

Service Description

Geocoding is the process of determining associated geographic coordinates from other geographic data, such as street addresses or zip codes. With these geographic coordinates, the features can be displayed and analyzed in a Geographic Information Systems (GIS), or the coordinates can be embedded into media such as digital photographs via geotagging.

OIT's Enterprise Geocoding Services (EGS) combine address standardization, geocoding, and spatial analysis into a single service. Individual addresses can be processed in real time for on-line applications or large numbers of addresses can be processed in batch mode. The quality of each address is improved by standardizing it to meet stringent U.S. Postal Service standards.

Leveraging address location information developed and maintained by local government, the EGS uses a multi-tiered geocoding process incorporating data multiple entities to provide state agencies with the most accurate location information available.

An Enterprise Geocoding customer might also be interested in these OIT services:

- Application Integration
- GIS Hosting

Customer Benefits

- **Accuracy** - EGS uses table-based government GIS data, which is more accurate than third-party GIS systems.
- **Consistency** - The enterprise approach to geocoding allows all customers to geocode using the same base, which provides consistent results across publications and among agencies.
- **Cost-savings** - The customer will save money by not having to incur additional expenses for software, personnel or equipment associated with monitoring and maintaining a standalone geocoding service.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintenance and troubleshooting the service.

OIT Provides

- Access to Enterprise Geocoding server
- Application Programming Interface (API) for .NET, Java, or ActiveX
- Backup and restore capabilities
- Batch address processing
- Bi-monthly updates to address data
- Consulting/start-up assistance
- Facilitation of service provisioning and implementation
- Geocoding services
- Incident resolution services via the Customer Service Center
- Routine maintenance
- Web Service URL

Maintenance Schedule

Scheduled maintenance occurs every Wednesday from 6:00 p.m. to midnight. OIT schedules an extended maintenance outage twice per year. The extended outage dates are negotiated with the customer at the beginning of each year, and typically runs from 6:00 p.m. to midnight. If a shorter outage window is required, the outage will be scheduled from 6:00 p.m. to 9:00 p.m.

Incident Response & Resolution

As a primary service, Enterprise Geocoding support staff is available 24 x 7 for both incident reporting and resolution. Enterprise Geocoding staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore, the customer will need to provide a Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit to resolve the incident within 4 hours.

Note: The customer is responsible for providing end-user support for this service.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Enterprise Geocoding uptime	99%
Incident Responsiveness	Enterprise Geocoding support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Enterprise Geocoding support staff resolves incident within 4 hours.	75%

Customer Requirements

- Addresses for batch geocoding
- Application and system requirements
- Client application to communicate with EGS (development and maintenance)
- Maintain agency and service contact lists via the IT Enterprise Services portal at: <http://itenterprise.ohio.gov>.
- Place service order via the OIT Enterprise Service Catalog
- Provide DAS OIT with a valid billing number.

Additional Information

For more information on this service or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

Visit us on the web at: <http://das.ohio.gov/Divisions/InformationTechnology.aspx>.