VCGI's Enterprise-Geodatabase 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 Esri enterprise-geodatabase services offered by VCGI.

NOTICE: VCGI's Enterprise Geodatabases are accessible to State Government employees connected to GovNet only.

ArcGIS Release	Upgrade Date	General Availability	Mature Support	Retired	Notes
10.7.1	4/4/2021	X			MS SQL Server 2016 Standard (64-bit) SP2. Enterprise Geodatabase release 10.7.1. ArcGIS Desktop clients at versions less than 10.4 and ArcGIS Pro clients at versions less than 2.2 are not compatible.
10.5.1	11/13/2017		X		MS SQL Server 2016 Standard (64-bit) SP1. ArcGIS Desktop clients at version 10.3 or earlier aren't compatible.

Life Cycle Policy: Under this policy, VCGI has the option to upgrade the ArcGIS release of its enterprise geodatabases (eg: upgrading ArcGIS release from 10.2 to 10.3) OR the version of MS SQL Server (e.g., upgrading from SQL Server 2016 to SQL Server 2019) within 14 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 representatives to inform users within their respective agencies or departments.

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

Service Availability: VCGI strives to meet the following service availability standards.

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

Routine Maintenance Notification: VCGI will avoid conducting routine maintenance during core hours and days (7:45 a.m. to 4:30 p.m. Monday through Friday). Notice will only be given for planned disruptions greater than 1 hour. When maintenance impacts web-service availability, notices will be sent out on the VGIS-L listserv.