

This Life Cycle Support Policy is designed to help communicate to VCGI's users the technical resources available during a service's life span and to provide advanced notification of planned changes to services offered by VCGI. This document addresses VCGI's policy and plans with regard to web services offered by VCGI using ESRI's ArcGIS Server (AGS) platform.

AGS Version	Release Date	General Availability	Mature Support	Retired	Notes
10.3.1	12/30/2015	X			
10.2.2	6/1/2014			12/30/2015	Retired and no longer supported

## POLICIES: ArcGIS Server Services hosted by VCGI

**ArcGIS Server Upgrades:** Under this policy VCGI has the option to upgrade the AGS version (eg: upgrading AGS 10.2 to 10.3) within 30 days of providing notice to the VT GIS user community. Notices will be sent out on the VGIS-L listserv prior to such changes. As a result, users and application developers should subscribe to the VGIS-L listserv.

**Service Layers/Table IDs and Version Management (CHANGED 2/9/2016):** Historically VCGI has assigned version numbers to its services as changes were made (except those already “grandfathered” without a version number). The 1st release of a service was tagged as “v1”, with any subsequent versions incremented by 1 (eg: v2). This was done to mitigate the fact that service layer/table IDs are not preserved by default when layers/tables are added or removed from a service, which can impact client applications. With VCGI’s upgrade to ArcGIS Server 10.3.1 on 12/31/2015, all future versions of any given AGS Map Service (does not apply to AGS Image Services) will leverage AGS’s new ability to assign permanent layer/table IDs. As a result, VCGI will create a new version of a service only when

- **Upgrade to permanent layer/table IDs:** All Map Services published prior to 12/30/2015 DO NOT have permanent layer/table IDs assigned. As a result, VCGI will create a new Map Service whenever it migrates any of these older services over to the permanent layer/table ID schema. New versions will not be created after unless there is a “substantive change” (below).
- **Substantive Changes:** Removal of objects (feature classes, tables, rasters, relationships) and/or fields associated with these objects from an AGS Map Service (including geocoding services). NOTE: Adding fields to an object DOES NOT constitute a substantive change. Data edits to features or attributes DO NOT constitute a substantive change.

**Retiring Old Services:** VCGI will give 90 days’ notice prior to the removal of a service. Notices will be sent out on the VGIS-L listserv prior to such changes. As a result, users and application developers should subscribe to the VGIS-L listserv.

# Life Cycle Support Policy - VCGI's ArcGIS Server Services



**Service Level:** Support hours are from 7:45 a.m. to 4:30 p.m. Monday through Friday. No weekends. No Holidays.

Availability	% Downtime per year	Downtime per month	Downtime per week
98%	7.30 days	14.4 hours	3.36 hours

**SERVICES REGISTRY:** VCGI's web map services\*<sup>1</sup> are available at <http://maps.vcgi.vermont.gov/arcgis> (http/https). **NOTE: VCGI will discontinue support for access to web map services via the old [maps.vcgi.org](http://maps.vcgi.org) domain alias on 12/31/2016. Users are encouraged to migrate their applications (eg: ArcGIS Desktop MXDs, ArcGIS Online, web apps, etc.) to the new [maps.vcgi.vermont.gov](http://maps.vcgi.vermont.gov) domain well before that date.**

Release Date	General Availability	Mature Support	Retired	Service Name
12/1/2013	X			VCGI_services/VCGI_BASEMAP_SP_v2
12/1/2013	X			VCGI_services/VCGI_BASEMAP_WM_v2
12/1/2013	X			VCGI_services/VCGI_BASEMAP_WM_CACHE_v2
5/1/2013	X			EGC_services/GCS_E911_COMPOSITE_SP
5/1/2013	X			EGC_services/GCS_E911_ESITE_SP
5/1/2013	X			EGC_services/GCS_E911_RDSNAME_SP
5/1/2013	X			EGC_services/GCS_E911_RDSRANGE_SP
5/1/2013	X			EGC_services/IMG_VCGI_BW1994_2000_SP_NOCACHE
5/1/2013	X			EGC_services/IMG_VCGI_BW2006_2010_SP_NOCACHE
5/1/2013		X	7/1/2016	EGC_services/IMG_VCGI_BW2011_2012_SP_NOCACHE
11/1/2015	X			EGC_services/IMG_VCGI_BW2011_2015_SP_NOCACHE
5/1/2013	X			EGC_services/IMG_VCGI_BW_SP_CACHE
5/1/2013	X			EGC_services/IMG_VCGI_BW_WM_CACHE
5/1/2013	X			EGC_services/IMG_VCGI_BWMISC_SP_NOCACHE
5/1/2013	X	X	7/1/2016	EGC_services/IMG_VCGI_CIR2011_2012_SP_NOCACHE
11/1/2015	X			EGC_services/IMG_VCGI_CIR2011_2015_SP_NOCACHE
5/1/2013	X			EGC_services/IMG_VCGI_CIR_SP_NOCACHE
5/1/2013	X			EGC_services/IMG_VCGI_CIR_WM_NOCACHE
5/1/2013	X			EGC_services/IMG_VCGI_CIRMISC_SP_NOCACHE
5/1/2013		X	7/1/2016	EGC_services/IMG_VCGI_CLR2011_2012_SP_NOCACHE

<sup>1</sup> All web services listed are supported under this VCGI Life Cycle Policy. All other VCGI web map services discovered by users on our ArcGIS Server instance are not explicitly supported by this policy.



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11/1/2015	X			EGC_services/IMG_VCGI_CLR2011_2015_SP_NOCACHE
5/1/2013	X			EGC_services/IMG_VCGI_CLR2011_SP_CACHE
5/1/2013	X			EGC_services/IMG_VCGI_CLR2011_WM_CACHE
5/1/2013	X			EGC_services/IMG_VCGI_CLR2012_SP_CACHE
5/1/2013	X			EGC_services/IMG_VCGI_CLR2012_WM_CACHE
4/1/2014	X			EGC_services/IMG_VCGI_CLR2013_SP_CACHE
4/1/2014	X			EGC_services/IMG_VCGI_CLR2013_WM_CACHE
3/1/2015	X			EGC_services/IMG_VCGI_CLR2014_SP_CACHE
3/1/2015	X			EGC_services/IMG_VCGI_CLR2014_WM_CACHE
12/1/2015	X			EGC_services/IMG_VCGI_CLR2015_SP_CACHE
12/1/2015	X			EGC_services/IMG_VCGI_CLR2015_WM_CACHE
5/1/2013	X			EGC_services/IMG_VCGI_CLR_SP_CACHE
5/1/2013	X			EGC_services/IMG_VCGI_CLR_WM_CACHE
5/1/2013	X			EGC_services/IMG_VCGI_CLRMISC_SP_NOCACHE
5/1/2013	X			EGC_services/IMG_VCGI_NAIP_SP_NOCACHE
5/1/2013	X			EGC_services/IMG_VCGI_NAIPCIR_SP_NOCACHE
2/13/2014		X	7/1/2016	EGC_services/MAP_VCGI_ALLIMAGERY_SP_NOCACHE_v1
2/13/2014		X	7/1/2016	EGC_services/MAP_VCGI_ALLIMAGERY_WM_NOCACHE_v1
5/28/2015		X	7/1/2016	EGC_services/MAP_VCGI_ALLIMAGERY_SP_NOCACHE_v2
5/28/2015		X	7/1/2016	EGC_services/MAP_VCGI_ALLIMAGERY_WM_NOCACHE_v2
2/1/2016	X			EGC_services/MAP_VCGI_ALLIMAGERY_SP_NOCACHE_v3
2/1/2016	X			EGC_services/MAP_VCGI_ALLIMAGERY_WM_NOCACHE_v3
5/1/2013	X			EGC_services/MAP_VCGI_CONTOURS_SP_CACHE
5/1/2013	X			EGC_services/MAP_VCGI_CONTOURS_SP_NOCACHE
5/1/2013	X			EGC_services/MAP_VCGI_CONTOURS_WM_CACHE
5/1/2013	X			EGC_services/MAP_VCGI_CONTOURS_WM_NOCACHE
5/1/2013	X			EGC_services/MAP_VCGI_HILLSHD_SP_CACHE
5/1/2013	X			EGC_services/MAP_VCGI_HILLSHD_WM_CACHE
5/1/2013	X			EGC_services/MAP_VCGI_HILLSHDPLUS_SP_CACHE
5/1/2013	X			EGC_services/MAP_VCGI_HILLSHDPLUS_WM_CACHE
5/1/2013	X			EGC_services/MAP_VCGI_USTOPO_SP_CACHE
5/1/2013	X			EGC_services/MAP_VCGI_USTOPO_WM_CACHE
1/30/2014	X			EGC_services/MAP_VCGI_VTPARCELS_SP_NOCACHE_v1



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1/30/2014	X			EGC_services/MAP_VCGI_VTPARCELS_WM_NOCACHE_v1
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