

VCGI's Enterprise-Geodatabase (ArcSDE) 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 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.

ArcGIS Release	Upgrade Date	General Availability	Mature Support	Retired	Notes
10.5.1	11/13/2017	X			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-geodatabase services (eg: upgrading ArcGIS release from 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 representatives 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