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[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 Open Data Services by 1:00pm on Wednesdays, 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[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.

Last Update – 5/18/2022

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
12/22/2021		X	Public COVID19 Dashboard v4.0 – IE11 only	https://vcgi.maps.arcgis.com/apps/opsdashboard/index.html#/016ebe4f90be4ea483fe7e55e85743a3
12/22/2021		X	Public COVID19 Dashboard v4.0 – IE11 mobile	https://vcgi.maps.arcgis.com/apps/opsdashboard/index.html#/29751eb5554744a9acdef010720c6f7b

Table 1

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
12/22/2021	X		VT COVID-19 Daily Counts Table	https://geodata.vermont.gov/datasets/56afaae50cbd4e20a846b17603f0ce8e_0/explore
12/22/2021	X		VT COVID-19 Cases by County Time Series	https://geodata.vermont.gov/datasets/ffe3b5bc63ff45808a9c75b79a56ae10_0/explore
12/22/2021	X		VT COVID-19 Cases by County	https://geodata.vermont.gov/datasets/6c68d60fccf44a129fcc08b05812a195_0/explore
12/22/2021	X		VT COVID-19 PCR Test Specimens by Day	https://geodata.vermont.gov/datasets/0bf4d1de99744fd29151a524f0963508_0/explore
12/22/2021	X		VT COVID-19 Hospitalizations by Date - EMR	https://geodata.vermont.gov/datasets/a315df747dec462a997b1aeb84ce12e5_0/explore
12/22/2021	X		VT COVID-19 Weekly Cases by Race and Age	https://geodata.vermont.gov/datasets/1e7da462bca44d7d989f2ed0e23f2a0a_0/explore
12/22/2021	X		VT COVID-19 Weekly Cases and Hospitalizations by Vaccination Status	https://geodata.vermont.gov/datasets/13db4a47cb084c1c8b2226fd7ab7a160_0/explore
12/22/2021	X		VT COVID-19 Quarterly Cases, Hospitalizations and Deaths by Age and Vaccination Status	https://geodata.vermont.gov/datasets/013d5b4d04d5488ab16280ec4312b93a_0/explore
12/22/2021	X		VT COVID-19 Monthly Deaths by Vaccination Status	https://geodata.vermont.gov/datasets/55279c4e113b43dc814f60c9123e0cf5_0/explore

Table 2

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

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