Geospatial Portal Operations

Roles and Responsibilities

Version 4.0

DOCUMENT REVISION HISTORY

| Version Number	Date	Description
2.0	December 9, 2011	• Major revision
3.0	June 21, 2016	• Organizational change revision
4.0	December 28, 2016	• Organization & change management additions

Table of Content

1.1   Overview

Having a common point of access for geospatial data, imagery and associated services increases efficiencies across the agencies and support transparency in state government.

We do this by reducing duplicate data and imagery maintenance at multiple agencies, with its associated infrastructure and data storage. It also improves data quality through the use and maintenance of shared corporate level data, imagery and service assets.

This document describes the significant roles and responsibilities for the operations of the Geospatial Portal. The roles and responsibilities described in this document are subject to change and further adjustment as experience is gained in the joint spatial data management on a shared enterprise infrastructure.

Washington State Spatial Data Infrastructure
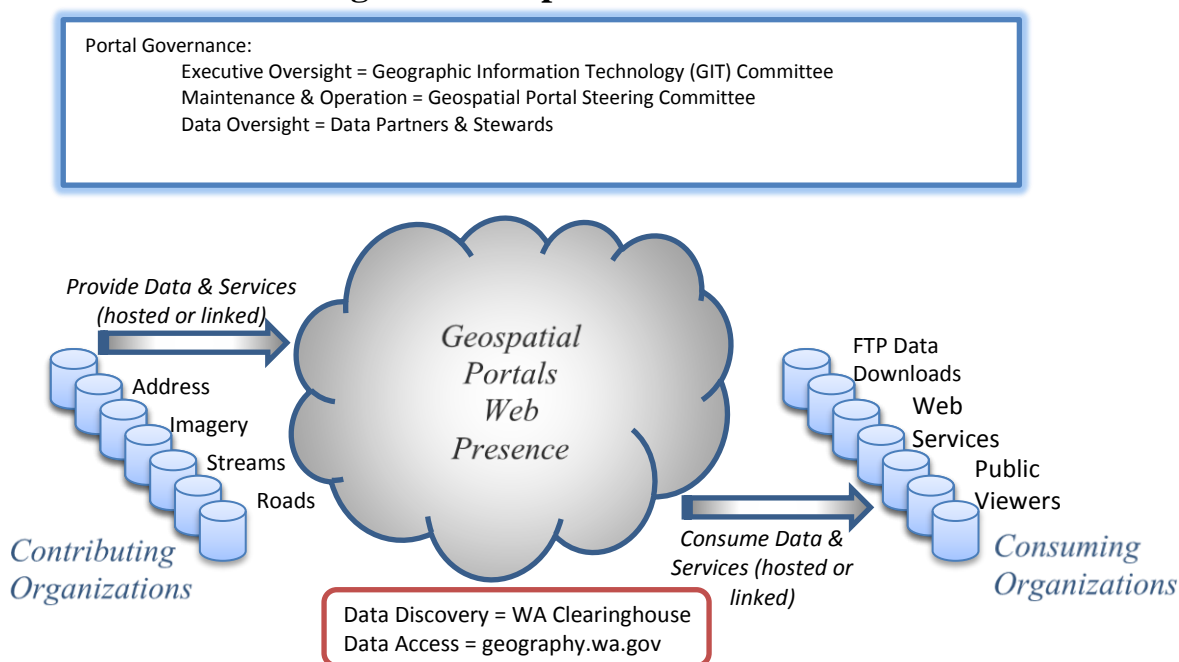
The Office of the Chief Information Officer's (OCIO) Geospatial Program Office and Chair of the Committee on Geographic Information Technology (GIT) are the executive sponsor of this shared initiative.

Presently, the shared Geospatial Portal operational responsibilities are jointly supported by the following agencies:
- The Washington Technologies Services (WATECH) provide networking and infrastructure support;
- Department of Fish and Wildlife (DFW) provide technical consultation related to GIS software and services support to WaTech;
- and

- The Department of Ecology (ECY) provides data management assistance to agencies on how to prepare their data and services for publication on the Geospatial Portal.

1.2   Geospatial Portal Operational Scope

The Geospatial Portal hosts geospatial data and imagery of statewide interest in Washington. Additional content will be added over time and will support additional functional capabilities. Presently, the Portal is accessible to twenty-five state agency funding partners. A public view into the majority of the state's geospatial data holdings was implemented in 2014.

1.3   Geospatial Portal Governance

Careful coordination with state agencies was conducted in order to garner support for this initiative. On-going Geospatial Portal oversight is coordinated through the Geospatial Portal Steering Committee which hosts representative from the funding agencies. This committee is a subcommittee to the GIT Committee.

The Office of the Chief Information Officer's (OCIO) Committee on Geographic Information Technology (GIT) is the Geospatial Portal's executive decision making body and is responsible for staffing the Geospatial Portal Steering Committee

The Geospatial Portal Steering Committee represents the Portal interests and provides governance oversight to the Geographic Information Technology (GIT) Committee and data theme stewards. It also oversees the on-going operations of this shared, enterprise infrastructure and acts as the agency Points of Contact with its constituents insuring coordination and support.

The Committee is comprised of two subgroups: Management and Technical Operations.

- The Portal's Management Group handles the agency interests of the data theme partners and coordinates this work through Geospatial Portal Steering Committee
- The Portal's Technical Operations Group handles the day to day IT related issues and interface with the infrastructure support staff at Washington Technologies Services (WATECH).

The Portal Steering Committee is chaired by a representative from a member agency and the duties of the chair are rotated on a yearly or biennial basis. The term begins in July of each year and will be voted in by the Portal sub-committee attendees. The chair will be responsible for setting the agenda, conducting the meetings and assigning a recorder of the meeting notes. The Chair is also responsible for setting the voting procedures. In the event an issue cannot be resolved then it will be raised to the GIT for consideration and resolution.

1.4   Geospatial Portal Funding Model

In 2012, DES (now WaTech) and OFM determined that the Geospatial Portal Operations would be included as part of the DES rate restructuring. A *GIS Central Services Allocation* (179-GIS)

was set up and OFM included overall rate adjustments into agency budgets for those who had not previously participated in the Geospatial Portal maintenance and usage. That way, ensuring it would be revenue neutral for both existing and new adopters. The rates are based on IT FTE's.

If agencies are interested in using these services then please contact Bill Moneer at WaTech (via the Solutions Center at solutionscenter@WaTech.wa.gov). To become involved in GIS or its governance committees please contact Joy Paulus at the OCIO joy.paulus@ocio.wa.gov.

1.5   Participating Groups and Change Management

Outlined in the table below is a list of the Steering Committee functions that assist in maintenance and operation of the Geospatial Portal. There is a brief description of each of the groups and their associated roles and responsibilities. The support and participation of these groups is critical to the success of this initiative.

Participants	Description	Role
Office of the CIO (OCIO)	Is the executive sponsor for this Enterprise Geospatial Initiatives	Responsibilities: • Executive oversight
Geographic Information Technology Committee (GIT)	Provides executive leadership. This standing committee of the OCIO is charged with representing the strategic interest of a coordinated, enterprise approach to using geographic information technology and, providing leadership for the implementation of cost-effective, collaboratively-developed, spatial data management solutions.	Responsibilities: • Executive decision makers • Provides necessary funding/resources • Provides oversight. • Serves as advocate for Geospatial Portal • Eliminates obstacles to success of the Geospatial Portal • Provides policy direction • Approves charters for framework governance groups

Geospatial Program Office (GPO)	Is currently staffed by the state GIS Coordinator located in the Office of the Chief Information Officer (OCIO).	Responsibilities:
		• Statewide coordination of GIS activities in WA and Chair of the OCIO GIT Committee
		  o Provide strategic direction & support
		  o Enable standardization & consolidation
		  o Bring technology expertise together to improve service delivery

Participants	Description	Role
Geospatial Portal Steering Committee	Represents the Geospatial Portal's interests and provides governance oversight to the GIT Committee and data theme stewards. Work with Department of Enterprise Services (WaTech) on the coordinated enhancements to the Portal and the deployment of data and services.	Responsibilities: • Work with executive sponsors and data theme stewards on the operations and enhancements to the Portal • Identify common approaches to use in access and dissemination of theme data • Oversee portal operations • Coordinate infrastructure acquisition and loading of new data • Coordinate funding • Establish data distribution conditions • Develop and maintain its charter including sponsor acceptance of the charter
Portal Technical Operations Team	**Operations and Staffing** • **Operations Manager**. Technical manager that can coordinate with the infrastructure teams (network, security, server admin, mass storage) and independently make day-to-day operational decisions • **GIS Application System Administrator**. An expert on application related software resident on the portal (Portal Tech. Team) • **Data Administrator** (ECY/OCIO) • **Systems Administrator** (WaTech) • **Applications Programmer** (contracted) Members: *Jenny Konwinski (OCIO), David Wright* (DOR) Applications Software Technical Advisors to WaTech *Rich Kim* (ECY), Caleb Maki (DNR), Jenny Konwinski (OCIO) Data and Application Publishing Advisor and Support Bill Moneer (WaTech)	**Operational Tasks** • Administer the base platform hardware and operating system - WaTech • Administer the application software and associated database – WaTech with Agency support • Backup/Recovery procedure - WaTech • System performance monitoring, system tuning – WATECH with agency support • Security Administration logins, passwords, whitelist (WaTech) • Portal Help Desk & communication with users – WaTech (tactical) & Steering Communications (strategic) • Implementing new image sets & transfer of disks – DNR & ECY • Implement new vector data sets & transfer of disks – ECY, DFW, OCIO, DNR, DOH • Create staffing plan – OCIO & Steering Committee

Participants	Description	Role
		• Applications development and maintenance – Esri, ECY, DOR, DOH • Software installs and upgrades – WaTech with agency support • Decision to Upgrade software – Steering Committee • Publish services: Test Env. - Agencies; Production Env. – WaTech w/ agency support) • Software License Administration – WaTech with OCIO support • Develop & implement change mgmt. procedures – WaTech w/OCIO support • Architecture planning & expansion – Steering Committee sub committee

Change Management Procedures

Currently, the WaTech Change Advisory Board (CAB) meetings are Tuesday and Thursday afternoons at 3:30 pm. This is where production changes are reviewed and production changes scheduled. All requested changes need to be logged beforehand prior to these meetings. Non-production changes are also logged (for example Melissa Data Updates) but do not go through the same review before the work is done.

If Emergency Changes need to be approved there is a subset of the CAB meeting attendees which would get an email and would approve the change through email.

WaTech Notifications are supposed to be sent three days prior to any planned work so that external customers can be notified. All notification are drafted by the technician, read and approved by a lead or a supervisor, and then sent to the Service Center for distribution and notification.

These procedures allow us to log and track work being completed and provide a way to resolve issues and incidents if they occur because of a production system/application change. Please keep in mind that the responding technician or on-call tech may not be the same tech that made the changes.
- CAB meetings – Tuesday and Thursday
- User Notification – 3 days prior to the work

1.5 Stewards and Portal Coordination

The stewards coordinate the development of the framework data with external organizations including state, Federal, Tribal, county and local agencies, and universities. The Geospatial Steering Committee is the primary contact with the Portal Technical Operations Team and the data stewards.

Additional coordination will occur through a Geospatial Partner groups and with individual organizations as needed when exploring opportunities for continuous improvement of critically needed data layers.
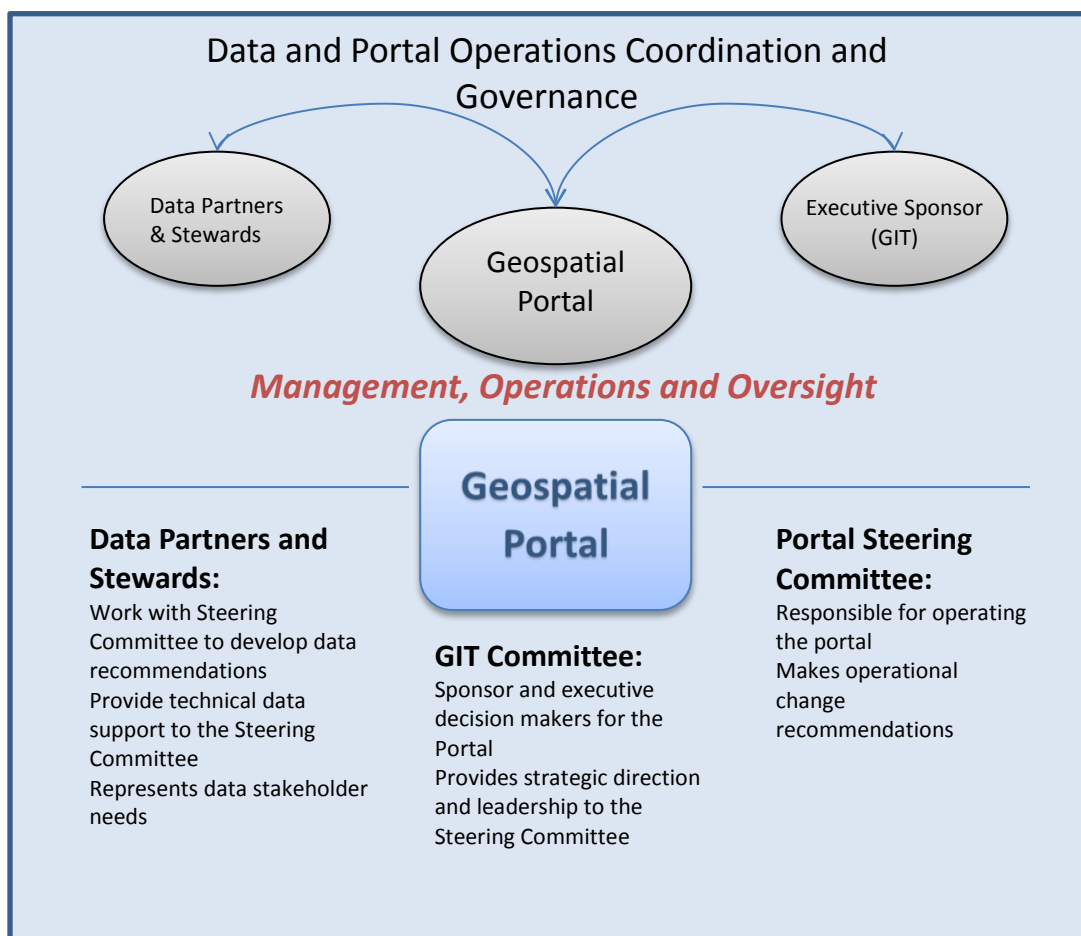
For additional details on specific tasks and their association to the various committees and groups please refer the *Geographic Information Technology (GIT) Enterprise Architecture Conceptual Business Architecture Roles and Responsibilities*