

### Service Description

GIS Hosting delivers dynamic maps, spatial content, and spatial analysis via the Internet. User agencies can integrate enterprise-level Geographic Information Systems (GIS) with map capabilities and spatial content into new or existing websites and applications. GIS enhances decision support, integrating data from a variety of sources to be analyzed spatially with the results presented in the form of a map.

OIT offers three types of hosted GIS services:

- **Geodata Hosting** provides a platform for customer agencies to deliver online spatial data and content to end users or applications. Online spatial data can be consumed by desktop GIS applications and web-based applications.
- **Geoprocessing** provides access to server-side geoprocessing tools that allow users to publish analytical models for use within desktop applications by remote users or embedded within Internet Mapping applications.
- **GIS Map Application Hosting** provides a platform for customer agencies to deliver web-based mapping content to end users.

GIS Hosting can be combined with the Enterprise Geocoding to create a comprehensive web application to locate and display events, customers or agency assets on a map in a browser.

GIS Hosting customers might also be interested in these OIT services:

- Application Integration
- Enterprise Geocoding

### Customer Benefits

- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Efficiency** - This service delivers the service in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer.
- **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 licensed software and spatial data
- Access to GIServOhio data holdings
- Application Programming Interfaces (APIs)
- Backup and recovery capabilities
- Incident resolution services via the Customer Service Center
- Monitored production operations
- Routine maintenance
- Service provisioning and implementation
- Test and Production GIS Hosting Services environments

## Maintenance Schedule

Scheduled maintenance occurs every Wednesday from 6:00 p.m. to midnight. Outages will be minimized or canceled whenever possible. OIT schedules extended outages twice per year. The scheduled extended outage dates are negotiated with the customer at the beginning of the year and typically run 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, GIS Hosting support staff is available 24 x 7 for both incident reporting and resolution. GIS Hosting 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	GIS Hosting uptime	99%
Incident Responsiveness	GIS Hosting staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	GIS Hosting staff resolves incident within 4 hours.	75%

## Customer Requirements

- Application requirements
- Client application to communicate with GIS Hosting Services
- 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 contact the **Customer Service Center** at [CSC@ohio.gov](mailto:CSC@ohio.gov) or visit the **IT Enterprise Services** portal to place an order at <http://itenterprise.ohio.gov>. Rate information for this service can be found on the [DAS OIT IT Business Office](#) site.