

ArcGIS Explorer Desktop

Implementation & Best Practices

Topics of Discussion:

- Understanding the Audience
- Planning for a Roll-Out
- Roll-Out
- Maintenance and Support

Understanding the Audience

- Identifying intended uses for the software, who users are and what they are comfortable with
 - Understand Goals of Users
 - Understand current workflow
 - What works?
 - What needs improvement?
 - Understand Technical Skills and Background of Users
 - Also important to identify attitude of users toward GIS

Understanding the Audience - Example

- Team of biologist regularly work with geologists to identify and minimize biological impacts of proposed sampling drill holes
 - Current workflow:
 - Biologists review online sensitive species database subscriptions and map services to approximately determine which species are likely to be within a mile of the proposed impact area
 - Biologists use GPS to collect locations of sensitive species at project site and have GIS staff create hard maps of results for internal review
 - Biologists and geologists review sensitive resource results hard map with the geologists' proposed sampling plan hard map to determine areas likely to be impacted and potential alternate drill hole locations

Understanding the Audience – Example Cont.

- Assessment of Audience:
 - Biologists are already working with GIS staff and use GPS so they have some technical geo-spatial skills and understanding and are open to employing GIS in their tasks
 - Relying on hard maps and GIS staff to visualize overlays, guessing at spatial relationships with online and comparing things side by side rather than overlaying all provide room for improvement

Planning for a Roll-Out

- Use information collected about the audience to tailor focus and processes
- Do not rush—this is the most important step
 - A well thought out and fully set up data infrastructure and process are crucial to success

Planning for a Roll-Out - Example

- Tools the biologists and geologists will need to be comfortable with to accomplish their task include:
 - Basic navigation of ArcGIS Explorer
 - Basic understanding of data model and GIS
 - Adding Content – Shapefiles, Map Services, Text Files
 - Buffering
 - Spatial Queries
 - Accessing Attribute Tables
 - Measuring
 - Making Notes
 - Sharing Content
- The data the biologists and geologists will need will be the map services, spatial databases, GPS outputs, project boundaries, proposed drill hole locations/coordinates
 - Data will need to be organized and accessible

Roll-Out

- Prepare reference materials relevant to the specific new users and their skills and tasks / goals
 - Quick reference, workflow diagrams, and 'how to' guides for common tasks
 - Demos using real and relevant data and workflows
- Be prepared to be tech support (and be patient)
 - Success of implementation is highly dependent upon user experience

Roll-Out - Example

- A 'How to Guide' highlighting adding content, accessing attributes of content, measuring, buffering, loading coordinates from spreadsheets, making notes and then sharing content was created
 - Mentions other tools and the built in Help, but stays focused on 'tools for the task'
- Biologists and geologists shared data for an upcoming task that was then used as the topic of a demo
 - Served dual purpose of demo and accomplishing the work making it very relevant to audience
- A general workflow flowchart diagram is posted on the bulletin board for the team to reference

Maintenance and Support

- Accept feedback—even the most well thought out plan may have room for improvement
 - Be open to changing workflows – remember you are supporting the users and trying to improve their workflows
 - Keep communication with users open
 - What is working, what could be improved, are there additional uses for the tool, is more training open???
- Keep data organized and current
- Remember the goals established in the plan

Maintenance and Support - Example

- Biologists and geologist like the new workflow and tools in concept but are struggling to learn it with their busy field schedules
 - An additional 'lunch and learn' training is done with everyone and one staff from each of the groups is designated as the in group ArcGIS expert and they spend additional time learning the workflows and help the rest of their team
 - Template ArcGIS Explorer map documents are created with frequently used content already added



Questions?

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