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1.0 GENERAL

1.1 SUMMARY

The Office of Technology Services (OTech) offers geographic information services. These services include:

- Geocoding Services
- Geoprocessing Services
- Map Services
- GIS Web Application Hosting

The Geographic Information System (GIS) encompasses a suite of computer technologies that enable map making, geographic analysis, and geospatial data management. This GIS offering includes product procurement, installation, maintenance, security, administration, and subscription management. OTech staff performs these tasks according to standard procedures and configurations. OTech staff is available to provide short-term assistance for consulting, training and GIS software development.

1.2 REFERENCES

Items referenced here are found elsewhere in this document.

IDENTIFIER	TITLE
Web Site	Geographic Information Services Submittal
Web Site	GeoID Authentication System https://accounts.gis.ca.gov/
04.14.871	Web Servers Guideline
Web Site	Website Hosting
Web Site	State of California GeoPortal
Web Site	OTech Contact Information
Web Site	OTech Service Request Process
Web Site	OTech Rates Schedule

1.3 SUBMITTALS

1.3.1 General

OTech staff is available to advise and assist customers in formulating IT designs that will leverage available service offerings. Contact your Account Manager to engage architectural, engineering and design consulting services. Charges may be incurred for certain consulting services.

Include the Customer's name, contact information and associated project name on forms, documents, and requests submitted to the OTech.

1.3.2 Service Request

For geographic information services, a completed Geographic Information Services Submittal is required prior to the start of work. To aid in the preparation of providing this offering, all information must be included in the OTech Service Request.

OTech requires the following method be used for work requests:

Item	Request Method
Quotes & Billable Service(s) (new or changes to existing services)	OTech Customer Service System (CSS) Service Request (SR)
Modifications to Existing Systems	OTech Service Desk or Remedy Service Request
Technical Problems	OTech Service Desk or Remedy Incident
Security Related Issues/Incidents	OTech Service Desk

1.4 EXPECTATIONS

1.4.1 Office of Technology Services

OTech procures and manages the contract and licensing for operating system, ArcGIS, and related software.

OTech will notify end-of-support information to Customers via the GeoID system. Technology products must be within vendor supported versions to sustain availability and integrity.

OTech follows change management practices. Change requests are recorded in the [OTech Remedy Service Request](#) system as a Change Request (CRQ). Contact your OTech account managers for current change procedures.

1.4.2 Customer

Customers are expected to notify OTech of any geographic information services that are classified as “mission critical” so that proper monitoring procedures may be implemented. This may incur additional charges. Customers are expected to maintain their interacting COTS / MOTS licensing and understand product lifecycles. Customers should collaborate with OTech regarding upgrades, testing, and verification of their COTS / MOTS applications before their end-of-support date.

Customers will determine and submit GIS service related needs when requesting service(s).

1.5 QUALITY ASSURANCE

The GIS is implemented to provide high performance with geocode rates from 200,000 to 2.2 million geocodes per hour / per session. The geographic extent covers the State of California. Customers with a law enforcement, public health, or homeland security

need, may obtain geographic extent coverage across the United States including parts of Canada and Mexico.

The GIS is available 24x7, 365 days per year.

1.6 SCHEDULING

OTech's goal is to provide timely, comprehensive and economical technology service. Customers promote this goal by promptly providing information requested and by keeping the OTech Account Manager / Project Manager informed of technology project status.

OTech GIS staff requires a minimum of 3 State business days prior notice for afterhours 24x7 on-call support. Refer to 1.3 – SUBMITTALS for details in making this request.

1.6.1 Backups

OTech performs environment backups three times daily.

1.6.2 Maintenance

Upgrades, patches and enhancements to the GIS platform will be performed in accordance with standard policies and procedures and will adhere to the established preventative maintenance Windows Platform schedule. Emergency maintenance will be implemented on Fridays at 1700 hours. Customer notifications of such maintenance will be sent 48 hours prior via email.

1.6.3 Change Management

GIS change proposal / requests follow the established OTech Change Management process. Work performed during scheduled maintenance periods is subject to the OTech Change Management Schedule. Changes require 2-week prior notification. Shorter periods may not always be expedited. Additional charges may be incurred for expedited change requests.

1.7 DEFINITIONS

Term, phrase, abbreviation	Definition
COTS	Commercial Off-The Shelf
MOTS	Modified Off-The-Shelf
PHP	General-purpose Scripting Language
GeoID System	Authentication System that manages membership and access to GIS services.

2.0 PRODUCTS

2.1.1 Supported Mapping Service Types

- ArcGIS Map Service
- ArcGIS Feature Service
- ArcGIS Geocoding Service
- Keyhole Markup Language (KML) Services
- Open Geospatial Consortium (OGC) Services
 - Web Map Service (WMS)
 - Web Feature Service (WFS)
 - Web Coverage Service (WCS)

2.1.2 Geocoding Services

- California only
 - Nationwide*
 - North America*
- *Requires additional authorization

2.1.3 Geoprocessing Services

ArcGIS Desktop map documents and file geodatabases must be in version 10.0 or earlier. Map services based on live data feeds are also available.

2.1.4 GIS Web Application Hosting

2.1.5 Additional Required Components

- Storage (per GB) as needed

2.2 **OPTIONAL COMPONENTS**

- GeoID Authentication System
- Python
- Bing Maps API

2.3 **PLATFORM**

- ESRI (Environmental Systems Research Institute) ArcGIS Server 10.0
- ArcGIS Desktop 10.x – 9.x
- GIS [Web Application Hosting](#) → refer to Web Server hosting for details

2.4 UNIT PRICE

Monthly rates include unlimited map services per Customer and geocodes with no limit on batch size. Each of the geocoding information services is priced separately. Refer to the [OTech Rates Schedule](#) for further details.

3.0 EXECUTION

3.1 SECURITY

Secure access may be provided via the OTech's GeoID user authentication system. Specific security via the OTech internet proxy service is also available. OTech staff is available to assist in making security recommendations / considerations.

3.2 SUPPORT AVAILABILITY

Core business hours for GIS technical support are Monday through Friday 0800-1700. State holidays and mandated schedule alterations are observed and may impact staff availability. After hours support is available and will incur additional fees. Please refer to 1.6 – SCHEDULING.

3.3 QUALITY CONTROL

3.3.1 Office of Technology Services Responsibilities

1. Review and approval of submitted information prior to beginning work.
2. Notify Customer of submittal flaws or concerns, if any.
3. Assist Customer in specifying design in accordance with information provided in 1.3 - SUBMITTALS.
4. Product installation, upgrades, patching and standard configuration.

3.3.2 Customer Responsibilities

1. Complete and provide 1.3 - SUBMITTALS.
2. Requesting ONLY those map services that are essential to achieve optimal service performance. Nonessential services may substantially degrade performance.
3. Complete and provide additional service checklists, specifications, and/or requirements as needed by OTech.
4. Design, develop, configure, deploy, test, operate and maintain COTS / MOTS application(s).

3.4 INSTALLATION

GIS components and application interactions will be installed in accordance with OTech standards and applicable Customer submittals.

1. Configure GIS environment(s) in accordance with the OTech installation procedures
2. Responsibilities listed below may vary for OTech and/or Customers depending on individual project requirements

3.4.1 Office of Technology Services Responsibilities

1. Review submitted information for completeness
2. Review and recommend optional configurations that may better meet capacity and performance requirements in accordance with the 1.3 - SUBMITTALS
3. Communicate activation status to Customer
4. Installation and configuration of GIS environments and environment components
5. Administration of the servicing applications
6. Maintenance of application configuration, data and log files
7. Alert Customer of environment faults or errors when appropriate
8. Retain environment root authority
9. Perform scheduled service upgrades and patching
10. Troubleshoot service components and report status to Customer
11. Engage manufacturer services as necessary for problem resolution
12. Secure operating system in accordance with OTech standards

3.4.2 Customer Responsibilities

1. Create GeoID **prior** to submitting GIS service request. Go to accounts.gis.ca.gov
2. Submit completed 1.3 – SUBMITTALS
3. Providing OTech with valid data and map documents when publishing map services
4. COTS / MOTS application design, development, testing, and migration adhering to supported software versions
5. Design and implementation shall avoid system use of or dependence upon OS System Administrator privileges. Submittals indicate file system constraints and privilege / permission requirements
6. Install application and supporting software, if applicable
7. Maintain application software, components and accessories where they interact with GIS services
8. Control over the deployed applications and the means of orderly start up and shut down including installation of scripts. Identify these scripts in 1.3 - SUBMITTAL
9. Document application architecture and keep it current