

# VCGI's Web Applications and DNS Domains - Life Cycle Support Policy



This Life Cycle Support Policy is designed to help communicate to VCGI's users the technical resources available during a web application's life span and to provide advanced notification of planned changes to web applications offered by VCGI. This document addresses VCGI's policy and plans regarding web applications hosted by VCGI.

## Web Applications and DNS Domains managed by VCGI

Web Apps and DNS Aliases	Release Date	General Availability	Mature Support	Retired	Notes
<a href="http://maps.vcgi.vermont.gov">http://maps.vcgi.vermont.gov</a> <a href="http://mapsdev.vcgi.vermont.gov">http://mapsdev.vcgi.vermont.gov</a>	5/27/2016	X			Users will be able to access VCGI's map services via these new domain names starting on 5/27/2016.
<a href="http://vcgi.vermont.gov">http://vcgi.vermont.gov</a>	NA	X			New VCGI website
<a href="http://maps.vcgi.org">http://maps.vcgi.org</a> <a href="http://mapsdev.vcgi.org">http://mapsdev.vcgi.org</a>	NA		X	12/31/2016	The *.vcgi.org domain name will be unsupported after 12/31/2016. All applications which use VCGI's services on *.vcgi.org must migrate to the new *.vcgi.vermont.gov domain prior to this date to ensure continuity of service.
<a href="http://maps.vermont.gov/vcgi/vtmapviewer">http://maps.vermont.gov/vcgi/vtmapviewer</a>	NA		X	3/1/2017	Silverlight Geocortex Viewer requires the use of Firefox or Internet Explorer.
<a href="http://maps.vermont.gov/vcgi/html5viewer/?viewer=vtmapviewer">http://maps.vermont.gov/vcgi/html5viewer/?viewer=vtmapviewer</a>	1/19/2017	X			HTML5 viewer

**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