Life Cycle Support Policy - VCGI's ArcGIS Server Services

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	9/15/2017				Planned upgrade
10.3.1	12/30/2015		X	9/15/2017	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 (NEW 7/21/2017**):** 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*[1] are available at http://maps.vcgi.vermont.gov/arcgis (http/https).

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	10/31/2017	EGC_services/GCS_E911_RDSNAME_SP
5/1/2013		X	10/31/2017	EGC_services/GCS_E911_RDSRANGE_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
5/1/2013		X	10/31/2017	EGC_services/IMG_VCGI_BWMISC_SP_NOCACHE
11/1/2015	X			EGC_services/IMG_VCGI_CIR2011_2015_SP_NOCACHE
3/27/2017	X			EGC_services/IMG_VCGI_CIR2016_2020_SP_NOCACHE
5/1/2013	X			EGC_services/IMG_VCGI_CIR_SP_NOCACHE
5/1/2013	X			EGC_services/IMG_VCGI_CIR_WM_NOCACHE
5/1/2013		X	10/31/2017	EGC_services/IMG_VCGI_CIRMISC_SP_NOCACHE
11/1/2015	X			EGC_services/IMG_VCGI_CLR2011_2015_SP_NOCACHE
5/1/2013	X			EGC_services/IMG_VCGI_CLR2011_SP_CACHE

---

[1] 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.

V13 – 7/21/2017

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
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
5/1/2013		X	10/31/2017	EGC_services/IMG_VCGI_CLRMISC_SP_NOCACHE
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
2/1/2016		X	10/31/2017	EGC_services/MAP_VCGI_ALLIMAGERY_SP_NOCACHE_v3[2]
2/1/2016		X	10/31/2017	EGC_services/MAP_VCGI_ALLIMAGERY_WM_NOCACHE_v3
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

[2] The "All Imagery" services (WM + SP) are being split into separate services by type (BW|CIR|CLR) to improve manageability and performance.

V13 – 7/21/2017

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	X	10/31/2017	EGC_services/MAP_VCGI_CONTOURS_WM_NOCACHE
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
5/1/2013	X			EGC_services/MAP_VCGI_USTOPO_SP_CACHE
5/1/2013	X			EGC_services/MAP_VCGI_USTOPO_WM_CACHE
1/30/2014	X			EGC_services/MAP_VCGI_VTPARCELS_SP_NOCACHE_v1
1/30/2014	X			EGC_services/MAP_VCGI_VTPARCELS_WM_NOCACHE_v1

OPEN DATA SERVICES REGISTRY: VCGI's Open Data services*[3] 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_GEODETIC_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

[3] These services support the VT Open Geodata Portal (http://geodata.vermont.gov).