

Lucity Specific IT/GIS Services

Presenter: Luke Savage, GISP
lsavage@lucity.com

YES SIR,
SUPPORT IS AVAILABLE
24/7.
THAT'S 24 MINUTES
PAST 7 EVERY
MORNING.

CLOUD
HELP DESK



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System Design Challenges

System Design Challenges



- Staying Current with Technology
- Culture Changes
 - Aging Workforce Challenges and Expectations (pave the way for the younger generations)

- Knowledge Loss
- Productivity
- Relationships with Customers

– Solutions

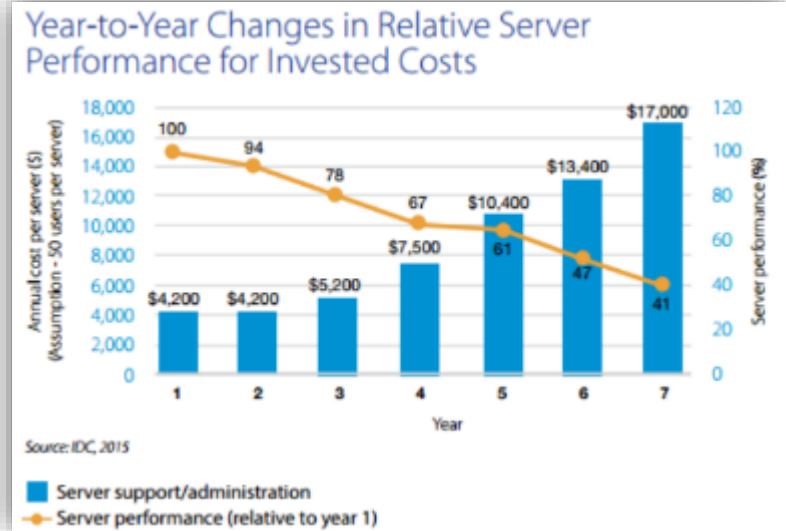
- Gamification
 - Technology tracking skills of engineers and skilled workers achieving training milestones and experience
- Mobility

By enhancing the mobility of technicians, whether through autonomous vehicles or route optimisation technology, supervisors and older works can still provide supervisory and coaching support, while still remaining engaged in the field.

<http://www.information-age.com/impact-will-technology-ageing-workforce-123464623/>

System Design Challenges

- Aging Infrastructure
 - Performance Degradation
 - Maintenance Costs
 - Energy Inefficiency
- 5 year breakpoint



System Design Challenges

- Operational Relevance
 - Different ways of doing business and communicating with Mobile Applications
- Internet of Things (IoT)
- Changes Operational Workflow

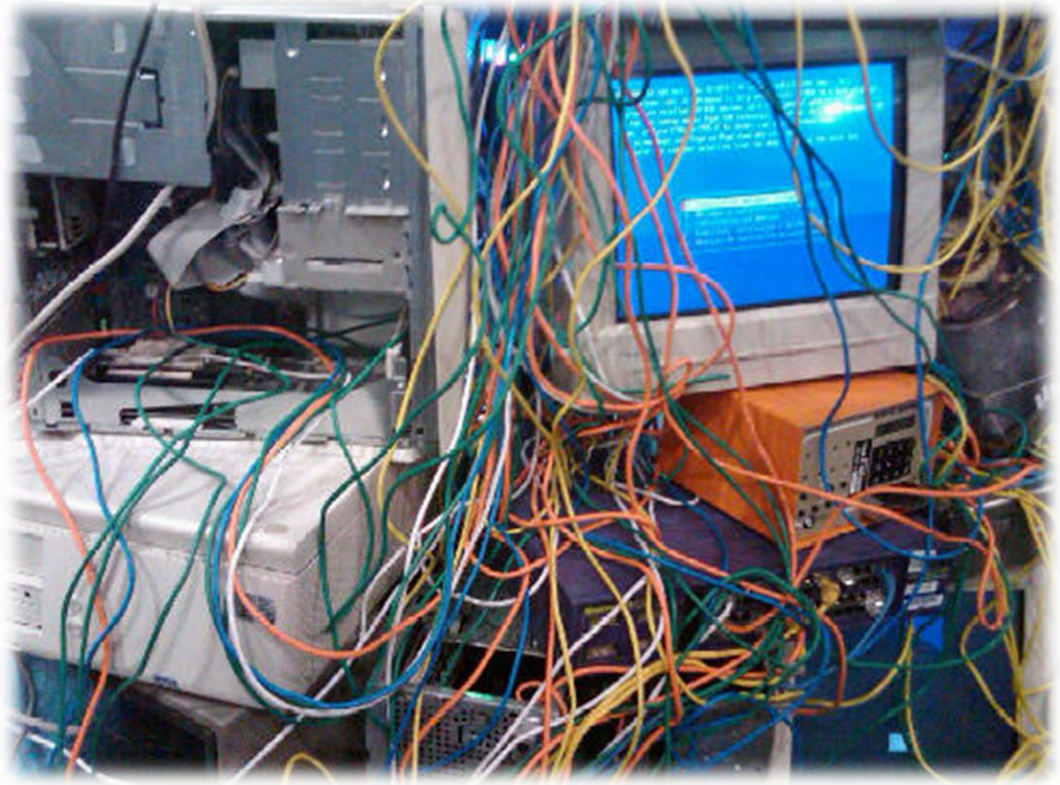


- 80's Communication



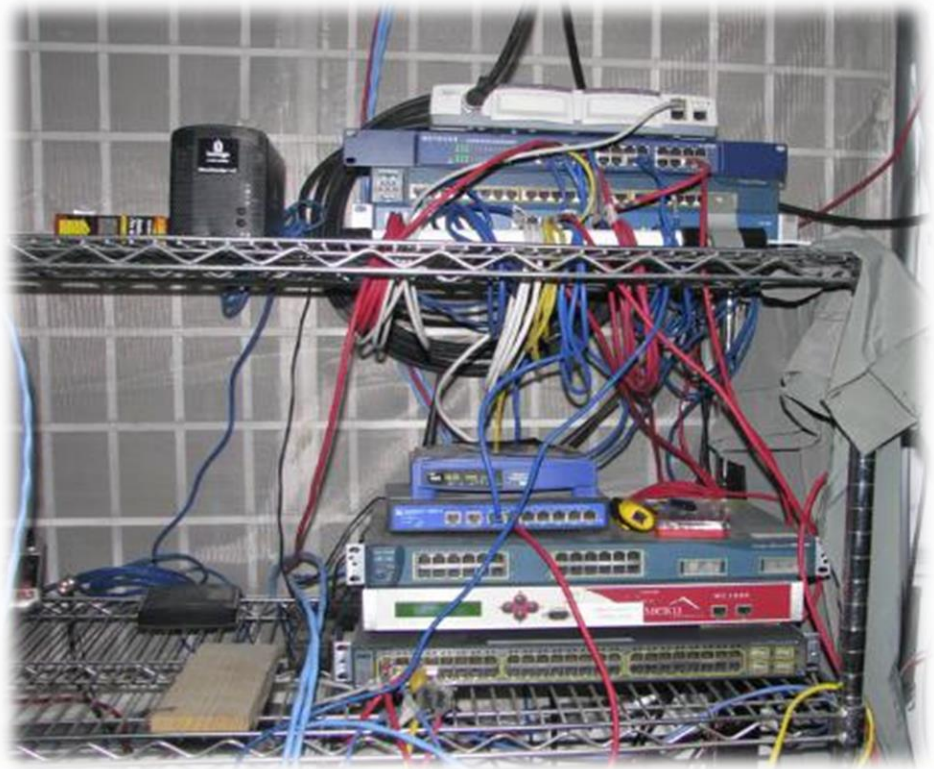
System Design Challenges

- Chaos!
 - 1990s



System Design Challenges

- 1960s and 2000s Technology Fusion



System Design Challenges

- 2010s Communication



System Design Challenges

- From 2000s to 2010s



Success with Lucity

Success with Lucy

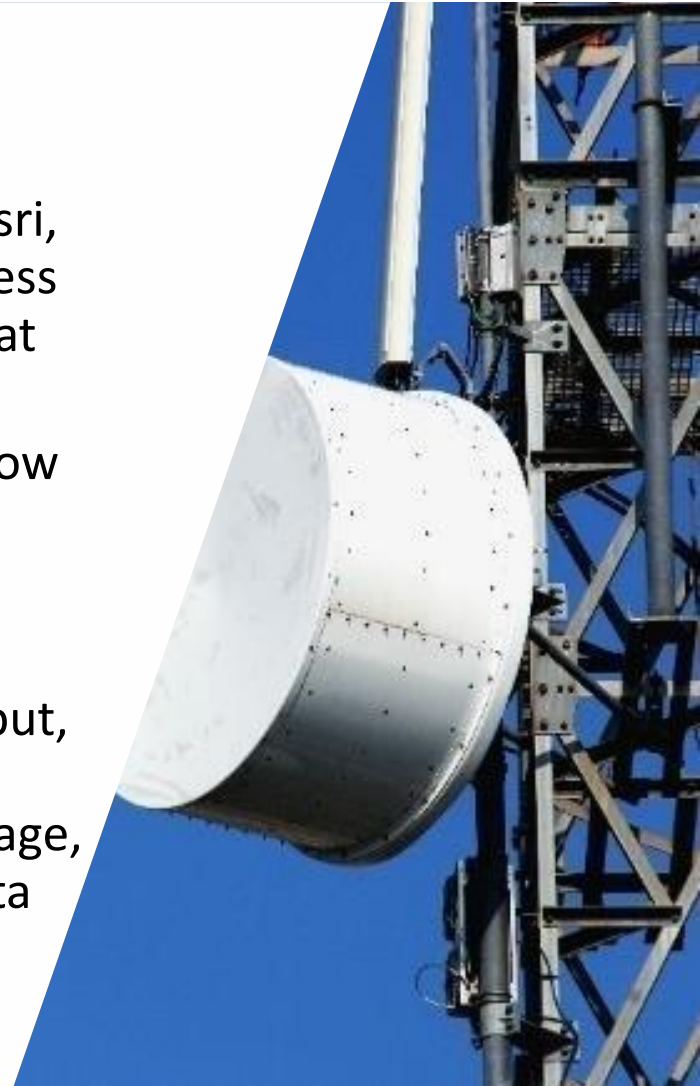
- We want you to be successful using Lucy in every way.
- IT Planning is the first start whether it's a hosted cloud instance or on-premise infrastructure.



Success with Lucy

Where to begin?

1. As part of the Lucy Family, you have Lucy, Esri, Nitor Solutions and other various Lucy business partner and Lucy service provider resources at your fingertips.
2. Walk in the footsteps of your users. Get to know their workflow.
3. Ask various questions about your area of operations.
 - ☐ Cell coverage, data transmission, throughput, bandwidth, device performance and usefulness, security and vulnerability, storage, training needs, scalability, redundancy, data stewardship, management, QA/QC and operational procedures

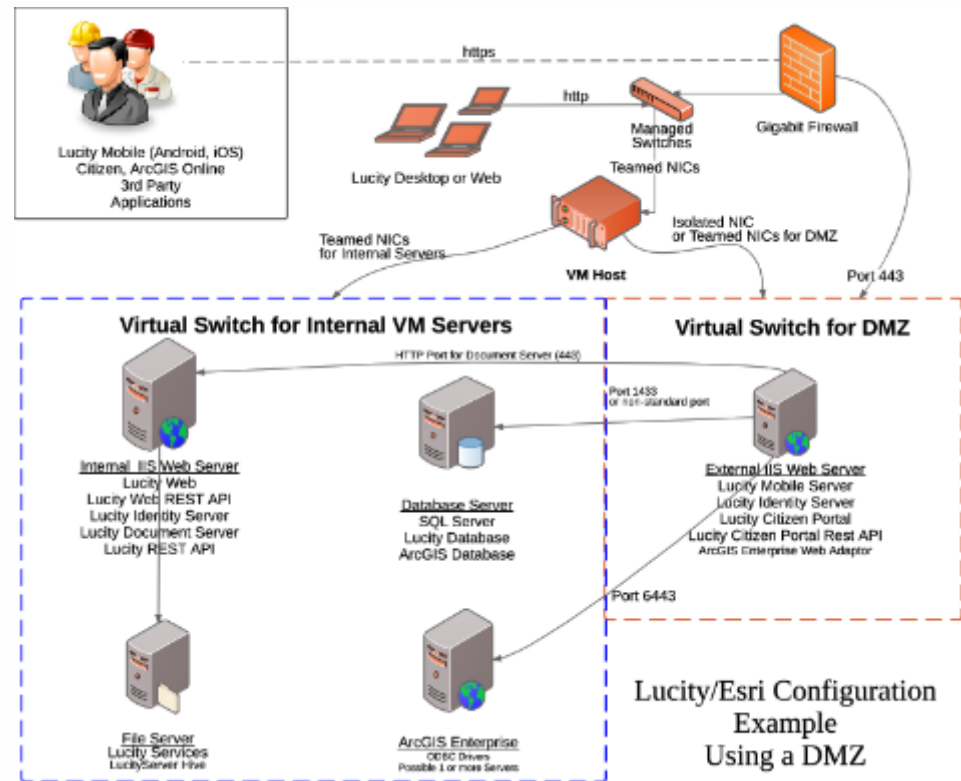


Lucity IT Services

IT Services

New Clients

- Added lightweight IT and GIS Audits to every new Lucy Implementation Contract
 - Review Lucy System Design
 - Answer IT Questions about Lucy
 - Prepare for Implementation
 - Create a custom Lucy System Design tailored to your organization





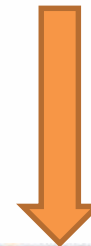
IT Services

Lucity IT Modernization

- Added IT Assessment for Modernizing Infrastructure
 - AS-IS Network Diagram
 - To-Be Network Diagram
 - Prepare Specs for Quotes
 - Help Coordinate Team and Vendors

IT Services

Hardware Solutions



To Your Datacenter



esri
Partner
Network
Gold



IT Services

- Serves as the framework for modernized computing
- Apps connected to web services
- Easy to manage
- Scalable, Cost Efficient

IT Services

Nitor Solutions

- Dell Premier Partner and Lucity Service Provider
 - Offer solutions and IT services beyond Lucity (Hosted, SSL, ADFS, Hardware and supported software, Installation and Management Services)
- Modernize your network, provide infrastructure to support Lucity Mobile, and adapt for future demands as technology changes for your entire organization



Lucity GIS Services

Lucity GIS review

Lucity Tech Team will help you **optimize** your Lucity GIS integration.

Typical activities involved include:

- *Review current GIS Configuration*
- *Provide recommendations and help tweak configuration*
- *Discuss new Lucity Interfaces working with Esri*
- *Perform GIS Data Integrity Workshop*
 - *Overview of the Lucity GIS Data Integrity Suite*
 - *Help create GIS QA and Work dashboard tabs*

Normally a 1 day remote service.



Other GIS Services



- Lucy is a Gold Esri Partner
- We have been certified by Esri to be an ArcGIS Online solutions provider
- Supporting several agencies implementing and maintaining their ArcGIS Enterprise capabilities
 - Esri, Lucy Service Providers and Partners working with you to rearchitect and enhance your systems for new Lucy and Esri capabilities



ArcGIS Online
Specialty

#lucityACT '18

CREATING THE FUTURE TOGETHER

Case Study: SPMUD

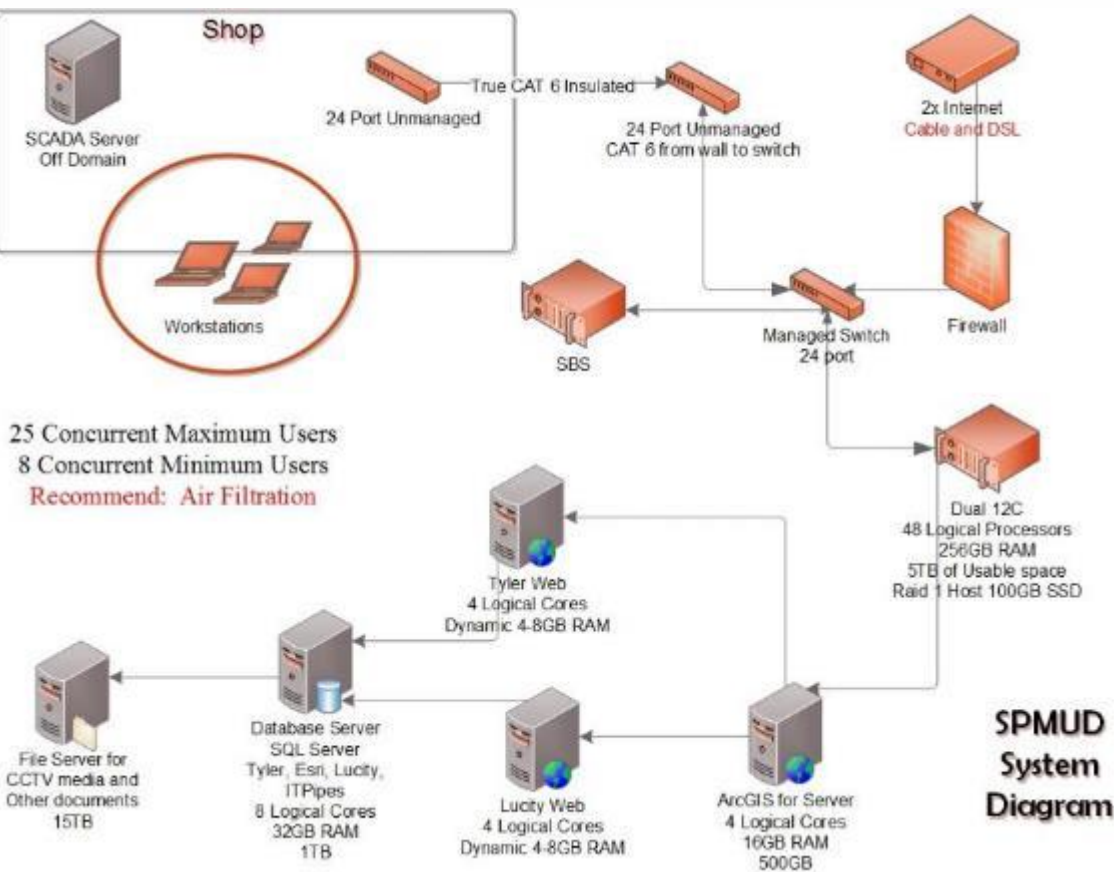
Rocklin, CA

SPMUD

Lucity IT Modernization Project

- Lucity, Dell, IT consultant, Tyler and internal IT Staff worked together as a team
- Needed help with their IT infrastructure and configuration
- Esri and Lucity Installation and Configuration
- Supported other approved software vendors
 - Centralized software solutions framework

SPMUD



VPN with Dual ISP
Now DMZ Capable



Case Study: VVWRA

Victorville, CA

VVWRA



- Need Specifications for new hardware
 - Opted for SSD cards for fast data transactions
- Installed and Configured ArcGIS Enterprise
- Help with Data Modeling and GIS Conversion
 - EMS converted the GIS data into a Geodatabase format, linked it to Lucity, and trained staff on how to maintain the assets in ArcGIS for Desktop with the Lucity Editing Tools

Case Study:

Lakewood Water Utility

District

Lakewood, WA

Lakewood WUD

- IT Modernization
- ArcGIS Enterprise Deployment
- DMZ and VPN ready



Case Study:

City of Pocatello

Pocatello, ID

City of Pocatello, ID

Lucity and EMS working as a team

- EMS Custom WebMap integrated into Lucity
- Tasks include:
 - DBA, GIS Administration, Help Desk support, IT support, Data conversion, new Lucity module implementation, Pavement integration (IMS)
- ArcGIS Server to ArcGIS Online Collaboration
- Upgraded Systems several times
- New 2018 Modernization Project



Case Study:

City of Durango

Durango, CO

City of Durango, CO

- Need Specifications for new hardware
- Upgraded and Configured ArcGIS Enterprise
 - Including Enterprise Geodatabase
- Help with Database Modeling, Security, Versions and Replications
 - Automated Synchronization and GIS Maintenance
- Performed a GIS Wellness check
 - IT Department resulted in creating service level agreements for each City department through SOP (Standard Operating Procedure) documents
 - Implemented a Data Stewardship Program

Conclusion

Our Motto: Work Hard, Play Hard

