

ArcGIS Online
(A component of the NebraskaMAP Enterprise
GIS/Geospatial Platform)

September 11, 2013

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1. Rate

\$500 per User per Year

2. General Overview:

This service provides access to ArcGIS Online (AGO). This is a cloud-based solution from Esri that can be utilized to share data, services, maps, and applications. If a user from an agency is not an original subscriber to the NebraskaMAP enterprise platform service fee they will need to participate with that service first in order to use this AGO service. One statewide AGO account for Nebraska state agencies has been created and is available for all state agencies to use. The account is located at: <http://nebraska.maps.arcgis.com>. The purpose of having one AGO account across all agencies is to better share data and have consistency in usage of the NebraskaMAP geospatial data holdings and other authoritative data layers. A set of OCIO standards have been developed for using this online tool.

This service is a component of the NebraskaMAP enterprise GIS/Geospatial platform. The OCIO GIS Shared Services team hosts and delivers geospatial content, web services, location based services (LBS), and other applications through this platform. User agencies can integrate enterprise-level Geographic Information Systems (GIS) and geospatial data with map capabilities and spatial content into new or existing websites and applications from our hosted geospatial data, geoprocessors and viewers. Access to this data and services enhances traditional analytics and decision support tools by providing a geographical/spatial context and meaning to information.

3. Service Description:

AGO is a web-based mapping application that enables users of an organization to create interactive maps and applications and share them with others in your organization. This does not replace ArcGIS Desktop or ArcGIS Server. AGO is a companion to existing business workflows. This is an additional tool to assist in communication and also realize what data are available through NebraskaMAP and other agencies.

The following services will be made available with this service.

- Established user account at <http://nebraska.maps.arcgis.com>.
- Training and overview of standards for using and publishing data and maps.
- Access to NebraskaMAP web service REST links and base maps.

- Registration of public and “state-use” only maps through NebraskaMAP secured web mapping services.

About AGO

The following are few excerpts about the product.

- Minimal GIS map experience required. Can provide the non-GIS user or individuals without desktop software the ability to display maps.
- No software installation. Access is through the web using username / password. Administrators and users can create groups and invite others to work together on projects.
- You control who can access your data and maps. Multiple layers of security protect your information from unauthorized access.
- Groups can be private or public. Private groups will only provide map layers to those in that group.
- You can create “mashups” with other maps and data. Many groups are designed by topic or story. You can create as many groups as needed.
- You can create maps through Microsoft Excel and share them through PowerPoint presentations or publish them to AGO.
- If you have ArcGIS desktop software you can create and publish data either to a web service or through AGO to be consumed.
- Data can be consumed from mobile platforms.
- Developers can build custom applications using ArcGIS APIs and SDKs to create web and mobile applications.

4. Roles and Responsibilities:

OCIO GIS Shared Services responsibilities include: processing invoices, coordinating and publishing data services for use within AGO, scheduling meetings, training, and resolving production processing problems.

Responsibilities of the customer include following standards established for using the online system, providing job code and work order information, provide name of technical contact, submit needs and issues to OCIO GIS Shared Services, and participate in training on using the service.

5. Requesting Service

Contact the OCIO Help Desk (402-471-4636 or cio.help@nebraska.gov) with any questions or to request service.

The following information is needed when ordering service:

- 1 – Job Code / Work Order. The OCIO needs at least one Job Code / Work Order combination so

charges can be billed back to the agency. Some agencies use multiple JC/WO combinations, so more than one combination might be needed.

2 – Name of a Technical Contact. Who is the GIS technical person within your agency engaged in using these services?

6. Billing Information:

Total cost for the year is billed on an annual basis to agencies. The annual start date for this service runs July 29 of each year.

The Office of the CIO uses a system of Billing Accounts, Job Codes and Work Orders for authorizing work and tracking costs for specific projects. The customer may designate which job code and work order to use or request a new job code and work order. Contact the Office of the CIO for assistance with developing a cost accounting structure that meets the needs of the agency.

7. Service Hours, Response Times and Escalation:

This is a paid service through a vendor, Esri. We have no control over their service hours, availability, and reliability of their service. For technical support issues directed at Esri please contact our account administrator, Nathan Watermeier, Nathan.Watermeier@nebraska.gov.

The geospatial data that are linked from NebraskaMAP to this online service operates 24x7 and downtime is tracked by the Weekly Availability Report. There has not been any unscheduled downtime occurrences. Minimal service updates and changes that have little impact on users are conducted between 1-4 am CT on weekends. Other major service updates and changes that impact users will be scheduled based on input from affected users.

Technology changes introduced by the vendor for AGO may impact the methodology of service delivery. Customers will be made aware of these changes and be able to provide discussion and recommendations to OCIO GIS Shared Services.

For further information, please contact:

Office of the CIO Help Desk
cio.help@nebraska.gov
402-471-4636 or 800-982-2468