This Life Cycle Support Policy is designed to communicate to the State of Vermont's public **COVID19 Dashboard and Open Data Service** users the life span of COVID19 resources, and to provide advanced notification of planned changes.

DISCLAIMER: VCGI and the State of Vermont make no representations of any kind, including but not limited to the warranties of merchantability or fitness for a particular use, nor are any such warranties to be implied with respect to the COVID19 Dashboards, Open Data Services, and data.

POLICIES

- *SERVICE LEVEL*: Support hours are from 7:45am 4:30pm, 7 days a week, including all holidays, until further notice.

Availability[1]	% Downtime per year	Downtime per month	Downtime per week
98%	7.30 days	14.4 hours	3.36 hours

- *UPDATE FREQUENCY*: The goal is to update the COVID19 Dashboards and Open Data Services by noon each day, 7-days a week until further notice. However, this should not be construed as a guarantee given unforeseen circumstances.
- *CHANGES TO DASHBOARDS/SERVICES*: Under this policy VCGI has the option to modify public facing COVID19 Dashboards and/or Open Data Services listed in Table 1 and 2 <u>without notice</u>.
- *DEPRECATION OF DASHBOARDS/SERVICES*: Under this policy VCGI will give <u>3 days' notice</u> prior to the deprecation (removal) of a COVID19 Dashboards or Open Data Services listed in Table 1 and 2. Notices will be posted on THE *Vermont Open Geodata Data Portal's* COVID19 page. <u>Users are responsible for checking this page regularly for posted deprecation notices</u>. VCGI will not contact users directly regarding planned changes.
- *DATA DOWNLOADS:* Certain COVID19 datasets are available for download from Vermont's Open Geodata Portal (https://geodata.vermont.gov/pages/covid-19). These are updated by 1:00PM EST on the days defined under the "service level" above. *IMPORTANT NOTE: At times these downloads <u>DO NOT reflect the latest data</u> because of technical issues with Esri's ArcGIS Online download caching system. VCGI has no control over this system and therefore cannot guarantee that all datasets will be refreshed by 1:00PM EST[2].*
- *EXCLUSIONS:* All other COVID19 related items under VCGI's ArcGIS Online account are explicitly exempt from this policy and are not supported by VCGI and the State of Vermont.

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[1] Esri ArcGIS Online (AGO) outages are beyond the control of VCGI and the State of Vermont and are therefore not counted as downtime.

[2] An alternate CSV download solution is available here https://drive.google.com/drive/folders/1hUC_tlSEbTjEHo2tvn1I22kDlkBwI2mk. *NOTE: The URL of the ./csv_exports folder changes daily.*

Late Update – 8/23/2021

DASHBOARDS: COVID19 "dashboards" hosted by VCGI on Esri's ArcGIS Online SaaS platform.

Release Date	General Availability	Retired	Description	URL
6/18/2020	X		Public COVID19 Dashboard Container – Primary	https://experience.arcgis.com/experience/85f43bd849e743cb957993a545d17170
4/7/2020		X	Public COVID19 Dashboard v1.0	https://arcg.is/1TC554
4/7/2020		X	Public COVID19 Dashboard Mobile v1.0	https://arcg.is/0WO0jK
6/18/2020		X	Public COVID19 Dashboard v2.0 – IE11 only	https://arcg.is/1GaSi4
6/18/2020		X	Public COVID19 Dashboard v2.0 – IE11 mobile	https://arcg.is/14WHy50
9/2/2020		X	Public COVID19 Dashboard v3.0 – IE11 only	https://vcgi.maps.arcgis.com/apps/opsdashboard/index.html#/f2d395572efa401888eddceebddc318f
9/2/2020		X	Public COVID19 Dashboard v3.0 – IE11 mobile	https://vcgi.maps.arcgis.com/apps/opsdashboard/index.html#/582eb4e707ad438696f6c6bf4042fcfd
11/1/2020		X	Public COVID19 Dashboard v3.1 – IE11 only	https://vcgi.maps.arcgis.com/apps/opsdashboard/index.html#/5a94dba447ad418bb11976516252dd93
11/1/2020		X	Public COVID19 Dashboard v3.1 – IE11 mobile	https://vcgi.maps.arcgis.com/apps/opsdashboard/index.html#/61962eab557246fd8f1ea03280cfc2c3
2/22/2021	X		Public COVID19 Dashboard v3.2 – IE11 only	https://vcgi.maps.arcgis.com/apps/opsdashboard/index.html#/25e8ef0453e347a8b216ddf98a25a040
2/22/2021	X		Public COVID19 Dashboard v3.2 – IE11 mobile	https://vcgi.maps.arcgis.com/apps/opsdashboard/index.html#/33ba981eb4e34c16a3e616576afb3da0

Table 1

Late Update – 8/23/2021

OPEN DATA SERVICES: COVID19 Open Data Services hosted by VCGI on Vermont's Open Geodata Portal*[3]

Release Date	General Availability	Retired	Description	URL
6/18/2020	X		VT COVID-19 Cases by County	https://geodata.vermont.gov/datasets/vt-covid-19-cases-by-county
6/18/2020	X		VT COVID-19 Daily Counts Table	https://geodata.vermont.gov/datasets/vt-covid-19-daily-counts-table
6/18/2020	X		VT COVID-19 Hospitalizations by Date - EMR	https://geodata.vermont.gov/datasets/vt-covid-19-hospitalizations-by-date-emr
7/9/2020	X		VT COVID-19 Cases by County Time Series	https://geodata.vermont.gov/datasets/vt-covid-19-cases-by-county-time-series
11/13/2020	X		VT COVID-19 PCR Test Results of Unique Individuals by Day	https://geodata.vermont.gov/datasets/vt-covid-19-pcr-test-results-of-unique-individuals-by-day
11/13/2020	X		COVID-19 PCR Test Specimens by Day	https://geodata.vermont.gov/datasets/vt-covid-19-pcr-test-specimens-by-day

Table 2

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[3] https://geodata.vermont.gov

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