



Implementing an Enterprise Support Program

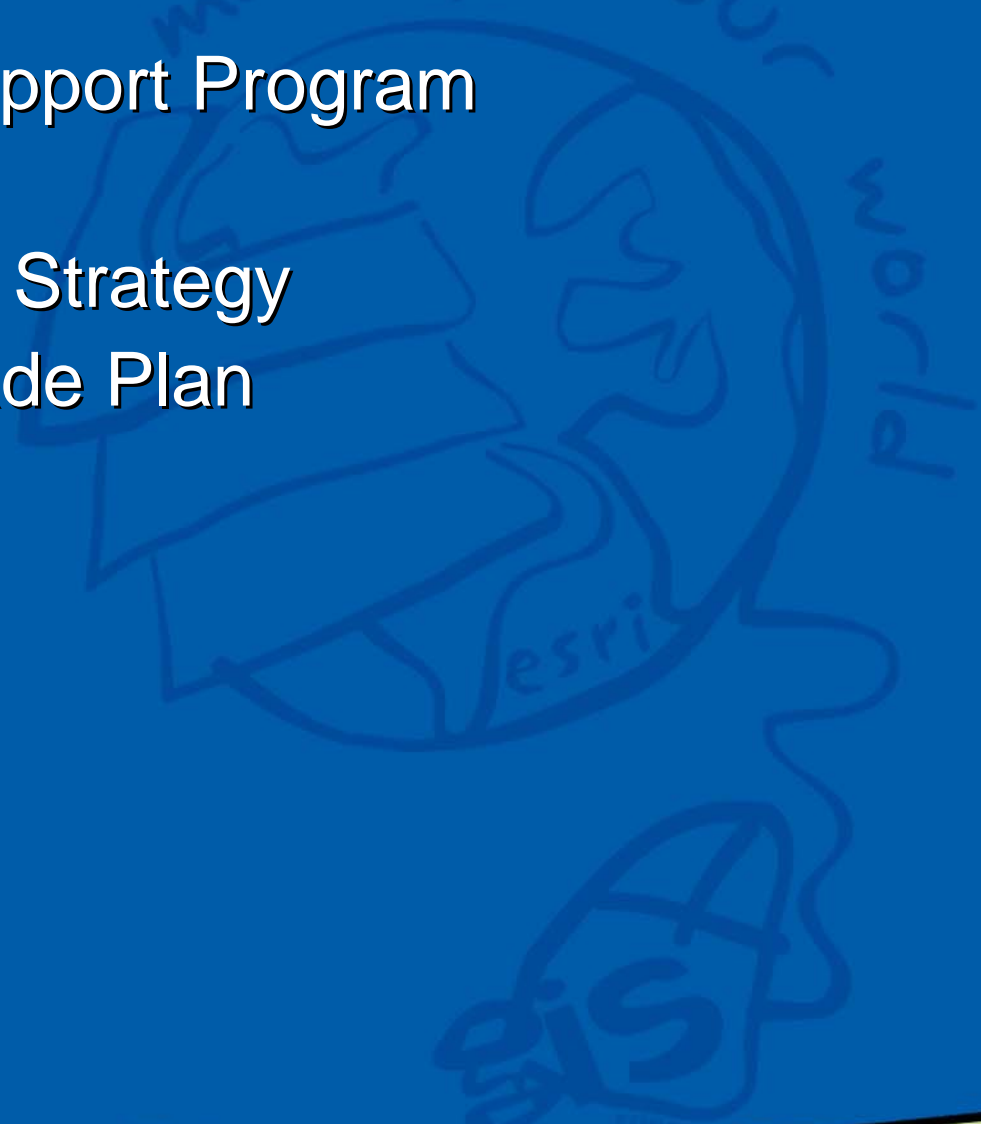
Enterprise GIS Track

*Mark Stewart
Jacob Baca
Andrew Sakowicz
Mark Causley*

Implementing an Enterprise Support Program *Agenda*

Components of a Support Program

- Training Plan
- Technical Support Strategy
- Technology Upgrade Plan
- Other Resources



Planning for Training

Mark Stewart

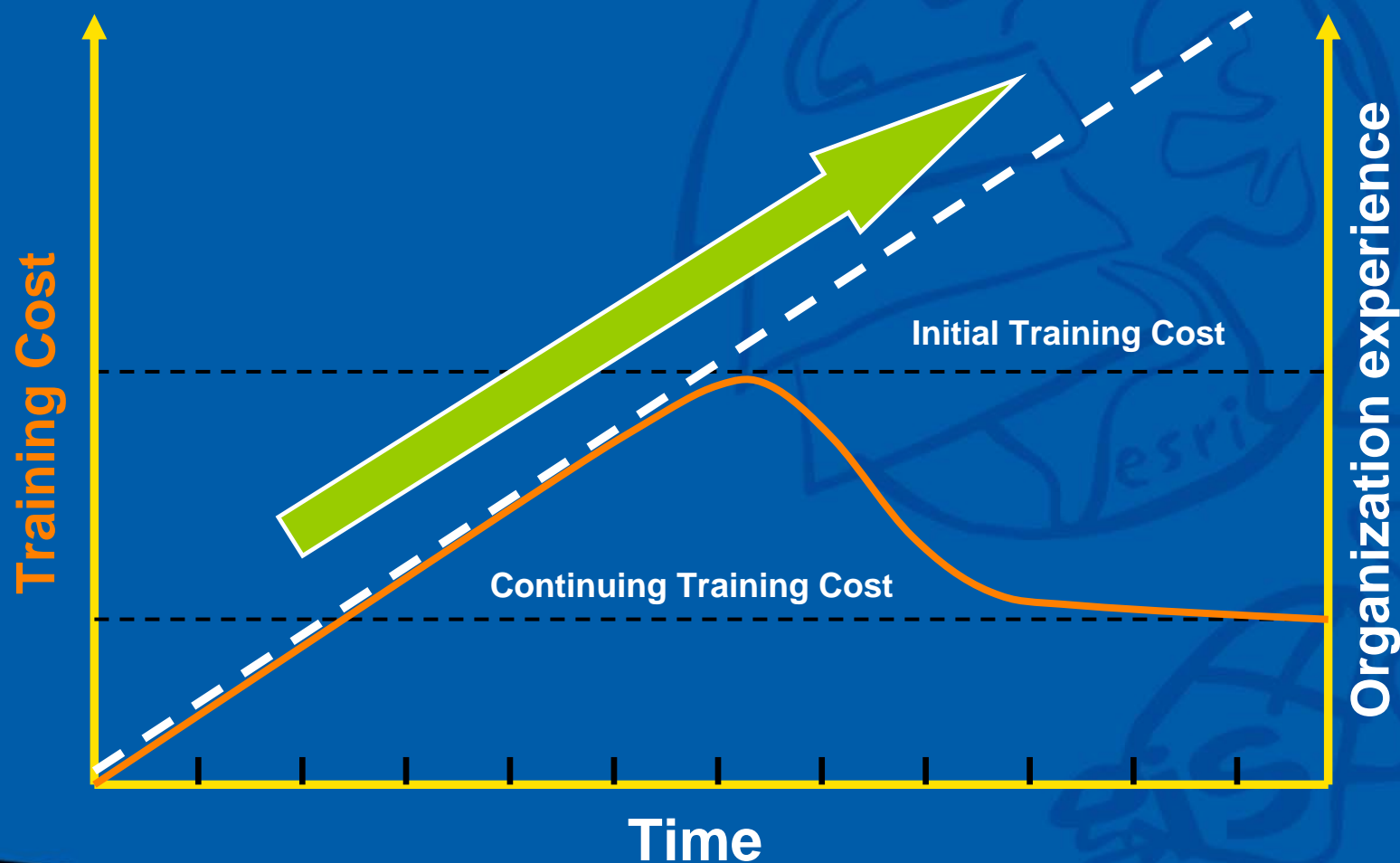


Training Is Mission-Critical

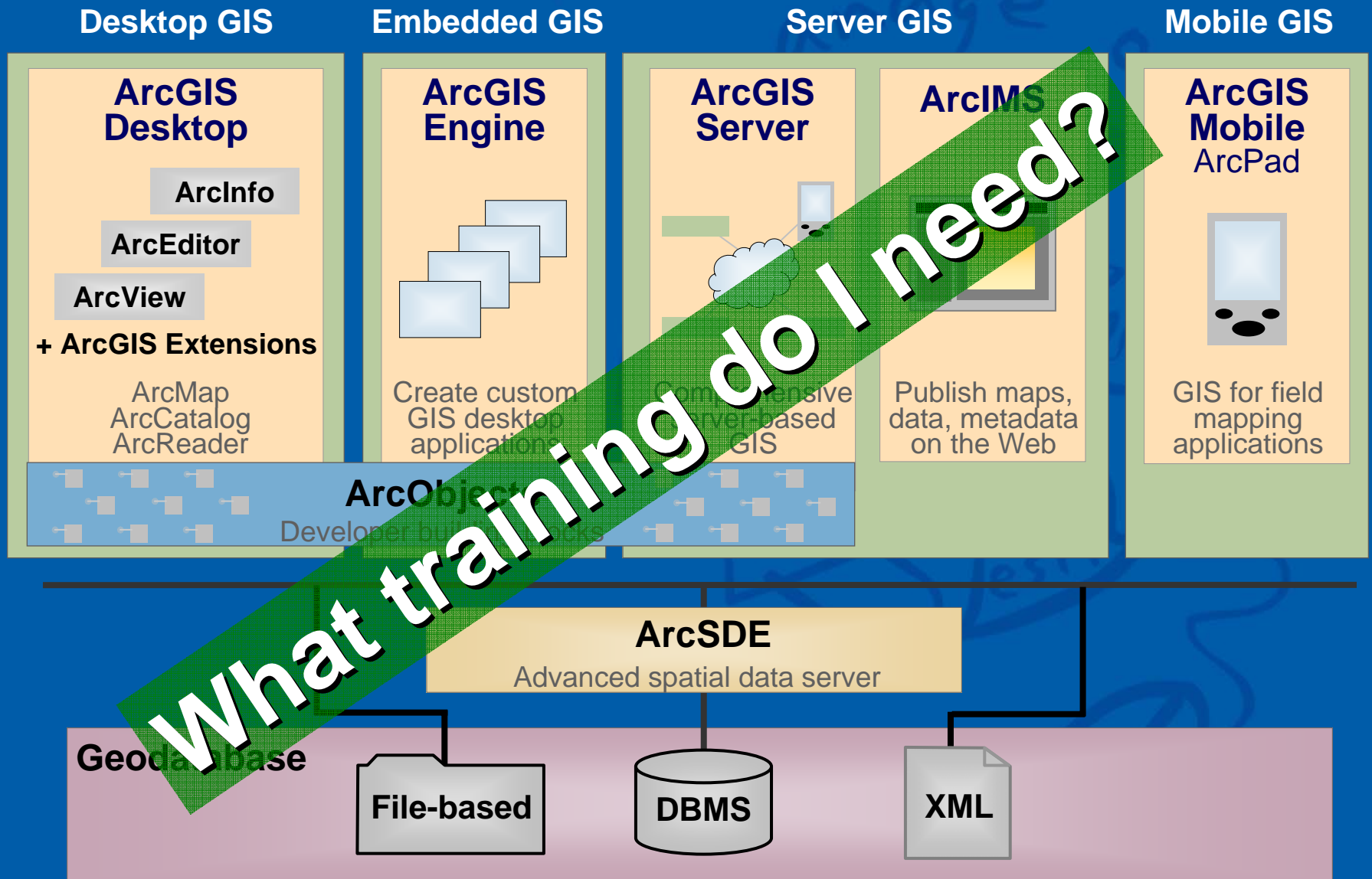
- By investing in GIS staff **training**, you speed up the time it takes to implement an enterprise GIS solution...saving time means saving money.
- **People** ultimately bring life to an enterprise GIS and ensure a successful implementation.
- Well **trained** staff can overcome obstacles.

Training

- Plan for initial and ongoing training investment
- Cost decreases as organizational knowledge increases



Enterprise GIS Solution



What training do I need?

Develop a Training Plan

- Defines your training objectives and means of meeting them
- Establishes training as a formal expenditure in the enterprise implementation, just like hardware, software, and services
- Provides a way to measure organizational knowledge/capability

Developing a Training Plan

1. Identify your GIS job roles and their related tasks
2. Determine the training needed to perform the tasks
3. Determine implementation phases and timelines
4. Determine success criteria and measurements

Training Plan Considerations

- Consider working with a third party to assess training needs
- Find out what has worked well (or not) for others
- Leverage off-the-shelf solutions
- Use a variety of training delivery methods
- As institutional knowledge increases, focus on peer-to-peer learning

ESRI Learning Pathways

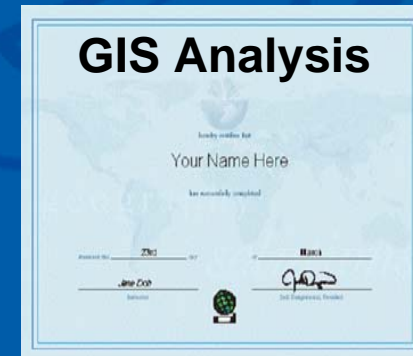
- Course Bundles
 - Blended Web/Instructor
 - Skill-set development
 - Task-focused
 - Certificate of completion
- Available Pathways
 - GIS Analysis
 - GIS Data Production and Editing
 - More to come



Instructor-led



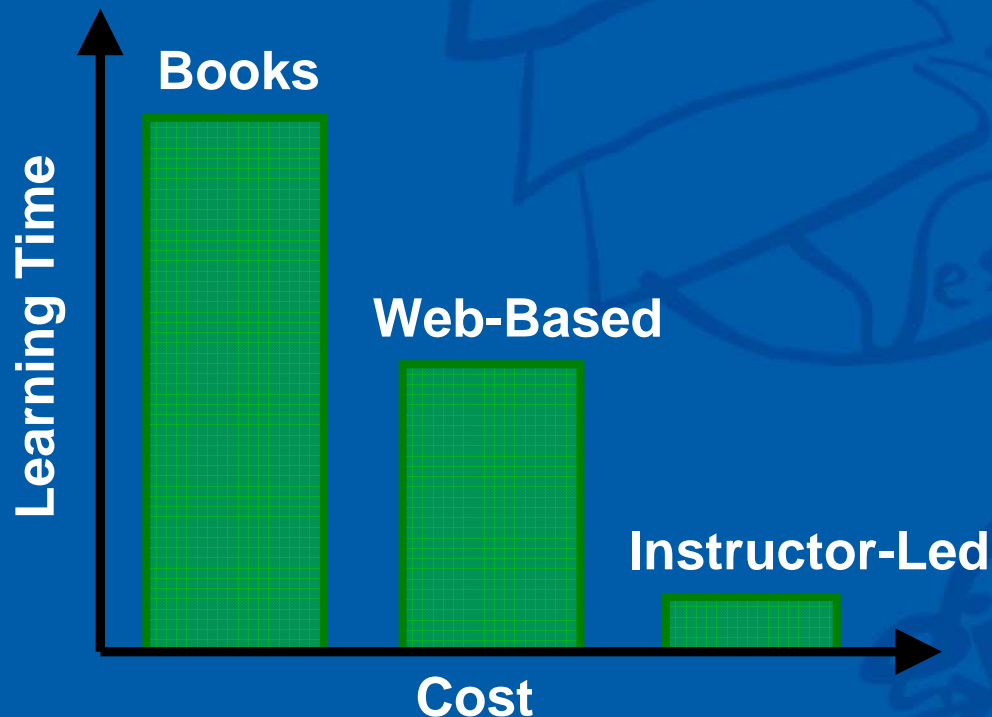
Web-based



A new solution for professional development

Training Delivery Methods

- Take advantage of different training options
 - Assess staff learning style preferences
- Cost vs. results
 - Higher initial cost offset by quicker results

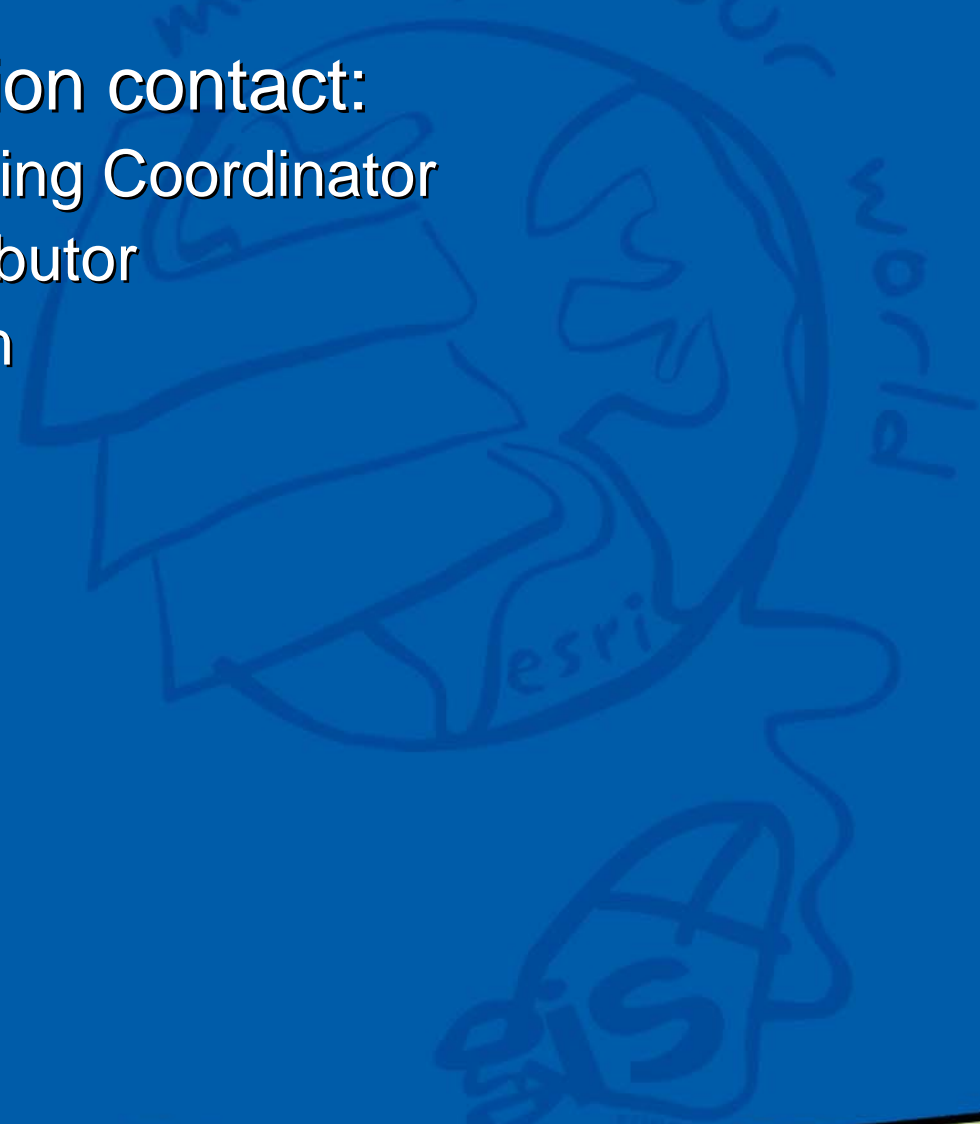


Training Summary

- Training is as critical to the success of an enterprise GIS implementation as hardware and software.
- Develop a training plan to ensure that your staff receives the right training in the right format.
- Commit to investing in training for both initial implementation and ongoing maintenance.
- Look for training partners.

ESRI Training Resources

- For more information contact:
 - US Regional Training Coordinator
 - International Distributor
 - learnarc@esri.com



Questions?



Planning a Technical Support Strategy

Jacob Baca

Enterprise Technical Support

- You have considerable amounts of time and money invested in your Enterprise system
- What type of technical support is needed to keep it maintained?

Enterprise Technical Support Considerations

- How many people are you supporting?
- What are their geographic parameters?
 - Domestic or international?
 - What time zones are they in?
- Will you provide 24/7 support?

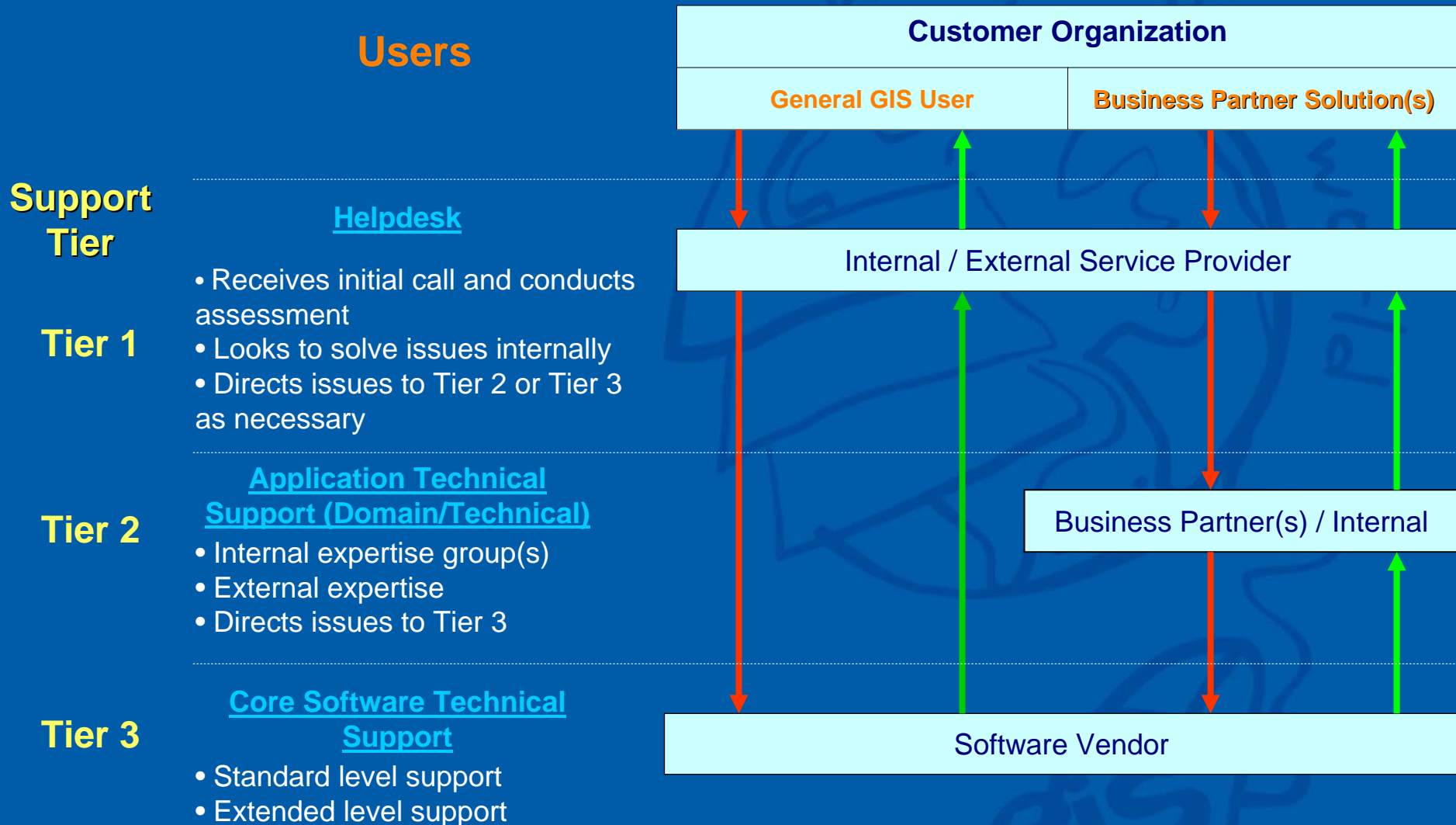
Enterprise Technical Support *Considerations*

- What software products do you need to support?
- What applications do you need to support?
 - Commercial Off The Shelf (COTS)?
 - Custom Applications?
 - Third-Party Solutions?

Enterprise Technical Support Considerations

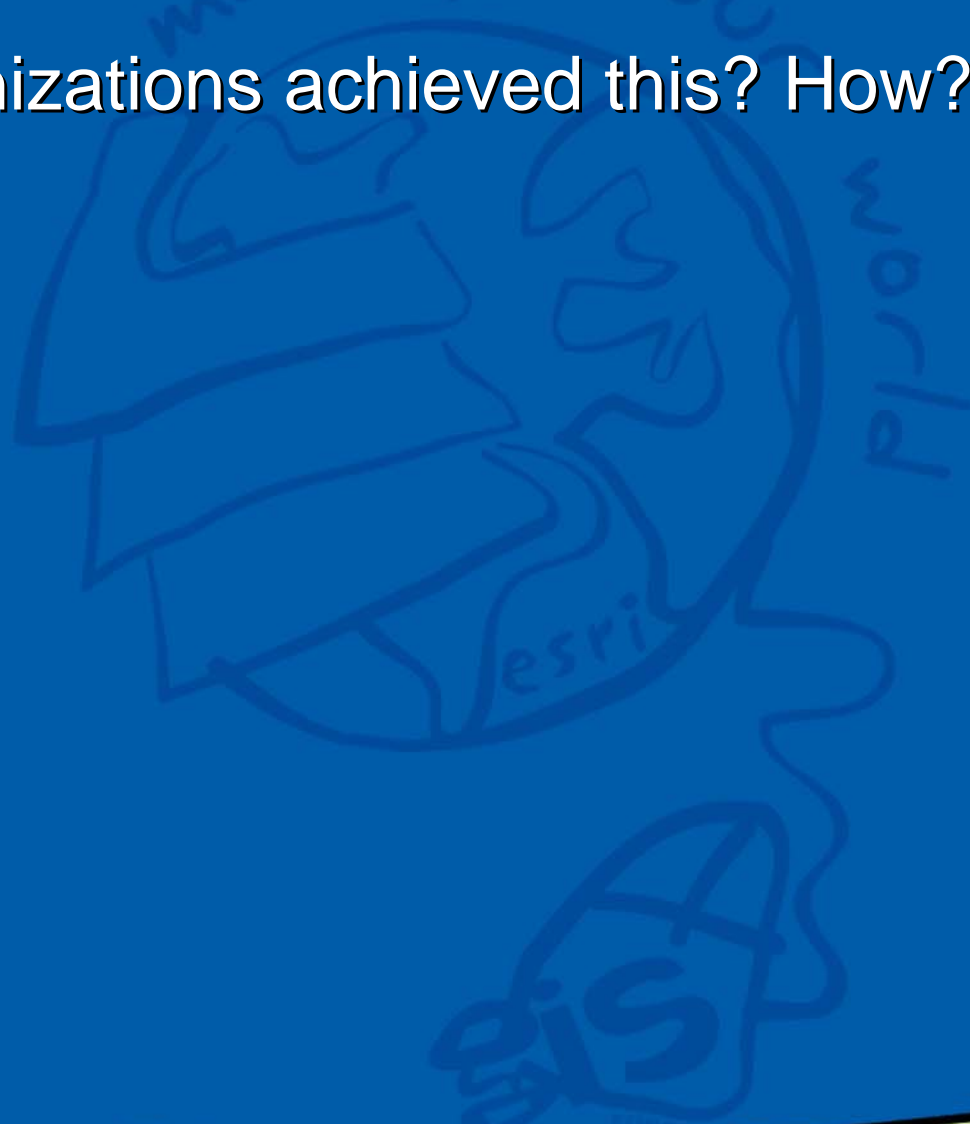
- How do you select your technical support approach?
 - From internal resources?
 - Use outsourced professionals?
 - A combination of the two?

Enterprise Technical Support Considerations



Enterprise Technical Support *Considerations*

- Have similar organizations achieved this? How?



Enterprise Technical Support *Considerations*

- When do you know it is time to contact outside experts to help you develop an Enterprise Technical Support plan?
- When you have...
 - limited available staff
 - a limited budget
 - a limited time to implement

Enterprise Technical Support

ESRI Offerings

- Help Desk Setup Assistance
- Premium Support Group (PSG) Services
- 24x7 Emergency Pager Response
- Professional Services
- ESRI Enterprise Advantage Program (EEAP)

Enterprise Technical Support

- For more information contact:
 - US Regional Office
 - International Distributor
 - jbaca@esri.com



Questions?



Technology Upgrade Planning

Andrew Sakowicz



What Next?

- Staff Trained
- Technical Support Strategy is defined and in place
- Business as usual...

Anticipate Change

Anticipate Change

- Hardware
- Operating System
- Data (licensing, update frequency, third party providers)
- Software (core, applications etc ...)

...All of these are continually evolving and improving

Upgrade Considerations

- What is in the upgrade?
 - Review benefits of upgrade (“What’s New”)
- Will upgrading impact other technologies in your system?
 - Determine if upgrade is supported by all your major components
 - Will upgrades of other technologies affect my GIS?
- Who needs to be involved in the upgrade process?
 - What is my internal process for IT upgrades?
 - Make sure the proper stakeholders are identified and informed

Upgrade Considerations

- When do I need to upgrade?
 - Target the timing to coincide with less critical times for your business
 - e.g. Not before Christmas for Retail
- How involved is the upgrade?
 - Does it incorporate hardware, software and/or other components at once?
 - Should I bring in experts to support?
 - Using Software Management System (SMS) type technologies?
 - it is being installed with other software?
 - Patch versus Major Release
 - Patches are rolled up into Major Releases

Upgrade Considerations

- Will users require updated training?
 - May only require “incremental” training
 - Leverage off formal training or create in-house resources to provide the training
 - Watch for Rollout Seminars, What’s New, etc...

How to Manage Upgrades?

- Maintain a Staged Environment
 - Separate Replicated Environments
 - Development
 - Test
 - Production
 - Benefits
 - Perceived cost and complexity versus confidence and reduced downtime
- Have Test Plans
 - Valid Use Cases
 - Real Data
 - Consider Performance and Scalability testing ... not just functional testing!
- Create rollout schedule and communicate with the user community.

Staying Ahead

- Keep as current as possible with upgrades so you aren't forced into a "monster change" at some point.
- Partner to make change work for you
 - Users Groups
 - Upgraded Technical Support Models
 - ESRI Premium Support Group
 - Release Planning
 - Patches, Major Releases
 - Beta Programs
 - Consider applicability to your situation

Questions?



Other Resources



Other Support Program Resources

- ESRI Support Center
 - Knowledge Base Support
 - Downloads
 - User Forums
 - ESRI Project Center
- ESRI Developer Network (EDN)
- ESRI Enterprise Advantage Program (EEAP)
- Regional or International Distributor Training Coordinator

Questions?



Need More Information?

- Contact: services@esri.com

