

VCGI's ArcSDE Server Services Life Cycle Support Policy



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 with regard to database services offered by VCGI using ESRI's ArcSDE Server (SDE) product.

NOTICE: VCGI's ArcSDE Server Services are available to State Government EGC members only (<https://vermontgov.sharepoint.com/sites/EGCGEO/Pages/DirectConnectServices.aspx>), and limited to those that are within the State GovNet system.

SDE Version	Release Date	General Availability	Mature Support	Retired	Notes
10.3.1	12/30/2015	X			NOTE: VCGI will discontinue support for access to the old sde.vcgi.org domain alias on 2/15/2017. GovNet users are encouraged to migrate to the new sde.vcgi.vermont.gov domain well before that date.

Life Cycle Policy: Under this policy VCGI has the option to upgrade the ArcSDE version (eg: upgrading ArcSDE 10.2 to 10.3) within 30 days of providing notice to State EGC members. Notices will be sent out to State government EGC member representatives. It will be the responsibility of EGC member representative to inform users within their respective agencies or departments.

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