

Vermont Center for Geographic Information: Customers and Services/Products Provided

10/9/12

This document was created to provide a more thorough understanding of VCGI's current customers and the products and services that we provide to them.

Customers

State Government

- Office of the Governor
- Office of the Lt. Governor
- Office of the Secretary of State
 - Archives and Records Administration
- VT Legislature
 - Joint Fiscal Office
 - Legislative Council
- Agency of Administration
 - Dept. of Libraries
- Agency of Natural Resources
 - Dept. of Environmental Conservation
 - Dept. of Fish and Wildlife
 - Dept. of Forests Parks and Recreation
 - Natural Resources Board
- Agency of Transportation
 - Program Development Dept.
 - Operations Dept.
 - Planning and Intermodal Development Dept.
- Agency of Agriculture, Food, and Markets
- Agency of Commerce and Community Development
 - Dept. of Economic, Housing, and Community Development
 - Dept. of Tourism and Marketing
- Agency of Human Services
 - Dept. for Children and Families
 - Dept. of Corrections
 - Dept. of Health
- Department of Buildings and General Services
- Department of Public Safety
 - State Police
 - Emergency Management
 - Fire Safety
 - Criminal Justice Services

- Homeland Security
- Department of Public Service
 - Energy Efficiency
 - Engineering
 - Planning
 - Telecommunications
 - Public Service Board
- Department of Education
- Department of Taxes
 - Property Valuation and Review
- Enhanced 911 Board
- Historical Society
- State Colleges
- National Guard
- Municipalities
 - Planning Commissions
 - Listers
 - Conservation Commissions
 - Public Works

Private Sector

- Surveyors
- Foresters
- Schools
- Environmental Consultants
- Realtors
- Appraisers
- Utilities
- Renewable Energy Installers and Developers
- Land Owners

Non-Profits

- Vermont Sustainable Jobs Fund (501c3 – not state government)
- Vermont Land Trust
- Regional Planning Commissions
- Vermont Housing and Conservation Board
- Nonprofits of all kinds

Academic Institutions

- University of Vermont
- Green Mountain College
- Middlebury College
- VT Technical College
- Lyndon State College

- VT K-12 Schools

Federal Agencies

- US Geological Survey
- US Dept. of Agriculture
 - Farm Services Administration
 - Natural Resources Conservation Service
- US Fish and Wildlife Service
- US Dept. of Transportation
- Federal Emergency Management Agency
- Federal Communications Commission
- US Census Bureau
- US Environmental Protection Agency

Products and Services Provided

(note: all or most of these products and services are used by the state government customers identified above)

- Geospatial data warehouse (Archive of geospatial data and imagery)
- Ensure data/imagery is in consistent format
- Ensure that all data/imagery has consistent metadata/documentation
- Distribute data
 - Make data available for free download
 - Provide method to search for data
 - Provide access to metadata/documentation
- Develop and update data standards (with participation of VT GIS Community)
- Provide data development technical support
- Assist with the design, development, and deployment of geospatial web services and applications
- Provide data access/analysis technical support
- Provide data management support (surface waters, sustainable energy, emergency management, imagery program)
- Facilitate and support interagency collaboration and coordination, (eg: Enterprise GIS Consortium activities)
- Identify data and resource (eg: servers, software, etc) sharing opportunities
- Coordinate statewide data collection/management efforts when needed
- Coordinate and provide professional development and networking opportunities for GIS users at all levels
- Coordination/networking at regional and national levels
- Promote awareness of GIS in many sectors (education, nonprofits, small business, gov't, see customers listed above)
- Provide direct access to mapping info through VT Interactive Map Viewer

- Respond to direct inquiries for information and resources
- Make maps

Indirect Benefits to Customers and Others

VCGI's products and services foster efficiencies, enhance capabilities, and minimize costs to our customers by:

- Reducing redundant data collection and management
- Enabling one-stop access to data created by multiple organizations via data downloads and web services, which has allowed the private GIS consulting sector to expand as it reduces their costs and has reduced or eliminated the need for other public organizations to create data access portals.
- Providing professional development opportunities for which costs are shared, rather than being internal to state agencies, not offered to the public, and more expensive.
- Sharing software and hardware costs across state agencies, rather than each paying for full site licenses.
- Sharing of technical expertise, which allows all agencies to benefit from professional development through informal networking as well as paid training.