ENTERPRISE GEOGRAPHIC INFORMATION SYSTEMS

eGIS

los angeles county
Internal Services Department

Enterprise GIS

Service Level Agreement

FY22/23

Document History

Version	Date	Description	Author
1	06/23/15	Final Version 1	Tia
2	04/24/17	Updated to v2 for FY16-17. Revised to include prices for print services	Tia
3	09/18/17	Revised for FY17-18; included new staff	Tia
4	10/18/18	Includes new staff, ISD rate change (p.20), and statement on shared hosting (p.8)	Tia
FY19/20	11/01/19	Reflect new ISD rate, staff changes, departmental GDB per member dept., Portal policy	Tia
FY20/21	09/02/20	Reflect new ISD rate, staff changes, added mention of Esri Hub, added Esri Premium Support, reference updated Portal policy, added Scripting & Automation to premium services	Tia
5	01/25/21	Update eGIS contacts	Sumaiyah
FY21/22	12/20/21	Update eGIS contacts, Client contacts	Shannon
FY22/23	08/29/22	Update eGIS contacts, Client contacts, Graphics	Shannon
FY22/23 v1	09/14/22	Update hourly rates for premium services	Shannon
FY22/23 v2	10/04/22	Update eGIS contacts, Client contacts, GIS Solutions	Juan-Raul

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1. OVERVIEW

The Internal Services Department (ISD) Enterprise Geographic Information Systems (eGIS) Group aims to serve as a GIS Center of Excellence for all county departments and end users. Our goal is to support the eGIS member community through the development, design and delivery of innovative GIS technology solutions that enable County departments to excel in their work and the provision of vital programs and services to citizens throughout the County of Los Angeles.

To that end, the eGIS Group aims to:

- To back Countywide policy making and best practices in support of eGIS users and the advancement of GIS technology
- To support and help to grow the eGIS Member community
- To provide core GIS products, tools, and technology solutions for County departments
- To build, enhance and support the growth of the County's GIS infrastructure

2. PURPOSE AND SCOPE

The overarching goal of this Service Level Agreement (SLA) is to outline the service levels, as well as the terms and conditions governing the use of Geographic Information Systems (GIS) data, products and services provided by the ISD eGIS Group, such as:

1) The overall scope of services provided
2) Hours of operation, response times and maintenance associated with these services
3) Support processes
4) Disaster recovery and planned outages
5) Change order requests
6) Responsibilities of the eGIS Group as a provider of these services
7) Responsibilities of the client receiving these services

The scope of this SLA covers the following main service areas for which the eGIS Group is responsible:

1) eGIS Data Services
2) eGIS Online Mapping Services
3) eGIS Applications
4) eGIS License Management Services
5) eGIS Training & Support Services
6) eGIS Address Coordination
7) GIS Solutions (custom eGIS solutions)

These service areas are described in greater detail in the eGIS *Services Catalog*. Any service above and beyond the scope of the above mentioned main service areas as described in the Services Catalog will be considered a premium service. These premium services will be handled under the GIS Solutions service area and require an ISD service request. Review *eGIS Premium Services* in the Appendix for examples and more detail.

3. ROLES & RESPONSIBILITIES

This section of the SLA defines the specific roles and responsibilities of the various parties to this agreement.

Primary Stakeholders
1) Service Provider: ISD eGIS Group (eGIS@isd.lacounty.gov)
    - eGIS Client Representative: (See *eGIS Client Representative Directory*)
2) Client GIS Contact or GIS Manager: (based at client site)

Service Provider (eGIS) Responsibilities
1) The eGIS Group will provide a secure and stable environment for all data, services, and applications covered under the scope of this agreement*
2) Provides timely resolution, response, and support of all requests for services
3) Sends appropriate notifications for all scheduled maintenance and unplanned events
4) Provides support for technical issues with desktop GIS software usage and licensing
5) Prioritizes requests appropriately based on current workload and project criticality
6) Assigns an eGIS Client Representative to the client – this eGIS Client Representative acts as a liaison between the Client and the eGIS Group, and will make themselves available to meet twice per service agreement term, typically initiating meetings at the beginning and midterm of the period to evaluate issues, as well as current and future GIS needs (additional meetings may be arranged by mutual agreement)

eGIS Group is not responsible for software/hardware or network issues hosted outside ISD (e.g. Network issues normally handled by Midrange Computing Division or MCD)

Client Responsibilities
1) Designates at least one primary contact to liaison between eGIS and the Client
2) Is responsible for any GIS software installation
3) Documents or provides communication on policy implications or responsibilities as it pertains to GIS implementation within their department
4) Is responsible for own data, services, code and applications not provided by ISD eGIS Group
5) Makes own GIS data, code and knowledge base available to all other eGIS members as appropriate
6) Utilizes the *Support Request Model* for submitting service requests
7) Agrees to Service Provider upgrades or server reboots, and, although rare, any subsequent downtime necessary to ensure the overall maintenance and performance of the eGIS infrastructure

4. GENERAL PROVISIONS

The following provisions apply to all services, database and server infrastructure provided by the eGIS Group.

Hours of Operation

Normal operation hours are 7:30am to 5pm Monday through Friday, and closed on County holidays. The eGIS Group will provide support via phone, email and/or online to eGIS Members during normal weekday support hours.

Any requests after 5pm weekdays or before 7:30am, and on holidays and weekends, are primarily handled by the ISD Customer Assistance Center (CAC) Help Desk (562-940-3305). All eGIS Members (clients) should alert the eGIS Group of any mission critical applications to ensure that the parties needed to support such applications are notified.

Support during off-hours will be provided as mutually agreed upon by both parties. Emergency support for production related issues are handled on a case-by-case basis using available eGIS resources and/or Esri Premium Support.

Prioritization & Response Times

The following table defines prioritization or severity levels based on potential impacts, categories and whether or not specific issues affect public facing applications, etc. Primarily, prioritization will be defined following the guidelines below, but response outside normal hours of operation will be at the discretion of the eGIS Group.

Priority	Description	Impact	Examples	Acknowledge Request Within...
High	A severe or complete loss of service of a stopped or severely impacted production system. Important system functionality is unavailable or intermittently available. The operation is mission critical to the business.	Countywide, Public Facing	Data corruption, hardware failure, stopped production services, system crash or failure; e.g. PAIS, GIS Viewer	30 minutes
Medium	A minor loss of service. The impact is not mission critical, but an inconvenience. A workaround is available.	Department wide (internal users)	Application malfunction, data issue.	2 hours
Low	This is for planned, informational and enhancement requests, as well as new requests outside the scope of this SLA. The result does not impede or affect the current GIS systems operations.	Single user	General inquiry, technical software issue or question, non-mission critical data inquiry.	2 working days

Support Request Models

There are three scenarios for support that eGIS Members should follow: 1) General GIS inquiries and mapping questions; 2) Production-related or application issues; and 3) Requests for Esri Premium Support.

In all circumstances, it is encouraged that all eGIS Members include their GIS Manager (or a primary GIS contact within the client's department) on any communications requesting support.

1) General GIS Inquiries and Mapping Questions:
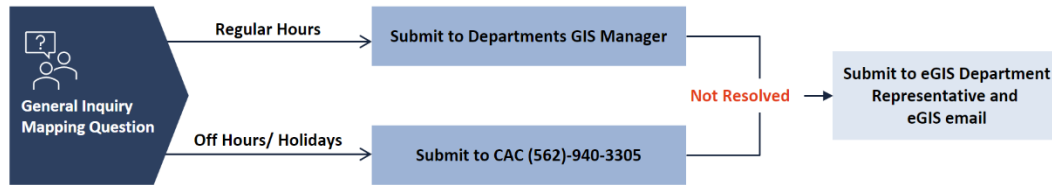
- For general GIS inquiries and mapping support, these requests should first be directed to the Client's GIS Manager or a department's primary GIS contact
- Any questions or issues that a Client GIS Manager cannot resolve will be escalated to the department's eGIS Client Representative and also submitted to the eGIS email
- During non-operational, holiday or off hours, requests should be submitted to the Customer Assistance Center (CAC) (562-940-3305); the CAC maintains a list of all eGIS applications where during off hours, they will contact the appropriate eGIS Staff to respond to the request

2) Production-Related or Application Issues
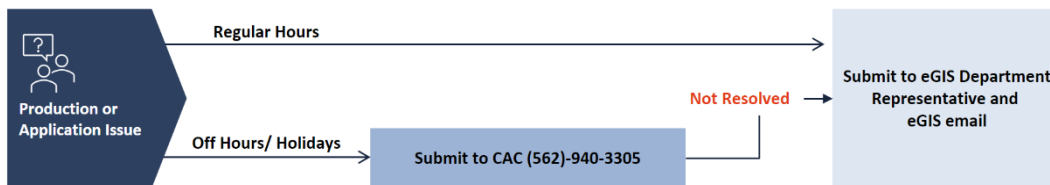
- For production-related or applications issues, users or application data owners can email the eGIS Group directly (eGIS@isd.lacounty.gov)
- During non-operational, holiday or off hours requests should be submitted to the Customer Assistance Center (CAC) (562-940-3305); the CAC maintains a list of all eGIS applications where during off hours, they will contact the appropriate eGIS Staff to respond to the request

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3) Esri Premium Support:
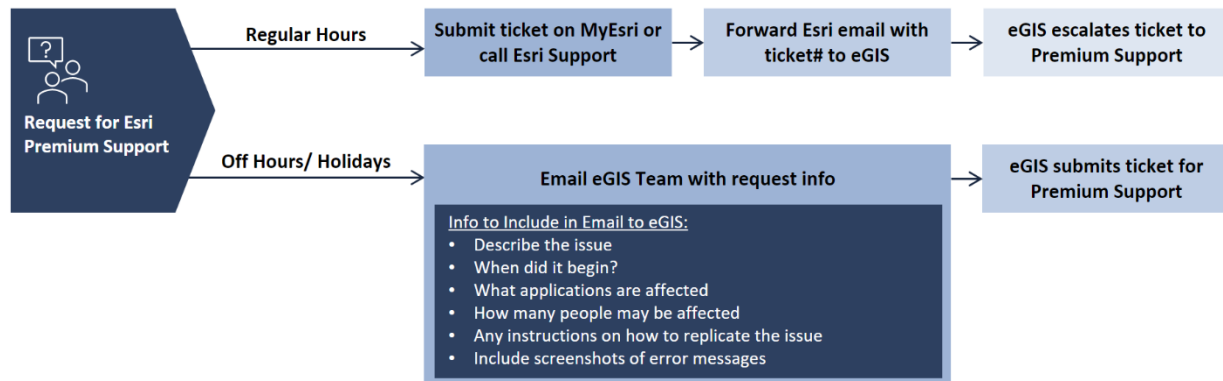
- To be used for production-related or mission critical application issues during emergencies (e.g. natural disasters) or planned events (e.g. elections), and/or when eGIS Group resources are unable to respond within the given response times (above)
- Users request such assistance by calling Esri Support (888-377-4575) or by submitting a ticket on MyEsri, and forwarding the Esri ticket number to eGIS so the team can escalate it to Premium Support
- During non-operational, holiday or off hours requests should be submitted direct to the eGIS Group including specific information in their request (see diagram above) so the team can appropriate submit an Esri Premium Support ticket on their behalf

Disaster Recovery

Disaster recovery is handled and defined by the processes of ISD's Midrange Computing Division (MCD). The eGIS Group is also not responsible for disaster recovery or uptime of applications/software hosted outside ISD (e.g. ESRI ArcGIS Online).

Planned Outages

MCD has a scheduled outage window every Tuesday from 6pm to 6am, and the third Saturday of every month to apply critical patches as needed to servers. Use of this time slot will be used at the discretion of MCD staff based on need. Users may experience downtime of applications, web services and licenses during these planned outage times.

Shared Hosting

The eGIS Group performs occasional upgrades and patches to servers to ensure availability and performance of all data and mapping applications. While most maintenance activities occur after-hours, eGIS reserves the right to schedule some downtime during normal business hours in order to apply critical infrastructure changes. Ample notice of upcoming upgrades, with the exception of emergencies, will be given to all eGIS clients and departments.

Requests for Change (RFCs)

All eGIS Members and departments will receive an RFC notification from the ISD Change Manage Team/CACNOTIFY (cacnotify@isd.lacounty.gov; 562-940-0614) prior to any planned infrastructure maintenance activities, such as:

- License server upgrades and reboots
- Geocortex Essentials upgrades
- ArcGIS Server reboots
- Database or server upgrades

Requests Outside the Scope of the eGIS SLA

Additional requests that are outside the scope of this SLA require a new ISD Service Request. For example:

- Port opening
- Build/configure a new server
- Host new database for a specific client or project
- Write scripts for data automation and updates, check web services, and/or run analysis & geoprocessing
- Develop and/or customize GIS applications for specific client projects
- Demographic forecast data and analysis
- Training outside the normal ArcMap, GIS Viewer trainings provided by the eGIS Group
- GIS solutions - Custom data and maps over allotted member support hours

Paperwork for change orders should be submitted to eGIS, after which they will be routed to appropriate parties as needed.

5. SERVICE LEVELS & METRICS

The specific services outlined in this section are grouped into the following categories:

- Data Services
- Online Mapping Applications
- Applications, License Management
- Training and Support
- Address Coordination
- GIS Solutions

Each service level is followed by a responsibility matrix which helps to link service level issues with eGIS Group staff members. Information on how to contact these eGIS staff members can be found in the Appendix under *ISD eGIS Group* Contacts.

eGIS Data Services

Description:	The eGIS Group works to ensure the ongoing availability and maintenance of a GIS data repository that serves as a central hub of authoritative countywide GIS data for all eGIS Members. The eGIS Group also provides access to and performance maintenance of one (1) departmental geodatabase for each eGIS member department.
Metric:	**Availability** - The eGIS Group shall maintain the data repository and departmental database at 99.9% availability during standard business hours. **Currency & Completion** – The eGIS Group shall manage automated data updates and procedures to run as scheduled within a 98% success rate of completion. **Data Removal and Changes** – All eGIS members will be notified 2 weeks prior to the deletion or change of any data within the eGIS repository. **Security** –The eGIS Group will appropriately apply the correct user roles to data owners and eGIS members with regards to access to data within the eGIS repository and departmental databases. **Response Times** – Responding within the correct timeframe as defined under Prioritization & Response Times.
Tracking:	The eGIS catalog spreadsheet and data layer tracking website.

The matrix below will help direct your questions to the correct staff member, based upon the following categories:

- Systems – Repository and departmental database infrastructure management, including database, network, storage, and technology
- Access – establishing passwords and connection information to the eGIS repository and departmental databases
- Automation – developing update scripts, spatial analytics, and other automation tools
- Data Management - managing the upload, update, and catalog of GIS Data in the Repository

Data services support matrix:

	An Dang	Durga Niraula	Jason Chen	Junior Togelang	Norman Wong	Rob Graham	Sumaiyah Umarji	Tom Weisenberger	Victor Chen
Systems	X		X	X	X	X		X	
Access	X		X	X	X			X	
Automation	X			X	X			X	
Data Management	X	X		X	X	X	X	X	X

eGIS Online Mapping Services

Description:	GIS web services are used to embed geographic tools within applications. The eGIS Program uses Esri's ArcGIS Enterprise and Server technology, Microsoft SQL Server and other open source technologies to maintain web services that enable code and data re-use to increase development speed and reduce development costs. These include: map services, geocoding services, querying services, and identification services. NOTE: this does not include hosted feature services on ESRI's cloud-based platforms (ArcGIS Online) for which ISD/eGIS has no control over.
Metric:	**Availability** – 24 hours a day, 365 days a year, except for planned outage times specified above, with a 99.9% uptime. **Response Times** – Responding within the correct timeframe as defined under Prioritization & Response Times.
Tracking:	The eGIS Group uses Geocortex Analytics and ISD-MCD's NetIQ for regular monitoring and system check reporting on applications, map services and servers. Access to Geocortex Analytics can be made available to eGIS Members upon request.

Online mapping services matrix:

	An Dang	Jason Chen	Junior Togelang	Norman Wong	Rachel Marquez	Rob Graham	Sumaiyah Umarji	Tom Weisenberger	Victor Chen
Map Services	X	X		X		X	X	X	
Geocoding	X				X	X	X		X
Query	X	X	X			X	X		
Routing	X		X			X	X		
Identification	X	X				X	X		

eGIS Applications

Description:	Web-based GIS applications provide GIS capabilities to a broad audience, including management, staff, and the public without the need for dedicated software, and accessible from desktop, and mobile platforms. Countywide applications include: Services Locator, District Locator, GIS Viewer, Geocortex Application Development Framework, EagleView (Pictometry) products, and Esri cloud-based/on-premise solutions (ArcGIS Hub, ArcGIS Online and Portal).
Metric:	**Availability** – 24 hours a day, 365 days a year, except for planned outage times specified above, with a 99.9% uptime. NOTE: This excludes applications hosted by third party vendors (e.g. EagleView, Esri, AWS, Microsoft Azure). **Response Times** – Responding within the correct timeframe as defined under Prioritization & Response Times .
Tracking:	The eGIS Group uses Geocortex Analytics and ISD-MCD's NetIQ for regular monitoring and system check reporting on applications, map services and servers. Access to Geocortex Analytics can be made available to eGIS Members upon request. 123LogAnalyzer is also used to track usage and performance.

Applications support staff matrix:

	An Dang	Jason Chen	Juan-Raul Cardenas	Junior Togelang	Norman Wong	Rachel Marquez	Robert Graham	Roger Flores	Shannon Julius	Sumaiyah Umarji	Tom Weisenberger
Services Locator		X		X			X				
District Locator		X		X			X				X
GIS Viewer			X		X	X					
Geocortex Framework	X			X				X			X
Application Hosting			X				X				X
ArcGIS Online	X		X		X				X	X	X
ArcGIS Hub	X		X						X	X	
Esri Portal				X			X				X
EagleView (Pictometry)	X		X					X			

eGIS License Management Services

Description:	The eGIS Program manages Countywide GIS software maintenance and services agreements to ensure access to new software versions, technical support, and reduced administration costs for departments. Departments purchase and maintain GIS software and services through these *agreements.
Metric:	**Availability** – 24 hours a day, 365 days a year, except for planned outage times specified above, with a 99.9% uptime. **Response Times** – Responding within the correct timeframe as defined under Prioritization & Response Times.
Tracking:	OpenLM and MyESRI tracks usage based on licenses.

License management support staff matrix:

	Jason Chen	Junior Togelang	Norman Wong	Rachel Marquez	Shannon Julius
ESRI License		X	X	X	X
Open LM Monitoring	X	X	X		
Google		X			X
MS Bing	X	X			

eGIS Training & Support Services

Description:	The eGIS Group creates and holds various GIS trainings throughout the year. Membership to eGIS also includes a limited number of support hours that can be used to request maps, technical support, application development, automation, etc. that leverage the substantial expertise of eGIS Group Staff. Support hours are calculated as 4% of eGIS Membership cost. The eGIS Group also provides access to Esri Premium Support to troubleshoot production issues and provide on-call assistance outside of normal eGIS Group business hours and/or during high priority events (e.g. during Elections or disaster activations).
Metric:	**Availability** - Regular support is offered during normal business hours (Monday through Friday, 7:30 AM – 5:00 PM), while support outside of business hours is handled via the CAC support desk or Esri Premium Support; training is available as scheduled online or in-person.
	Response Times – Provides timely resolution of support tickets within the acceptable time limits outlined under Prioritization and Response Times.
Tracking:	Support hours are tracked by each Departmental Liaison in an excel worksheet on a shared network drive available only to the eGIS Group.

Training and support services staff matrix:

	An Dang	Jason Chen	Juan-Raul Cardenas	Norman Wong	Roger Flores	Shannon Julius	Sumaiyah Umarji
Desktop Training			X	X	X		
GIS Viewer Training			X	X			
Support & Specialized Training	X			X		X	X
Esri Premium Support		X		X			

eGIS Address Coordination

Description:	The Address Coordinator oversees the address update, QA/QC processes, systems and services that enable departments to maintain and access countywide address data and services. This includes the Countywide Address Management System (CAMS) desktop application and the CAMS Online Work Order System, which support distributed updating and maintenance of addresses with participating local agencies and jurisdictions, and ensuring that all address updates are reflected in the GIS data repository, web service locators, and applications.
Metric:	**Availability** – Address coordination support is provided during normal business hours: Monday through Friday, 7:30 AM – 5:00 PM. CAMS applications are to be available 24 hours a day, 365 days a year, except for planned outage times specified above, with a 99.9% uptime. **Response Times** – Responding within the correct timeframe as defined under Prioritization & Response Times.
Tracking:	The Address Coordinator uses the CAMS Work Order System to track and monitor reported address errors and the completion of work orders.

Address Coordination services matrix:

	Rachel Marquez	Victor Chen
Address Coordination	X	
CAMS Desktop Application	X	X
CAMS Work Order System	X	X

GIS Solutions (custom eGIS solutions)

Description:	The eGIS Group provides the following consulting services: custom data and maps, custom built tools, analysis and research, application development, and demographic research. Documentation for expertise in GIS related areas, including demographics, statistics, cartography, graphic design, programming, and GIS analysis, is available upon request. The eGIS group provides County authoritative demographic data and analysis including decennial census data, American Community Survey (ACS) data, and split tract and block group data, and to customize demographic data and solutions to meet business needs of eGIS member departments.
Metric:	**Availability** – Normal business hours: Monday through Friday, 7:30 AM – 5:00 PM **Delivery –** Completes project deliverables within the timeframe defined by an ISD Service Request.
Tracking:	By ISD service request.

Custom solutions support staff matrix:

	An Dang	Durga Niraula	Howin Song	Jason Chen	Juan-Raul Cardenas	Junior Togelang	Norman Wong	Rachel Marquez	Rob Graham	Rogelio Flores	Shannon Julius	Sumaiyah Umarji	Tom Weisenberger	Victor Chen
Custom Data	X	X	X	X	X		X	X	X	X	X	X	X	X
Custom Maps	X	X			X		X	X	X	X	X	X	X	
Custom Tools	X				X	X	X	X	X	X	X		X	
Analysis & Research	X	X	X		X		X	X	X	X	X	X	X	X
Application Development	X					X	X		X	X			X	
Demographic Research		X	X											X

6. SERVICE LEVEL REVIEW & AMENDMENTS

This agreement will be reviewed annually during renewal of the service term. However, in lieu of a review during any period specified, the current agreement will remain in effect.

Contents of this document may be amended, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties.

Should this SLA be amended, a notification to the Client will be made one month in advance via email.

This SLA may be terminated by either party given 60 days advance notice.

7. APPROVALS

_____   _____
(<Name>, Primary GIS Contact, <Department>)   (Date)

_____   _____
(<Name>, eGIS Client Representative, ISD/eGIS)   (Date)

_____   _____
(<Name>, <Role>, <Department>)   (Date)

_____   _____
(<Name>, <Role>, <Department>)   (Date)

8. APPENDIX

eGIS Client Representative Directory

eGIS Customer	Primary GIS Contact	eGIS Representative
Agric. Comm./ Weights & Measures	Khoa Lam <klam@acwm.lacounty.gov> Max Regis <mregis@acwm.lacounty.gov> Mauricio Lucero <mlucero@acwm.lacounty.gov>	Roger Flores
Animal Care and Control	Sam Ortiz <sortiz@animalcare.lacounty.gov> Shakeel Qazi <sqazi@animalcare.lacounty.gov>	Juan-Raul Cardenas
Arts and Culture	Matthew Agustin <magustin@arts.lacounty.gov>	Rob Graham
Assessor	James Kulbacki <jkulbacki@assessor.lacounty.gov>	Tom or An
Auditor-Controller	Karen Loquet <kloquet@auditor.lacounty.gov> Brad Altamira <baltamira@auditor.lacounty.gov>	Rob Graham
Beaches and Harbors	Warren Ontiveros <wontiveros@bh.lacounty.gov>	Shannon Julius
Board of Supervisors – Exec. Office	John-Pierre ("JP") Abilla <jpabilla@bos.lacounty.gov>	Sumaiyah or Juan-Raul
CEO – Office of Emergency Mgt.	Rob Barreras <rbarreras@ceooem.lacounty.gov>	Tom or Rachel
CEO – Real Estate Division	Roger Hernandez <rhernandez@ceo.lacounty.gov>	Norman Wong
CEO – Service Integration Branch	Paul Nakashima <pnakashima@ceo.lacounty.gov>	Victor Chen
Children and Family Srvs.	My Trinh <trinhn@dcfs.lacounty.gov> John Hickok <hickoj@dcfs.lacounty.gov>	Junior, Jason, or Rob
Community Development Authority (LACDA)	Dorian Martinez <dorian.martinez@lacda.org> Daniel Leibowitz <daniel.leibowitz@lacda.org>	Jason or Howin
Consumer & Bus. Affairs	Brian Schwartz <bschwartz@dcba.lacounty.gov>	Shannon Julius
Fire	Angie Saldivar <angie.saldivar@fire.lacounty.gov>	Norman Wong
Health Services	Phuong-Lan Nguyen <plnguyen@dhs.lacounty.gov>	Jason Chen
Internal Services	John Halaka <jhalaka@isd.lacounty.gov>	Sumaiyah Umarji
Library	Veronica Zaragoza <vzaragoza@library.lacounty.gov>	Durga Niraula
Mental Health	Martin Corral <mcorral@dmh.lacounty.gov>	Norman or Howin
Office of Education	Lindsey Hanlon <hanlon_lindsey@lacoe.edu>	Victor Chen
Parks and Recreation	Kyle Williams <kwilliams2@parks.lacounty.gov>	Roger Flores
Probation	Vinnie Chin <Vinnie.Chin@probation.lacounty.gov>	Jason Chen
Public Health	Margaret Carlin <mcarlin@ph.lacounty.gov> Nicole Richardson <nrichardson@ph.lacounty.gov>	Norman or Shannon
Public Social Services	David Ahia <davidahia@dpss.lacounty.gov>	Junior or Tom
Public Works	Mark Greninger <mgreninger@dpw.lacounty.gov> Michele Fernando <mfernando@pw.lacounty.gov> Thierno Diallo <tdiallo@dpw.lacounty.gov>	An, Rob, or Norman Wong
Regional Planning	Nick Franchino <nfranchino@planning.lacounty.gov>	Norman or An
Registrar-Recorder / County Clerk	Fady Toma <ftoma@rrcc.lacounty.gov>	Victor or Roger
Sheriff	Grant Miller <g3miller@lasd.org> Alisa DeVictoria <ahdevict@lasd.org> Sean Minami <saminami@lasd.org>	Tom or Juan-Raul
Treasurer Tax Collector	Gregory Wong <gwong@ttc.lacounty.gov>	An or Victor

ISD eGIS Group Contacts

Contact	Title	Phone	Email
eGIS MANAGEMENT			
John Halaka	Section Manager / GIS Manager II	(562) 955-4106	jhalaka@isd.lacounty.gov
Stephanie Todd	Division Manager / Admin. Mgr. XIII	(562) 955-4103	smtodd@isd.lacounty.gov
Benny Chacko	Branch Manager / Admin. Mgr. XVI	(562) 940-3650	bchacko@isd.lacounty.gov
eGIS ADVISORY			
Steve Steinberg	Geog. Info. Officer / Sr. Info Tech. Spec.	(562) 955-3756	ssteinberg@isd.lacounty.gov
eGIS FINANCE			
Flora Zazueta-Valenzuela	Sr. Info. Tech. Aide	(562) 955-4119	fzazueta-valenzuela@isd.lacounty.gov
eGIS STAFF			
eGIS Group			egis@isd.lacounty.gov
An Dang	GIS Specialist	(562) 955-3916	adang@isd.lacounty.gov
Rob Graham	GIS Specialist	(562) 955-3983	rgraham@isd.lacounty.gov
Tom Weisenberger	GIS Specialist	(562) 955-4117	tweisenberger@isd.lacounty.gov
Victor Chen	GIS Specialist	(562) 955-4108	vchen@isd.lacounty.gov
Junior Togelang	IT Specialist I	(562) 955-4114	jtogelang@isd.lacounty.gov
Rachel Marquez	Prin. GIS Analyst	(562) 955-4110	rrodriguez3@isd.lacounty.gov
Shannon Julius	Prin. GIS Analyst	(562) 955-4003	sjulius@isd.lacounty.gov
Durga Niraula	Sr. GIS Analyst	(562) 955-4111	dniraula@isd.lacounty.gov
Norman Wong	Sr. GIS Analyst	(562) 955-4118	nwong@isd.lacounty.gov
Sumaiyah Umarji	Sr. GIS Analyst	(562) 955-4115	sumarji@isd.lacounty.gov
Howin Song	Sr. Application Dev.	(562) 955-4113	hsong2@isd.lacounty.gov
Jason Chen	Sr. Application Dev.	(562) 955-4107	jason.chen@isd.lacounty.gov
Juan-Raul Cardenas	GIS Analyst	(562) 955-3982	jcardenas@isd.lacounty.gov
Roger / Rogelio Flores	GIS Analyst	(562) 955-4109	rflores@isd.lacounty.gov

eGIS Premium Services

Any service above and beyond the scope of the above-mentioned main service areas provided under *General Provisions* is considered a Premium service.

Most prices for premium services are determined by the ISD Hourly Rate – per the *ISD Customer Rate Handbook* (click on the "Rate Handbook"). The FY22/23 ISD hourly rate is as follows:
- Member Tech Staff (GIS Analyst): $149.86
- Senior Member Tech Staff (GIS Senior and Principal Analyst): $179.21
- Principal Member Tech Staff (GIS Specialist): $229.51
- An average rate of $186 may be used when estimating costs for service requests

Example and cost breakdown of Premium Services are:
- Cache (Total: depends on level of storage selected by customer)
    - $54.00 per month per 40 gigabytes for Tier 1 (fast performance) storage
    - $27.20 per month per 40 gigabytes for Tier 2 (medium performance) storage
    - $12.80 per month per 40 gigabytes for Tier 3 (slow performance) storage

- Database Hosting (Total: $342 per month/$4,104 per year)
  Additional geodatabases beyond the single departmental geodatabase provided to eGIS member departments.
  Includes administrative settings (creating database, enabling SDE logins and setting permissions), troubleshooting (e.g. slowness), loading/testing data, monthly rolls, and ongoing maintenance.
    - Labor: No initial set-up charge; $186 per hour at 2 hours per month
    - Storage: $0

- Custom Training for Specific Projects (Total: $1,860 per project)
  Includes 2 hours instructor-led training for up to 8 people; on-site or virtual; manual and software provided for training purposes.

- Other Premium Services (Costs dependent upon scope)
    - Application Development (e.g.: web services, customize service locators, LMS access and WordPress Site, customized Geocortex Viewers)
    - Scripting & Automation (note: scripts to check services running on the eGIS infrastructure are strictly prohibited. Standard monitoring is offered through Geocortex Analytics as described on pg.12-13).
    - Research & Development/R&D (e.g.: analysis, mapping, data cleansing)
    - ArcGIS Enterprise/Portal Implementation (see Portal Policy doc for more details)

- Large Format Printing

Standard Paper Sizes (ISO A or ANSI)		Price per printout
A Series	*ANSI*	*($)*
>A0	>ANSI E	$200+
A0 (33.1" x 46.8")	ANSI E (34" x 44")	$171
A1 (23.4" x 33.1")	ANSI D (22" x 34")	$86
A2 (16.5" x 23.4")	ANSI C (17" x 22")	$43