

This Life Cycle Support Policy is designed to help communicate to VCGI's users the technical resources available during a service's life span and to provide advanced notification of planned changes to services offered by VCGI. This document addresses VCGI's policy and plans regarding web services hosted by VCGI using ESRI's ArcGIS Server (AGS) platform.

| AGS Version | Release Date | General Availability | Mature Support | Retired    | Notes                         |
|-------------|--------------|----------------------|----------------|------------|-------------------------------|
| 10.5.1      | 11/10/2017   |                      |                |            | Planned upgrade               |
| 10.3.1      | 12/30/2015   |                      | X              | 11/10/2017 | Replaced by upgrade to 10.5.1 |

## POLICIES

**Service Level:** Support hours are from 7:45 a.m. to 4:30 p.m. Monday through Friday. No weekends. No Holidays.

| Availability | % Downtime per year | Downtime per month | Downtime per week |
|--------------|---------------------|--------------------|-------------------|
| 98%          | 7.30 days           | 14.4 hours         | 3.36 hours        |

**ArcGIS Server Upgrades:** Under this policy VCGI has the option to upgrade the AGS version (eg: upgrading AGS 10.2 to 10.3) within 30 days of providing notice to the VT GIS user community. Notices will be sent out on the VGIS-L listserv prior to such changes. Thus, users and application developers should subscribe to the VGIS-L listserv.

**Removal of Services:** VCGI will give 90 days' notice prior to the removal of a service. Notices will be sent out on the VGIS-L listserv prior to such changes. Thus, users and application developers should subscribe to the VGIS-L listserv.

**Modifications to Services:** VCGI assigns version numbers to its services (except those “grandfathered” without a version number). The 1st release of a service is tagged as “v1”, with any subsequent versions incremented by 1 (eg: v2) when “substantive changes” is made.

- **Substantive Changes:** Removal of objects (feature classes, tables, rasters, relationships) and/or fields associated with these objects from an AGS Map Service (including geocoding services). NOTE: Adding fields to an object DOES NOT constitute a substantive change. Data edits to features or attributes DO NOT constitute a substantive change.
- **Upgrade to permanent layer/table IDs:** All Map Services published prior to 12/30/2015 DO NOT have permanent layer/table IDs assigned. As a result, VCGI will create a new Map Service whenever it migrates any of these older services over to the permanent layer/table ID schema.

**Open Data Services:** VCGI reserves the right to add/update/delete objects from all services listed under Table 2 without notice. These services are designed to support VT's Open Geodata Portal and therefore have special handling requirements.

**SERVICES REGISTRY:** VCGI's web map services\*<sup>1</sup> are available at <http://maps.vcgi.vermont.gov/arcgis> (http/https).

|                         |
|-------------------------|
| <b>KEY</b>              |
| TARGETED FOR RETIREMENT |
| NEWLY RELEASE SERVICE   |

Table 1

| Release Date | General Availability | Mature Support | Retired    | Service Name                                  |
|--------------|----------------------|----------------|------------|---|
| 12/1/2013    | X                    |                |            | VCGI_services/VCGI_BASEMAP_SP_v2              |
| 12/1/2013    | X                    |                |            | VCGI_services/VCGI_BASEMAP_WM_v2              |
| 12/1/2013    | X                    |                |            | VCGI_services/VCGI_BASEMAP_WM_CACHE_v2        |
| 5/1/2013     | X                    |                |            | EGC_services/GCS_E911_COMPOSITE_SP            |
| 5/1/2013     | X                    |                |            | EGC_services/GCS_E911_ESITE_SP                |
| 5/1/2013     | X                    |                |            | EGC_services/IMG_VCGI_BW1994_2000_SP_NOCACHE  |
| 5/1/2013     | X                    |                |            | EGC_services/IMG_VCGI_BW2006_2010_SP_NOCACHE  |
| 11/1/2015    | X                    |                |            | EGC_services/IMG_VCGI_BW2011_2015_SP_NOCACHE  |
| 3/27/2017    | X                    |                |            | EGC_services/IMG_VCGI_BW2016_2020_SP_NOCACHE  |
| 5/1/2013     | X                    |                |            | EGC_services/IMG_VCGI_BW_SP_CACHE             |
| 5/1/2013     | X                    |                |            | EGC_services/IMG_VCGI_BW_WM_CACHE             |
| 11/1/2015    | X                    |                |            | EGC_services/IMG_VCGI_CIR2011_2015_SP_NOCACHE |
| 3/27/2017    | X                    |                |            | EGC_services/IMG_VCGI_CIR2016_2020_SP_NOCACHE |
| 9/19/2018    | X                    |                |            | EGC_services/IMG_VCGI_CIR_SP_CACHE            |
| 9/19/2018    | X                    |                |            | EGC_services/IMG_VCGI_CIR_WM_CACHE            |
| 5/1/2013     |                      | X              | 12/31/2018 | EGC_services/IMG_VCGI_CIR_SP_NOCACHE          |
| 5/1/2013     |                      | X              | 12/31/2018 | EGC_services/IMG_VCGI_CIR_WM_NOCACHE          |
| 11/1/2015    | X                    |                |            | EGC_services/IMG_VCGI_CLR2011_2015_SP_NOCACHE |

<sup>1</sup> All web services listed are supported under this VCGI Life Cycle Policy. All other VCGI web map services discovered by users on our ArcGIS Server instance are not explicitly supported by this policy.

# Life Cycle Support Policy - VCGI's ArcGIS Server Services



|           |   |  |  |  |
|-----------|---|--|--|--|
| 5/1/2013  | X |  |  | EGC_services/IMG_VCGI_CLR2011_SP_CACHE             |
| 5/1/2013  | X |  |  | EGC_services/IMG_VCGI_CLR2011_WM_CACHE             |
| 5/1/2013  | X |  |  | EGC_services/IMG_VCGI_CLR2012_SP_CACHE             |
| 5/1/2013  | X |  |  | EGC_services/IMG_VCGI_CLR2012_WM_CACHE             |
| 4/1/2014  | X |  |  | EGC_services/IMG_VCGI_CLR2013_SP_CACHE             |
| 4/1/2014  | X |  |  | EGC_services/IMG_VCGI_CLR2013_WM_CACHE             |
| 3/1/2015  | X |  |  | EGC_services/IMG_VCGI_CLR2014_SP_CACHE             |
| 3/1/2015  | X |  |  | EGC_services/IMG_VCGI_CLR2014_WM_CACHE             |
| 12/1/2015 | X |  |  | EGC_services/IMG_VCGI_CLR2015_SP_CACHE             |
| 12/1/2015 | X |  |  | EGC_services/IMG_VCGI_CLR2015_WM_CACHE             |
| 2/1/2017  | X |  |  | EGC_services/IMG_VCGI_CLR2016_SP_CACHE             |
| 2/1/2017  | X |  |  | EGC_services/IMG_VCGI_CLR2016_WM_CACHE             |
| 6/1/2018  | X |  |  | EGC_services/IMG_VCGI_CLR2017_SP_CACHE             |
| 6/1/2018  | X |  |  | EGC_services/IMG_VCGI_CLR2017_WM_CACHE             |
| 3/27/2017 | X |  |  | EGC_services/IMG_VCGI_CLR2016_2020_SP_NOCACHE      |
| 5/1/2013  | X |  |  | EGC_services/IMG_VCGI_CLR_SP_CACHE                 |
| 5/1/2013  | X |  |  | EGC_services/IMG_VCGI_CLR_WM_CACHE                 |
| 5/1/2017  | X |  |  | EGC_services/IMG_VCGI_LIDARASPECT_SP_NOCACHE_v1    |
| 5/1/2017  | X |  |  | EGC_services/IMG_VCGI_LIDARASPECTSYM_SP_NOCACHE_v1 |
| 4/5/2017  | X |  |  | EGC_services/IMG_VCGI_LIDARDEM_SP_NOCACHE_v1       |
| 4/5/2017  | X |  |  | EGC_services/IMG_VCGI_LIDARHILLSHD_SP_CACHE_v1     |
| 4/5/2017  | X |  |  | EGC_services/IMG_VCGI_LIDARHILLSHD_WM_CACHE_v1     |
| 5/1/2017  | X |  |  | EGC_services/IMG_VCGI_LIDARSLOPE_SP_NOCACHE_v1     |
| 5/1/2017  | X |  |  | EGC_services/IMG_VCGI_LIDARSLOPESYM_SP_NOCACHE_v1  |
| 5/1/2013  | X |  |  | EGC_services/IMG_VCGI_NAIP_SP_NOCACHE              |
| 5/1/2013  | X |  |  | EGC_services/IMG_VCGI_NAIPCIR_SP_NOCACHE           |
| 7/21/2017 | X |  |  | EGC_services/MAP_VCGI_ALLIMAGERYBW_SP_NOCACHE_v1   |
| 7/21/2017 | X |  |  | EGC_services/MAP_VCGI_ALLIMAGERYCIR_SP_NOCACHE_v1  |
| 7/21/2017 | X |  |  | EGC_services/MAP_VCGI_ALLIMAGERYCLR_SP_NOCACHE_v1  |
| 7/21/2017 | X |  |  | EGC_services/MAP_VCGI_ALLIMAGERYBW_WM_NOCACHE_v1   |
| 7/21/2017 | X |  |  | EGC_services/MAP_VCGI_ALLIMAGERYCIR_WM_NOCACHE_v1  |
| 7/21/2017 | X |  |  | EGC_services/MAP_VCGI_ALLIMAGERYCLR_WM_NOCACHE_v1  |
| 5/1/2013  | X |  |  | EGC_services/MAP_VCGI_CONTOURS_SP_CACHE            |



|           |   |  |  |   |
|-----------|---|--|--|---|
| 5/1/2013  | X |  |  | EGC_services/MAP_VCGI_CONTOURS_SP_NOCACHE       |
| 5/1/2013  | X |  |  | EGC_services/MAP_VCGI_CONTOURS_WM_CACHE         |
| 5/1/2013  | X |  |  | EGC_services/MAP_VCGI_HILLSHD_SP_CACHE          |
| 5/1/2013  | X |  |  | EGC_services/MAP_VCGI_HILLSHD_WM_CACHE          |
| 5/1/2013  | X |  |  | EGC_services/MAP_VCGI_HILLSHDPLUS_SP_CACHE      |
| 5/1/2013  | X |  |  | EGC_services/MAP_VCGI_HILLSHDPLUS_WM_CACHE      |
| 6/1/2018  | X |  |  | EGC_services/MAP_VCGI_LIDARCONTOURS_SP_CACHE_v1 |
| 5/1/2013  | X |  |  | EGC_services/MAP_VCGI_USTOPO_SP_CACHE           |
| 5/1/2013  | X |  |  | EGC_services/MAP_VCGI_USTOPO_WM_CACHE           |
| 4/17/2018 | X |  |  | EGC_services/MAP_VCGI_VTPARCELS_SP_NOCACHE_v2   |
| 4/17/2018 | X |  |  | EGC_services/MAP_VCGI_VTPARCELS_WM_NOCACHE_v2   |

**OPEN DATA SERVICES REGISTRY:** VCGI's Open Data services\*<sup>2</sup> have special life cycle policy provisions.

Table 2

| Release Date | General Availability | Mature Support | Retired | Service Name  |
|--------------|----------------------|----------------|---------|---|
| 1/2/2017     | X                    |                |         | EGC_services/OPENDATA_VCGI_AGRICULTURE_SP_NOCACHE_v1    |
| 1/2/2017     | X                    |                |         | EGC_services/OPENDATA_VCGI_BASEMAPS_SP_NOCACHE_v1       |
| 1/2/2017     | X                    |                |         | EGC_services/OPENDATA_VCGI_BOUNDARIES_SP_NOCACHE_v1     |
| 1/2/2017     | X                    |                |         | EGC_services/OPENDATA_VCGI_CADAstral_SP_NOCACHE_v1      |
| 1/2/2017     | X                    |                |         | EGC_services/OPENDATA_VCGI_DEMOGRAPHIC_SP_NOCACHE_v1    |
| 1/2/2017     | X                    |                |         | EGC_services/OPENDATA_VCGI_ECOLOGIC_SP_NOCACHE_v1       |
| 1/2/2017     | X                    |                |         | EGC_services/OPENDATA_VCGI_ECONOMIC_SP_NOCACHE_v1       |
| 1/2/2017     | X                    |                |         | EGC_services/OPENDATA_VCGI_ELEVATION_SP_NOCACHE_v1      |
| 1/2/2017     | X                    |                |         | EGC_services/OPENDATA_VCGI_EMERGENCY_SP_NOCACHE_v1      |
| 1/2/2017     | X                    |                |         | EGC_services/OPENDATA_VCGI_ENVIRONMENT_SP_NOCACHE_v1    |
| 1/2/2017     | X                    |                |         | EGC_services/OPENDATA_VCGI_FACILITIES_SP_NOCACHE_v1     |
| 1/2/2017     | X                    |                |         | EGC_services/OPENDATA_VCGI_GEODETTIC_SP_NOCACHE_v1      |
| 1/2/2017     | X                    |                |         | EGC_services/OPENDATA_VCGI_GEOLOGIC_SP_NOCACHE_v1       |
| 1/2/2017     | X                    |                |         | EGC_services/OPENDATA_VCGI_HEALTH_SP_NOCACHE_v1         |
| 1/2/2017     | X                    |                |         | EGC_services/OPENDATA_VCGI_LANDUSE_SP_NOCACHE_v1        |
| 1/2/2017     | X                    |                |         | EGC_services/OPENDATA_VCGI_RECREATION_SP_NOCACHE_v1     |
| 1/2/2017     | X                    |                |         | EGC_services/OPENDATA_VCGI_TRANSPORTATION_SP_NOCACHE_v1 |
| 1/2/2017     | X                    |                |         | EGC_services/OPENDATA_VCGI_UTILITIES_SP_NOCACHE_v1      |
| 1/2/2017     | X                    |                |         | EGC_services/OPENDATA_VCGI_WATER_SP_NOCACHE_v1          |

<sup>2</sup> These services support the VT Open Geodata Portal (<http://geodata.vermont.gov>).