Corporate ITS support system
- Instructions provided on how to access GIS Help
- *Eliminate voice mail & email*
- *Dedicated GIS support team*



Supporting GIS Users - Support Cycle



Support Tools - Knowledge Base

[Remedy Solutions](#)
[Home](#)

Remedy Solutions

[Browse All Solutions](#)

Keyword Search

Keyword

Problem

Description

ID #

Browse By Category

[How To > ArcMap](#)

 [Provide Feedback](#)

Search Results - Remedy Solutions

CategoryName: [How To > ArcMap](#)

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

ID: 53 **date:** 2/19/03

- **Description:**

- **Solution1:** *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.

Support Tools - Knowledge Base



ESRI Support Center your online technical resource

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Search Our Site FEATURED TECHNOLOGY:  **Data Models**

Advanced

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username
password


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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



John Y.
Technical Support Analyst

Getting Started

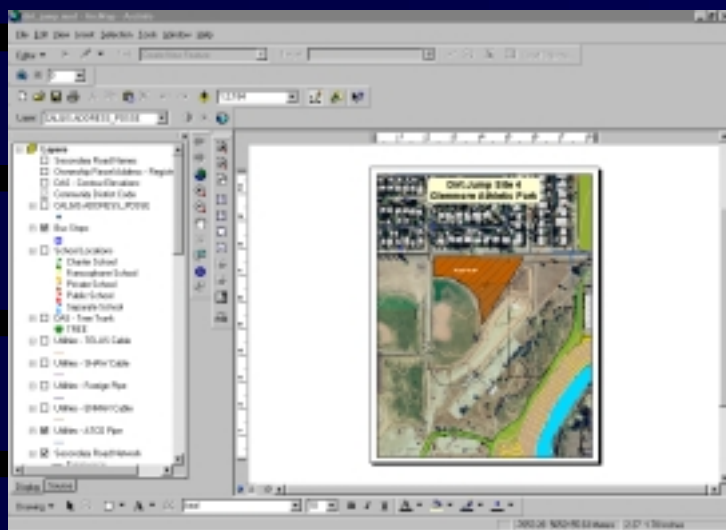
If you are new to our site, click the button below for helpful tips on finding what you need in our redesigned Support Site.

Announcements

Welcome to the new ESRI Online Support Center!

"We have reorganized the content, added new content and some new functionality to improve your support experience. I hope that the

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

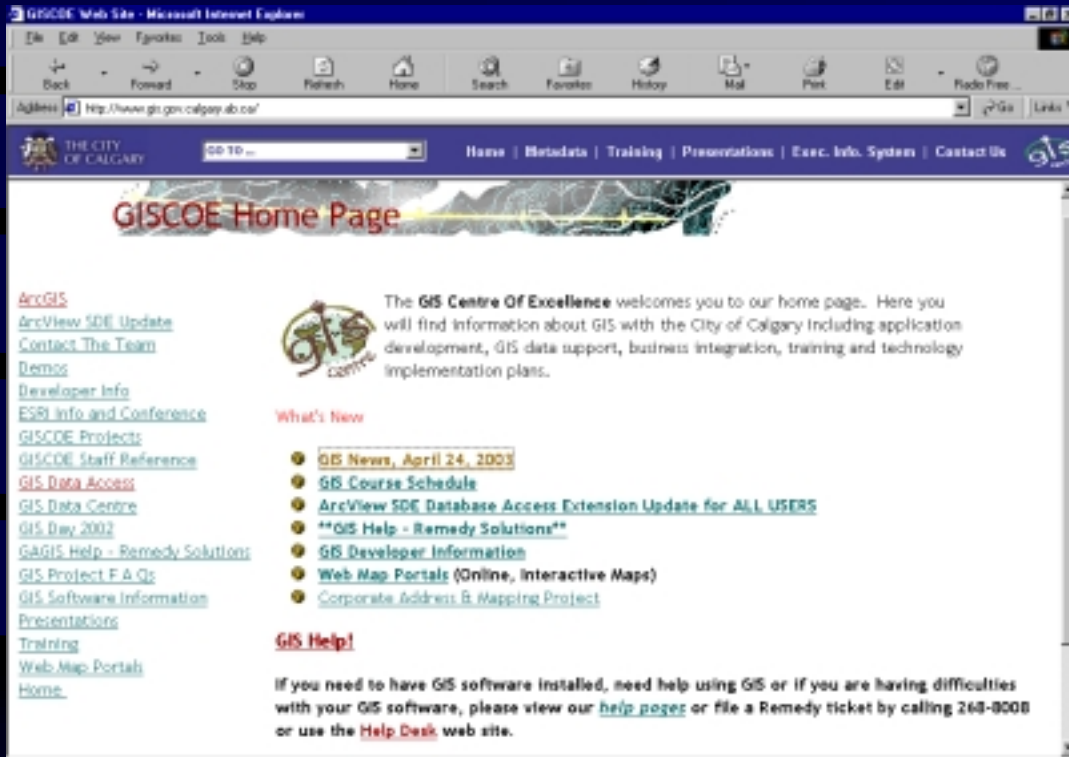
Communication

- 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

Communication

The City of Calgary
Information Technology Services
GIS Centre of Excellence

April 24, 2003
GISNews - Keeping GISUsers Informed

This Week's Issue....

- ① GIS Database Outage This Sunday
- ① GIS Seminars
 - ARCGIS 8.3 TESTING (PRESENTATION AVAILABLE ON-LINE)
- ① Conferences
 - May 7-9
GeoAlberta 2003 - *Stretching the Limits*
- ① Tip of the Week
 - Continuous Zoom & Pan Tool for ArcMap

GIS News

Provide user community with on-going information:

- data changes
- upcoming seminars
- conferences
- Tip of the Week

Communication



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

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