

# Life Cycle Support Policy – COVID19 Dashboard & Services hosted by VCGI

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, weekdays, excluding official State of Vermont holidays, until further notice.
 

| Availability <sup>1</sup> | % 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 1:00pm, Monday through Friday, excluding official State of Vermont holidays, 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 without notice.
- DEPRECATION OF DASHBOARDS/SERVICES:** Under this policy VCGI will give 3 days’ notice 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](#). Users are responsible for checking this page regularly for posted deprecation notices. 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 2:00PM EST on the days defined under the “service level” above. *IMPORTANT NOTE: At times these downloads DO NOT reflect the latest data 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 2:00PM EST<sup>2</sup>.*
- 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.

<sup>1</sup> Esri ArcGIS Online (AGO) outages are beyond the control of VCGI and the State of Vermont and are therefore not counted as downtime.

<sup>2</sup> An alternate CSV download solution is available here [https://drive.google.com/drive/folders/1hUC\\_tI5EbTiEHo2tyn1I22kDlkBwI2mk](https://drive.google.com/drive/folders/1hUC_tI5EbTiEHo2tyn1I22kDlkBwI2mk).

## Life Cycle Support Policy – COVID19 Dashboard & Services hosted by VCGI

**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 | <a href="https://experience.arcgis.com/experience/85f43bd849e743cb957993a545d17170">https://experience.arcgis.com/experience/85f43bd849e743cb957993a545d17170</a>                                     |
| 4/7/2020     |                      | X       | Public COVID19 Dashboard v1.0                | <a href="https://arcg.is/1TC554">https://arcg.is/1TC554</a>                                                                                                                                           |
| 4/7/2020     |                      | X       | Public COVID19 Dashboard Mobile v1.0         | <a href="https://arcg.is/0WO0jK">https://arcg.is/0WO0jK</a>                                                                                                                                           |
| 6/18/2020    |                      | X       | Public COVID19 Dashboard v2.0 – IE11 only    | <a href="https://arcg.is/1GaSi4">https://arcg.is/1GaSi4</a>                                                                                                                                           |
| 6/18/2020    |                      | X       | Public COVID19 Dashboard v2.0 – IE11 mobile  | <a href="https://arcg.is/14WHy50">https://arcg.is/14WHy50</a>                                                                                                                                         |
| 9/2/2020     |                      | X       | Public COVID19 Dashboard v3.0 – IE11 only    | <a href="https://vcgi.maps.arcgis.com/apps/opsdashboard/index.html#/f2d395572efa401888eddceebddc318f">https://vcgi.maps.arcgis.com/apps/opsdashboard/index.html#/f2d395572efa401888eddceebddc318f</a> |
| 9/2/2020     |                      | X       | Public COVID19 Dashboard v3.0 – IE11 mobile  | <a href="https://vcgi.maps.arcgis.com/apps/opsdashboard/index.html#/582eb4e707ad438696f6c6bf4042fcfd">https://vcgi.maps.arcgis.com/apps/opsdashboard/index.html#/582eb4e707ad438696f6c6bf4042fcfd</a> |
| 11/1/2020    |                      | X       | Public COVID19 Dashboard v3.1 – IE11 only    | <a href="https://vcgi.maps.arcgis.com/apps/opsdashboard/index.html#/5a94dba447ad418bb11976516252dd93">https://vcgi.maps.arcgis.com/apps/opsdashboard/index.html#/5a94dba447ad418bb11976516252dd93</a> |
| 11/1/2020    |                      | X       | Public COVID19 Dashboard v3.1 – IE11 mobile  | <a href="https://vcgi.maps.arcgis.com/apps/opsdashboard/index.html#/61962eab557246fd8f1ea03280cfc2c3">https://vcgi.maps.arcgis.com/apps/opsdashboard/index.html#/61962eab557246fd8f1ea03280cfc2c3</a> |
| 2/22/2021    |                      | X       | Public COVID19 Dashboard v3.2 – IE11 only    | <a href="https://vcgi.maps.arcgis.com/apps/opsdashboard/index.html#/25e8ef0453e347a8b216ddf98a25a040">https://vcgi.maps.arcgis.com/apps/opsdashboard/index.html#/25e8ef0453e347a8b216ddf98a25a040</a> |
| 2/22/2021    |                      | X       | Public COVID19 Dashboard v3.2 – IE11 mobile  | <a href="https://vcgi.maps.arcgis.com/apps/opsdashboard/index.html#/33ba981eb4e34c16a3e616576afb3da0">https://vcgi.maps.arcgis.com/apps/opsdashboard/index.html#/33ba981eb4e34c16a3e616576afb3da0</a> |
| 12/22/2021   | X                    |         | Public COVID19 Dashboard v4.0 – IE11 only    | <a href="https://vcgi.maps.arcgis.com/apps/opsdashboard/index.html#/016ebe4f90be4ea483fe7e55e85743a3">https://vcgi.maps.arcgis.com/apps/opsdashboard/index.html#/016ebe4f90be4ea483fe7e55e85743a3</a> |
| 12/22/2021   | X                    |         | Public COVID19 Dashboard v4.0 – IE11 mobile  | <a href="https://vcgi.maps.arcgis.com/apps/opsdashboard/index.html#/29751eb5554744a9acdef010720c6f7b">https://vcgi.maps.arcgis.com/apps/opsdashboard/index.html#/29751eb5554744a9acdef010720c6f7b</a> |

Table 1

# Life Cycle Support Policy – COVID19 Dashboard & Services hosted by VCGI

**OPEN DATA SERVICES:** COVID19 Open Data Services hosted by VCGI on Vermont’s Open Geodata Portal\*<sup>3</sup>

| Release Date | General Availability | Retired | Description                                                                            | URL                                                                                                                                                                                                         |
|--------------|----------------------|---------|----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6/18/2020    |                      | X       | VT COVID-19 Cases by County                                                            | <a href="https://geodata.vermont.gov/datasets/vt-covid-19-cases-by-county">https://geodata.vermont.gov/datasets/vt-covid-19-cases-by-county</a>                                                             |
| 6/18/2020    |                      | X       | VT COVID-19 Daily Counts Table                                                         | <a href="https://geodata.vermont.gov/datasets/vt-covid-19-daily-counts-table">https://geodata.vermont.gov/datasets/vt-covid-19-daily-counts-table</a>                                                       |
| 6/18/2020    |                      | X       | VT COVID-19 Hospitalizations by Date - EMR                                             | <a href="https://geodata.vermont.gov/datasets/vt-covid-19-hospitalizations-by-date-emr">https://geodata.vermont.gov/datasets/vt-covid-19-hospitalizations-by-date-emr</a>                                   |
| 7/9/2020     |                      | X       | VT COVID-19 Cases by County Time Series                                                | <a href="https://geodata.vermont.gov/datasets/vt-covid-19-cases-by-county-time-series">https://geodata.vermont.gov/datasets/vt-covid-19-cases-by-county-time-series</a>                                     |
| 11/13/2020   |                      | X       | VT COVID-19 PCR Test Results of Unique Individuals by Day                              | <a href="https://geodata.vermont.gov/datasets/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</a> |
| 11/13/2020   |                      | X       | COVID-19 PCR Test Specimens by Day                                                     | <a href="https://geodata.vermont.gov/datasets/vt-covid-19-pcr-test-specimens-by-day">https://geodata.vermont.gov/datasets/vt-covid-19-pcr-test-specimens-by-day</a>                                         |
| 12/22/2021   | X                    |         | VT COVID-19 Daily Counts Table                                                         | <a href="https://geodata.vermont.gov/datasets/56afaae50cbd4e20a846b17603f0ce8e_0/explore">https://geodata.vermont.gov/datasets/56afaae50cbd4e20a846b17603f0ce8e_0/explore</a>                               |
| 12/22/2021   | X                    |         | VT COVID-19 Cases by County Time Series                                                | <a href="https://geodata.vermont.gov/datasets/ffe3b5bc63ff45808a9c75b79a56ae10_0/explore">https://geodata.vermont.gov/datasets/ffe3b5bc63ff45808a9c75b79a56ae10_0/explore</a>                               |
| 12/22/2021   | X                    |         | VT COVID-19 Cases by County                                                            | <a href="https://geodata.vermont.gov/datasets/6c68d60fccf44a129fcc08b05812a195_0/explore">https://geodata.vermont.gov/datasets/6c68d60fccf44a129fcc08b05812a195_0/explore</a>                               |
| 12/22/2021   | X                    |         | VT COVID-19 PCR Test Specimens by Day                                                  | <a href="https://geodata.vermont.gov/datasets/0bf4d1de99744fd29151a524f0963508_0/explore">https://geodata.vermont.gov/datasets/0bf4d1de99744fd29151a524f0963508_0/explore</a>                               |
| 12/22/2021   | X                    |         | VT COVID-19 Hospitalizations by Date - EMR                                             | <a href="https://geodata.vermont.gov/datasets/a315df747dec462a997b1aeb84ce12e5_0/explore">https://geodata.vermont.gov/datasets/a315df747dec462a997b1aeb84ce12e5_0/explore</a>                               |
| 12/22/2021   | X                    |         | VT COVID-19 Weekly Cases by Race and Age                                               | <a href="https://geodata.vermont.gov/datasets/1e7da462bca44d7d989f2ed0e23f2a0a_0/explore">https://geodata.vermont.gov/datasets/1e7da462bca44d7d989f2ed0e23f2a0a_0/explore</a>                               |
| 12/22/2021   | X                    |         | VT COVID-19 Weekly Cases and Hospitalizations by Vaccination Status                    | <a href="https://geodata.vermont.gov/datasets/13db4a47cb084c1c8b2226fd7ab7a160_0/explore">https://geodata.vermont.gov/datasets/13db4a47cb084c1c8b2226fd7ab7a160_0/explore</a>                               |
| 12/22/2021   | X                    |         | VT COVID-19 Quarterly Cases, Hospitalizations and Deaths by Age and Vaccination Status | <a href="https://geodata.vermont.gov/datasets/013d5b4d04d5488ab16280ec4312b93a_0/explore">https://geodata.vermont.gov/datasets/013d5b4d04d5488ab16280ec4312b93a_0/explore</a>                               |
| 12/22/2021   | X                    |         | VT COVID-19 Monthly Deaths by Vaccination Status                                       | <a href="https://geodata.vermont.gov/datasets/55279c4e113b43dc814f60c9123e0cf5_0/explore">https://geodata.vermont.gov/datasets/55279c4e113b43dc814f60c9123e0cf5_0/explore</a>                               |

Table 2

<sup>3</sup> <https://geodata.vermont.gov>