SERVICES OFFERED

Strategy and Planning
- Strategic Planning
- Business Case Development
- Implementation Planning
- Organizational Planning
- Risk Management
- Enterprise GIS Health Check
- Enterprise GIS Utility Health Check

Analysis and Design
- Solution Architecture
- Data and Database Solution Architecture
- Application Solution Architecture
- Enterprise GIS Solution Architecture
- Infrastructure Planning
- Enterprise GIS Architecture Review
- Enterprise GIS Architecture Design
- Security Solution Architecture

Production and Operations
- Enterprise GIS Performance Assessment
- ArcGIS for Server Image Extension Implementation Assessment
- Performance Tuning
- Disaster Recovery
- Maintenance
- Technical Support

Development and Deployment
- ArcGIS for Server Migration Planning
- ArcGIS for Server Assistance
- ArcGIS for Server Installation and Startup
- ArcGIS for Server Image Extension Installation and Startup
- ArcGIS for Server Amazon Cloud Installation and Startup
- Portal for ArcGIS Installation and Startup
- ArcGIS Citrix Consulting
- Geodatabase Consulting
- ArcGIS Server Consulting
- Security Consulting
- Performance & Scalability Testing
- Heavy Performance & Scalability Testing
- Technology Transfer
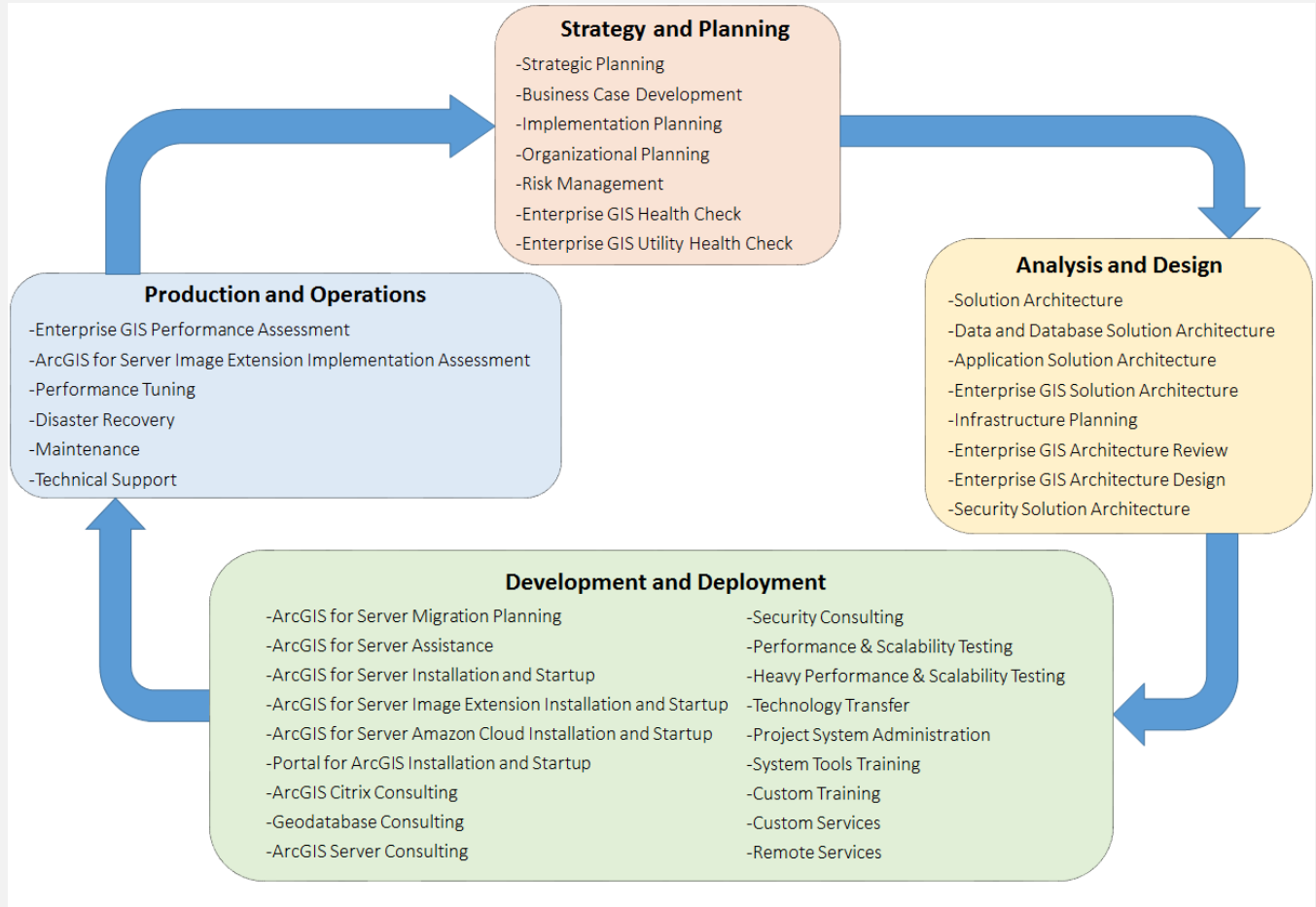- Project System Administration
- System Tools Training
- Custom Training
- Custom Services
- Remote Services

The following is a description of the services offered by PriorIT Consulting, LLC.

Service Descriptions:

Strategic Planning: **3-Days**

An enterprise GIS implementation involves a considerable amount of commitment and business investment to be successful. A clear understanding of what it will take to successfully meet your business objectives is important. Standard planning practices and typical project tasks and timelines are provided to help define your implementation goals. The Strategic Planning service will help you position your company to better your enterprise GIS data and more rapidly turn this data into information and solutions from which intelligent decisions can be made. This service provides short and long-term operational and strategic actions and associated deliverables to meet the overriding vision of streamlined data availability and information delivery.

Business Case Development   **3-Days**

The Business Case Development service provides the basic concepts of GIS, real-world case studies on its benefits, GIS best practices, and information on GIS software products and services. GIS software is being used to implement a wide range of industry-focused solutions. This service shows how GIS is used by different industries, provides sample enterprise GIS case studies, and information on GIS standards and interoperability.

Implementation Planning   **3-Days**

Enterprise GIS implementations generally involve a re-engineering of user workflows. The Implementation Planning service identifies some key resources to help customers understand their user workflow and system requirements. This service will allow you to determine if you need to outsource the work or do in house (cloud versus on premise). It will also provide you a way to development a procurement strategy, build out a statement of work (in house) or request for proposal (RFP) (outsource) and identify vendor selections.

Organizational Planning   **3-Days**

A variety of resources are available to support training and maintenance of a skilled project implementation team. The Organizational Planning service identifies the process of identifying an organization's immediate and long-term objectives, and formulating and monitoring specific strategies to achieve them. This service also identifies staffing and resource allocation, and is one of the most important responsibilities of a management team.

Risk Management   **3-Days**

Risk management is the recognition of, and response to, risk. The Risk Management service helps you plan for managing risks and avoid common mistakes in your Enterprise GIS environment. This service will help you to identify, assess, and prioritize risks followed by coordinated and economical application of resources to minimize, monitor, and control the probability and/or impact of unfortunate events and to maximize the realization of opportunities.

Enterprise GIS Health Check   **3-Days**

Do you know the health of your Enterprise GIS? The Enterprise GIS Health Check will provide a review and assessment of the overall state of the production GIS implementation based on key best practices considerations. It is a proactive approach designed to provide early detection and evaluation of potential issues through a review of system configuration, workflows, error logs, system administration and operations. This service will focus on reviewing high-level usage and workflow associated with current ArcGIS products, data sources, and log files to identify errors and potential problems and provide recommendations and considerations for improvement. A Heath Check report is provided following the on-site assessment.

Enterprise GIS Utility Health Check   3-4 Days

Do you know the health of your Utility Enterprise GIS? This service focuses on the health of utility industry GIS production implementations. Similar to the standard Health Check service, it provides an assessment of the overall state of a customer's production GIS. It is designed to provide early detection and evaluation of potential issues through a review of system configuration, error logs, and utility specific operations. A Utility Heath Check report is provided following the on-site assessment.

Solution Architecture   3-Days

For the Solution Architecture Design service, PriorIT Consulting, LLC recommends an integrated collection of application software products for building a complete enterprise GIS and IT for your organization. GIS software is being used to implement a wide range of industry-focused solutions. This service shows how GIS software is used by different industries, provides sample enterprise GIS case studies, and information on GIS standards and interoperability. This service will also investigate your company's opportunity for using Web GIS. Web GIS is a new pattern for delivering GIS capabilities and is at the center of the strategic direction for implementing GIS as a platform. Maps on the web provide a new paradigm for how people everywhere access and use geographic information. Your company can use GIS maps on desktops, the web, tablets, and smartphones for a sophisticated range of activities to apply advanced geographic information.

Data and Database Solution Architecture   3-4 Days

The Data and Database Solution Architecture service provides an end-to-end vision, and a process built on recommendations how a logical design will translate into one or more physical Databases, and how the Data will flow through the successive Stages involved.   This process will need to be able to address issues of Data Migration (Validation, Clean-up and Mapping). This service will recommend data (both vector and raster) and database products and best practices to support your applications. It will also provide alternative solution architectures to consider for designing geodatabases, GIS data management and information pertaining to data protection and replication. This service provides links to documentation, data format samples and utilities especially useful for advanced data development.

Application Solution Architecture   3-Days

The Application Solution Architecture service provides alternative for building applications for web, mobile, and desktop using cloud services, developer tools, read-to-use content, and self-hosted solutions based on user requirements. Available applications include ready-to-use applications, configurable applications, and APIs. This service provides links to documentation, developer samples and utilities especially useful for advanced application development. A review of the customer's current applications will also be performed and recommendations provided to update or migrate forward to best available application solution architecture.

Enterprise GIS Solution Architecture   **3-Days**

GIS is a compute-intensive application that requires adequate hardware and network resources to support user processing requirements. The Enterprise GIS Solution Architecture must be selected to support peak user workflow requirements, and must be maintained to take advantage of rapid IT change. The Enterprise GIS Solution Architecture service provides a significant amount of information on enterprise GIS solution architectures alternatives like Portal for ArcGIS and ArcGIS Online and Cloud and on premise deployments to help customers select the appropriate infrastructure design strategy, and maintain a hardware environment that will continue to support operational requirements.

3-Days

Infrastructure Planning

Need hardware specifications for a new server? The Quick Capacity Plan service addresses the number of CPUs, disk storage, RAM requirement, network hardware, and system requirements for GIS products. A three page quick capacity report is also provided.

Enterprise GIS Architecture Review   **2-3 Days**

Having an existing Enterprise GIS Architecture that you want to make ready for the future? A senior system architecture design consultant will lead on-site requirements gathering and meet with appropriate GIS and IT staff to collect details on current and future Business Architecture, Application Architecture, Data Architecture, and Technology Architecture as input for a new GIS system architecture design. Key topics include critical business workflows, application usage and location, data storage, and hardware capacity planning for current and target application loads. Elements of the output design include recommendations for hardware and software upgrade specifications for servers, clients, network, and detailed Visio design diagrams for revising the current GIS system environment. An Enterprise GIS Architecture Review document is provided following the on-site requirements gathering.

Enterprise GIS Architecture Design   **3-Days**

Building a new Enterprise GIS Architecture or have an existing Enterprise GIS Architecture that you want to make ready for the future? A senior system architecture design consultant will lead on-site requirements gathering and meet with appropriate GIS and IT staff to collect details on current and future Business Architecture, Application Architecture, Data Architecture, and Technology Architecture as input for a new GIS system architecture design. Key topics include critical business workflows, application usage and location, data storage, and hardware capacity planning for current and target application loads. Elements of the output design include

hardware and software specifications for servers, clients, network, and detailed Visio design diagrams for a new enterprise GIS system environment. An Enterprise GIS Architecture Design document is provided following the on-site requirements gathering.

Security Solution Architecture **3-Days**

The Security Solution Architecture service section provides an overview of security capabilities available for the ArcGIS platform components and current best practices. The ArcGIS platform enables customers to leverage the required GIS capabilities with the assurance that GIS continues to follow a robust and effective security framework. This service will review the security of the entire mapping platform including:

- Cloud: ArcGIS Online, Amazon and Microsoft Azure Cloud Services
- Server: ArcGIS for Server, Portal for ArcGIS
- Desktop: ArcGIS for Desktop, ArcGIS Pro
- Mobile: Collector for ArcGIS

ArcGIS for Server Migration **3-4 Days**

The ArcGIS for Server Migration service provides customers support for migrating their current enterprise GIS operations from one version of software to another. This service provides review of the current ArcGIS for Server environment and makes best practices recommendations for the migration. This includes ArcGIS for Server configuration as well as data source.

ArcGIS for Server Assistance **1-2 Days**

The ArcGIS for Server Assistance service will provide remote consulting support, including preparation time to assist a customer with ArcGIS for Server configuration. It is envisioned that the consulting support may include:

- Review of existing ArcGIS server configuration.
- Discuss workflows and data dependencies for ArcGIS Server services.
- Best practices and methodology for utilizing ArcGIS Server.

ArcGIS Server Installation and Startup **3-4 Days**

Looking for support with Installing and configuring ArcGIS Server? The ArcGIS Server "Jumpstart" Installation service provides on-site installation and configuration support for ArcGIS Server software on customer-provided hardware servers. 3 day or 4 day packages are available. If time permits, support can include technology transfer of typical uses and best practices with ArcGIS Server software from the PriorIT Consulting, LLC consultant's toolbox.

ArcGIS for Server Image Extension Installation and Startup   3-4 Days

Looking for support with Installing and configuring the ArcGIS for Server Image Extension? The ArcGIS for Server Image Extension "Jumpstart" Installation service provides on-site installation and configuration support for ArcGIS for Server Image Extension software on customer-provided hardware servers and reviewing existing system and storage architecture and imagery inventory. If time permits, support can include technology transfer of typical uses and best practices with Image Server from the PriorIT Consulting, LLC consultant's toolbox.

ArcGIS for Server Amazon Cloud Installation and Startup   3-4 Days

Want to explore Cloud computing? The ArcGIS for Server Amazon Cloud Jumpstart service provides on-site installation, configuration support and technology transfer on a number of standard topics to assist customers with getting started with ArcGIS for Amazon. During this engagement, the consultant will cover Amazon Web Services (AWS) orientation, ArcGIS Server for Amazon Machine Image (AMI) instance setup and configuration, and set up sample data and services.

Portal for ArcGIS Installation and Startup   3-5 Days

Looking for support with Installing and configuring the Portal for ArcGIS? The Portal for ArcGIS "Jumpstart" Installation service provides on-site installation and configuration support for Portal for ArcGIS Server software on customer-provided hardware servers and reviewing existing system and storage architecture and imagery inventory. If time permits, support can include technology transfer of typical uses and best practices with Portal for ArcGIS from the PriorIT Consulting, LLC consultant's toolbox. High-availability and fault-tolerant installation is also available.

ArcGIS Online Installation and Startup   3-Days

The ArcGIS Online Jumpstart delivers a solid strategy along with web maps, apps, and knowledge transfer enabling your team to become self-sufficient with ArcGIS Online. By the end of the ArcGIS Online Jumpstart, you will be able to create insightful interactive maps and apps, share them within your organization, and gain maximum insight into your data.

ArcGIS Citrix Consulting   3-Days

Need help with ArcGIS in a Citrix environment? With the ArcGIS Citrix Consulting service, a specialist will provide assistance with troubleshooting, investigate errors, apply best practices for ArcGIS, discuss findings, and provide recommendations specific to your system environment.

Geodatabase Consulting

2-3 Days

Need help with geodatabases or ArcSDE? The Geodatabase Consulting service provides consulting on topics such as upgrading or migrating geodatabases, RDBMS configuration, Very Large Databases (VLD) support, design, organization, versioning, replication, and best practices for geodatabase deployment. A report may be provided following the consulting activity according to customer needs.

ArcGIS Server Consulting   ### 2-3 Days

Looking for guidance on ArcGIS Server? ArcGIS Server Consulting service will examine your existing ArcGIS Server configuration, discuss best practices, workflows, and data dependencies. Assistance can be provided remotely or on-site according to customer needs.

Security Consulting   ### 2-3 Days

The intent of this activity is to assess the current, intermediate, and target reference architectures for the GIS and define a GIS security framework that aligns GIS security with business requirements. This service will review the current and target requirements for security, workflows and business rules, with a brief review of performance, availability, capacity, business continuity, disaster recovery and support requirements in as much as they are influenced by the security requirements.

Performance and Scalability Testing   ### 3-4 Days

Is your GIS system ready for the volume of users in production? The Performance and Scalability Testing service provides test plan development, system configuration validation, testing scripts, and test execution to measure precisely how workflows perform and scale under load. Performance metrics such as response time, throughput, and resource utilization including CPU, memory, disk I/O, and network bandwidth, are monitored and collected. A testing report is provided following the on-site visit.

Heavy Performance and Scalability Testing   ### 4-5 Days

The Heavy Performance and Scalability Testing service provides up to one hundred and twenty four (124) hours of technical consulting support, including test plan development, travel and report preparation time to conduct performance and scalability testing. It is envisioned that consulting support will focus on performance and scalability testing of ArcGIS Desktop, ArcGIS for Server, Database Server and Production Line Tool Set (PLTS) in a test environment at the customer's location. A testing report is provided following the on-site visit.

Technology Transfer   ### 2-3 Days

Need a custom workshop or presentation? The Technology Transfer service focuses on disseminating knowledge in new solutions, technologies, and findings not covered by product documentation. Topics may build upon currently available publications, White Papers, or explore new areas according to customer needs.

Project System Administration   **2-3 Days**

Doing development or testing projects? Large strategic projects managed by GIS Professionals use complex development and test environments. The Project System Administration service will maintain and operate a computer system and/or network and provides required change control and system administration to ensure effective project development and testing.

System Tools Training   **3-5 Days**

The System Tools Training service provides separate training classes for the following System Tools:

- System Designer - comprehensive tool for designing and capacity planning of GIS solutions
- System Test for Desktop - A performance and load testing tool specifically designed for testing ArcGIS for Desktop application.
- System Test for the Web - A performance and load testing tool specifically designed for testing GIS services and applications.
- System Monitor 2 - System Monitor 2 is a tool for monitoring and analyzing your enterprise GIS system.

These classes offer both beginning and advanced training into understanding each of these tools and how to use them effectively within your organization during the phases of your enterprise GIS operations.

Custom Training   **3-5 Days**

The System Designer, System Test and System Monitor 2 classes can also be combined into one specific training class that focuses on teaching you a basic understanding of how to use them effectively within your organization during the phases of your enterprise GIS operations.

3-5 Days

Custom Services

The Custom Services allows a customer to put together several of the other services into one service. This one service can then be customized to fit the customer's requirements. This service is especially useful for those customers who are in need of deploying a pilot test environment and want to take advantage of pilot deployment, test plan development, system tools training, testing and performance tuning as a consolidated customer service.

Remote Services **Variable**

PriorIT Consulting, LLC recommends taking advantage of the remote support service package to help you maintain successfully your software installations and startups. Remote support service package normally provides hours towards email and phone support and can be customized to fit your requirements and based on your software installations and startups. The remote support service package will also provide the following:

- General support for software installations and startups.
- Support on identifying issues and concerns and recommendations to address them.
- Recommendations on maintaining your software installations and startups.
- Reference material to help you support and maintain your software installations and startups.

Enterprise GIS Performance Assessment **3-5 Days**

Unsure what is causing slow performance? The Enterprise GIS Performance Assessment service will investigate enterprise GIS system performance, including bottleneck detection and collection of performance metrics, identify problems with system configuration and architecture, and discuss components that impact performance. Tools and methodologies will be used to isolate and diagnose performance issues. A report on findings and recommendations is provided following the on-site visit.

ArcGIS for Server Image Extension Implementation Assessment **2-3 Days**

Looking for guidance on ArcGIS for Server Image Extension? The ArcGIS for Server Image Extension Implementation Assessment service will examine your current ArcGIS for Server Image Extension implementation, with the goal of identifying installation, configuration, and deployment issues. After the assessment portion of the service is complete, the PriorIT Consulting, LLC consultant will use the remaining time to address identified issues, discuss best practices, workflows, and data dependencies. This service is provided on-site according to customer needs.

Performance Tuning **3-5 Days**

Is a specific GIS operation having slow performance? The Performance Tuning service will focus on addressing the performance pain points already identified; examine operation workload, application configuration, and operating environment. Tools and methodologies will be utilized to trace and measure the effects of parameter changes and optimization.

Disaster Recovery **2-3 Days**

The Disaster Recovery (DR) service provides both capacity planning and system architecture design as well as a set of policies and procedures to enable the recovery or continuation of vital technology infrastructure and systems following a natural or human-induced disaster.

Maintenance   **2-Days**

The Maintenance service provides a comprehensive system maintenance plan, your hardware and data will never be at risk. This service provides processes to safeguard your enterprise GIS operations working in conjunction with your IT staff policies and procedures.

Technical Support   **Variable**

The Technical Support service provides the highest quality of service to our customers. This service provides both GIS and IT support, as well as vast online resources, such as access to product documentation, and Web-based help, user forums and the Support Center.

To request:

- answers to any questions about any of the above services
- a full description of any of the above services
- additional information about any of the above services
- a conference call to discuss any of the above services
- a proposal for any of the above services
- schedule any of the above services
- availability of staff for any of the above services

Please contact the following PriorIT Consulting, LLC staff below. They would be happy to support you. We look forward to working with you and thank you very much for your consideration.

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