The “GIS Health Check” Service Offered by Esri Professional Services

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What is a “Health Check” Service?

- A review of existing Enterprise GIS systems
  - Conceptual
  - Hands-on
  - On-site
- A comparison to best practices and patterns
- A proactive approach for early detection of potential issues
- Termed evaluation license of ArcGIS Monitor, installed and configured

What Does Esri Do?

REVIEW

- System architecture
- Customer needs
- ArcGIS product implementation and configuration

DISCUSS/IDENTIFY

- Key apps
- Workflow diagrams
- data sources including RDBMS
- Errors/problems in RDBMS logs

CONFIGURE

- monitoring with ArcGIS Monitor

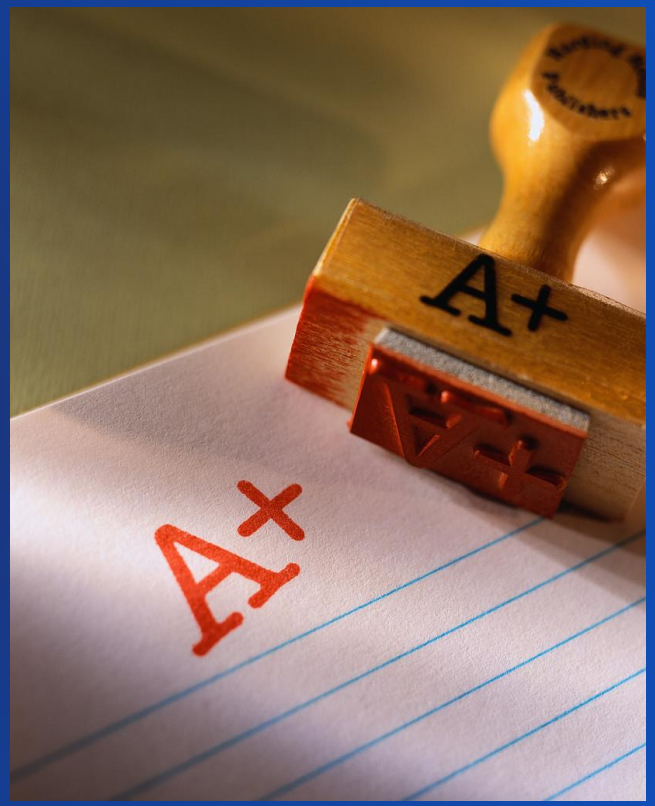
DELIVER

- Recommendations
- Written report

Common Core Benefits of Use Cases

An impartial perspective on system design, implementation, and operations.

An opportunity to discover dormant issues that could cause problems down the road.



Different from other Enterprise Services …

System Design: Plan the hardware, software, and implementation patterns for the *future directions* of your GIS system.

Load Test: *Document the scalability* of a specific part of your GIS system.

Performance Assessment: Analyze an *existing performance problem*.

Health Check: A proactive review of an existing system relative to best practices.

Example 1

Case: A state government suspects some practices may be attuned to prior generations of Esri technology.

- Long time Esri customer
- Many legacy systems
- Questions about why certain problems occur

Value: Validate / update current approaches:

- Are the current GIS technologies being used in the best ways?
- Is the system design related to specific problems?
- How have other organizations approached similar challenges?
- Exonerated some configuration / technologies
- Altered the deployment patterns for other technologies

Example 2

Case: A natural resources exploration company is preparing to launch Portal for ArcGIS.

- Esri is assisting with the Portal implementation.
- ArcGIS Server systems will get more utilization and visibility

Value: Identify higher risk implementation practices and “dormant” risks:

- Review ArcGIS Server’s system design and configuration
- Identify risk factors for globally distributed systems
- Look for evidence of capacity bottlenecks or latent problems
- Review IT’s systems and operating procedures
- Proceeded with confidence and awareness of specific risks

Example 3

Case: A navigation systems company migrated their GIS to Esri 3 years ago.

- Implementing on an Esri System Design
- 3rd party, custom application
- Many successes; some problems

Value: Validate / improve:

- IT's approach to provisioning RDBMS and Citrix server roles
- DBA's work to configure/tune the eGDB
- 3rd party's application follows best practices
- Understand likely causes of select, recurring issues
- Validated expert contributions and holistic integrity
- Resolved recurring performance problem

Summary

What it is

A review of existing GIS systems

Conceptual and Hands-on

A comparison to best practices and commonly successful patterns

A proactive approach for early detection of potential issues

Features:

3 days on-site

A written report

Termed evaluation license of ArcGIS Monitor, installed and configured

Thank You!

Questions?

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