Supporting a University
GIS Community

GIS Campus Support
Supporting a University GIS Community
Presentation Topics

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- Information Sharing
- Enterprise License Management
Overview

- Esri Site License Administration originated in Library
- Since fall 2010, SLA has been managed by Facilities Management’s GIS Services

Support Team

- Develop enterprise GIS databases and systems
- Provide campus-wide GIS Services

Goals

- Provide timely response and support to UK faculty/staff/students’ Esri software needs
- Promote a growing geospatial community
Site License Administration

Procedures

- Management
  - GIS Campus Support website: [http://maps.uky.edu/support/](http://maps.uky.edu/support/)
  - GIS Campus Admin Email / Shared Mailbox: [ukgisca@uky.edu](mailto:ukgisca@uky.edu)

- Processes
  - Internal departmental website
  - Project Folder
  - Work Logs
  - Documentation
GIS Campus Support Website developed to consolidate information on GIS resources available to UK community.

License requests submitted via online form which includes CPE survey information.
Shared mailbox created for facilitating license requests.

Web forms and software questions funneled to this address and answered by available GIS personnel.
Internal departmental website organizes all SLA information in one location.

Quick access to frequently needed codes, passwords, links, and documents.
License requests tracked by requester name and logged by a transaction ID.

All transaction information (emails & licenses) archived in transaction ID folder.
All Esri user requests, license file information, and survey information is organized in a Campus Admin Request Log. Data provides metrics for university GIS needs analysis as well as tracks information for CPE license surveys.
License request process has been standardized, documented, and all GIS personnel cross-trained to facilitate requests.

“The right process will produce the right results.” - Principles 2-8 of the Toyota Production System
Esri Customer Care Portal IDs created for support role, not person in role.

Employee turnover and/or schedules do not affect process.
Processes

All process are documented. Any documents that may benefit UK community are published through the GIS Campus Support website.

By making documents publically available, the UK GIS community is able to independently locate desired information and/or technical support documents. This method also benefits GIS Services by reducing the number of help request emails as well as disseminate up-to-date documentation.
Future Plans

- **Information Sharing**
  - Data
  - Training
  - Software

- **Enterprise License Management**
  - Significantly reduce license requests and processing time
  - Maintain a system to track connections for use metrics and reporting
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