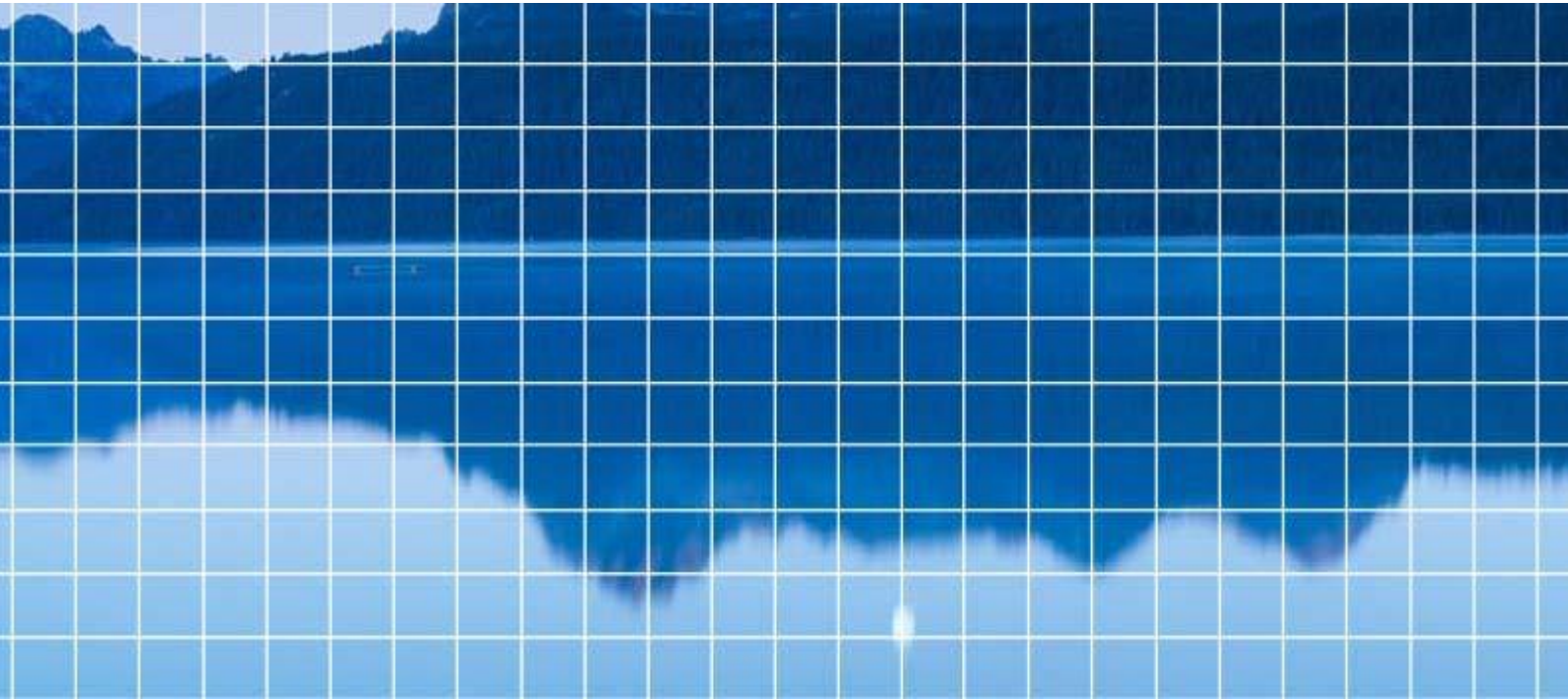




ArcGIS Online

G-Cloud Services – RM1557.15

Service Definition – Esri UK G-Cloud 15 – Cloud Software

Crown Commercial Service

Acknowledgement

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Contents

1.	Service Overview	3
1.1.	Contact Details	3
2.	The Service in Detail.....	4
2.1.	ArcGIS Online	4
2.2.	Apps for ArcGIS	7
2.3.	Data for ArcGIS	10
2.4.	Service Benefits	10
2.5.	Complementary Services	10
3.	Sectors and Business Functions	12
3.1.	Environmental Management.....	12
3.2.	Asset Management	12
3.3.	Emergency Management	12
3.4.	Location Analytics	12
3.5.	Health and Social Care.....	13
4.	Service Provision and Usage	14
4.1.	General Information	14
4.2.	Pricing	14
4.3.	Terms and Conditions	14
4.4.	Ordering and Invoicing Process	14
4.5.	On-Boarding and Off-Boarding	14
4.5.1.	On-Boarding.....	14
4.5.2.	Off-Boarding	14
4.5.3.	Data Standards.....	15
4.5.4.	Open Standards.....	15
4.5.5.	Data Extraction/Removal.....	16
4.6.	Training	16
4.7.	Customer Responsibilities	16
4.8.	Service Constraints.....	16
4.9.	Technical Requirements	16
4.10.	Service Levels and Support.....	16
4.11.	Service Management	16
4.12.	Backup/Restore/Disaster Recovery	17
4.13.	Termination Terms	17
4.14.	Financial Recompense Model.....	17
4.15.	Data Restoration/Service Migration	17
4.16.	Trial Service	17
4.17.	Data Storage & Processing Locations.....	17
4.18.	Open-Source Components	18
4.19.	Real-time Management Information	18
5.	Our Experience	19
	Appendix 1 - Sample Online Maps	20

1. Service Overview

This document is a Service Definition for the ArcGIS Online public cloud service offered by Esri UK as Software as a Service (SaaS) through the G-Cloud Catalogue (RM1557).

Part of Esri's comprehensive geospatial platform, ArcGIS Online enables you to create, share, and analyse data using interactive maps and location-based applications and services on the web. ArcGIS Online provides an on-demand, open, and configurable service for:

- **Making Maps:** Build interactive maps that explain your data and encourage users to explore. Map your own data and gain perspective by adding the authoritative location-based data included in ArcGIS Online. Use smart mapping to guide your data exploration and visualisation.
- **Creating and Sharing Maps and Apps:** Share your maps with specific groups or everyone. Create web apps with your maps for a focused, interactive experience. Then integrate the apps you built into your digital presence including your website, social media posts, and blog articles.
- **Collaboration:** Work effectively across your organisation to build and use maps. Users receive secure, straightforward access to the data, maps, and apps they need to do their work. ArcGIS Online is enterprise ready, meaning it meets the security, authentication, privacy, and user management needs of large organisations.
- **Analysing Data:** Understand your data in the context of location by using intuitive analysis tools. Reveal relationships, identify prime locations, use optimal routes, and analyse patterns to make predictions. Add valuable context to your data by combining it with Esri's demographic and lifestyle data.
- **Work with Data:** Bring your data into a powerful system that geo-enables, hosts, and scales. Update and add to your data without disrupting the maps and apps that use the data. Control who adds to, and modifies, your data.

ArcGIS Online includes base maps, operational data for maps, applications, configurable templates, GIS tools (including geocoding and routing) and APIs for developers. ArcGIS Online Data Services provides additional premium data.

Once published, maps can be displayed on a range of platforms and devices including standard web browsers, web-based applications, mobile devices (including Android and Apple iOS devices) and desktop map viewers. The maps can be interactive, allowing users to interrogate and even edit (where appropriate) the underlying data. This service also includes preconfigured applications and the tools to configure or develop your own applications.

You can manage all of your geographic content in a public cloud or use ArcGIS Online with your existing, on-premises, GIS services as a hybrid cloud. You can publish hosted services to ArcGIS Online, manage maps, apps and data, and customise your ArcGIS Online homepage.

1.1. Contact Details

For all enquiries relating to this service, please email sales@esriuk.com or telephone 01296 745599.

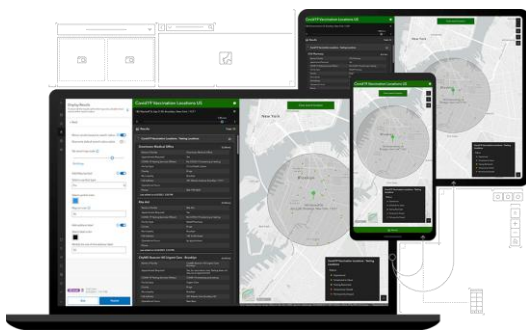
2. The Service in Detail

2.1. ArcGIS Online

ArcGIS Online is available through an ArcGIS Online Subscription. An ArcGIS Online Subscription provides comprehensive mapping and visualisation, analysis and publishing capabilities:

Ready to Use: The software is ready to use with nothing for you to install or setup. It is software delivered as a service, giving you and your team intuitive tools to create and publish maps and apps on demand. You stay in control of your data and empower everyone with easy-to-use maps on the web.

Reach your Users: Create and share interactive maps that can be accessed through blogs, web pages, and web applications, Facebook and Twitter, mobile devices, or custom applications.



Go Mobile: With the ArcGIS native mobile apps for smartphones and tablets you and your organisation can access your maps wherever you are, at any time and make simple edits back to the enterprise. Or simply use the browser on your mobile device to discover content, collect and report data, and perform GIS analysis.

Ready-to-Use Data: Access a rich collection of basemaps, demographic maps, image services, and data through the [ArcGIS Living Atlas of the World](#). These maps are a great foundation for your work and are created from authoritative data from commercial data providers and the GIS user communities in the UK and around the world.

Collaboration Made Easy: ArcGIS Online gives you an easy-to-use and intuitive workspace for collaborating with others in your organisation. Users can create groups and invite others to work together on projects of common interest. Groups can be private or public, and group members can share maps, data, and other content with each other efficiently and quickly.

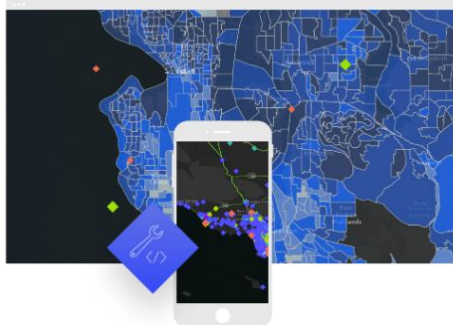


Easily Add Data: Turn your data into useful information by creating content-rich intelligent maps that tell your story. Add your data, create mash-ups with maps and data shared by other users. Add pop-ups to your map to highlight information including, photos or links to web pages. You can also add data from other public sector organisations.

Your Data in the Cloud: Turn your data into web-enabled services your whole organisation can use. Publish your data as feature services or tiled services directly from within ArcGIS Online. Your published services are hosted in the cloud and you maintain all ownership and rights. You can keep your data private within your organisation or share it with other organisations or even share publicly for others to use. If you prefer to keep your data on premise, you can still use ArcGIS Online as a collaboration platform with your existing geospatial services in Esri and non-Esri formats.

ArcGIS for Microsoft 365: Visualise data by creating and sharing interactive maps directly within Microsoft Excel and Teams. Add location to business intelligence reports in Power BI. Easily map and find shared files in SharePoint. Automate spatial workflows in Power Automate. Available as a free download to organisations with ArcGIS Online Subscriptions.

Security and Data Ownership: You control who can access your data and maps. Multiple layers of security protect your information from unauthorised access. We constantly monitor and improve our application, systems, and processes to meet the dynamic challenges of security.



Configure Rich Web Application Experiences:

You can use configurable applications to build rich web experiences for your users and customers. Use Dashboards, StoryMaps, Instant Apps and Experience Builder to build the right app for you without code.

A Platform for Building Custom Apps:

Developers can build custom applications using ArcGIS APIs and SDKs.

Python Notebooks: The service can include Python Notebook capability for performing rich spatial analysis and automating tasks.

Additional features include:

- **View credit consumption:** Administrators can view detailed information about how credits in their subscription are being used. In the vast majority of cases, organisations using ArcGIS Online do not have to purchase additional credits, those supplied with their subscription are sufficient. In rare cases, it may be necessary to purchase (via G-Cloud) additional credits at a small fee – please refer to our pricing document.
- **View usage:** Publishers can view details about how their hosted services are being consumed.
- **Share and search options:** A subscription can be configured to restrict sharing and searching to within the organisation. If this option is enabled, administrators can still share specific web maps and other content with the public.
- **Share groups as galleries and applications:** You can embed a group's content as a gallery in a web page and create an application that displays a gallery of the group's content.
- **Enable pop-up windows on hosted tiled map services:** The ArcGIS.com map viewer supports pop-up windows on hosted tiled map services. The map author can reference a feature service for displaying attribute information in pop-up windows.
- **Attach files with features on hosted feature service layers:** The ArcGIS.com map viewer supports attaching images and other files with features in a hosted feature service layer.
- **Choose to publish feature data:** Publishers can choose whether to publish their feature data as a feature service when adding the data to their organisation or not.
- **Curate hosted feature service layers in a map:** Hosted feature service owners and administrators have the option to open a hosted feature service in

the ArcGIS.com map viewer with full editing capability so they can update and remove existing features in the service.

- **Hide layer in legend:** Map authors have the option to hide a layer from being displayed in the legend.
- **Additional URL parameters for authoring web maps:** Map authors have more fine-grained control with defining a map through URL parameters. New parameters are available for including a reference layer with the basemap, adding multiple ArcGIS Server services, and defining the visibility of layers.
- **Application Templates:** Tailor your web maps to a specific audience using a variety of configurable application templates.
- **Spatial Analysis Tools:** Empower you to answer questions and make important decisions using more than a simple visual analysis.
- **Time Aware:** Time-enabled web maps allow you to step through periods of time, revealing patterns and trends in your data.
- **Enterprise Logins:** Log in to ArcGIS Online using the same details that you use to access your enterprise information systems.
- **Location Analytics:** Introduce spatial analytics to your existing business solutions.
- **Network Analysis:** ArcGIS Online provides tasks that can be used to perform analyses on street networks. These include routing between locations, closest facility analysis and service area generation.
- **Real-time data:** ArcGIS Online can be used as a platform to aggregate multiple real-time sources for presentation to multiple user types, from members of the public, GIS analysts, casual users, senior managers using ArcGIS Dashboards with configurable data feeds and widgets to support situational awareness and decision-making processes.
- **Traffic Service:** Visualise real time traffic speeds and incidents such as accidents, construction sites, or street closures. This information can be used as an input parameter to any of the network services. The traffic map can also be used as a background map showing current traffic conditions.
- **ArcGIS Dashboards:** Integrated application that provides a common operating picture to help make decisions, visualise trends, monitor status in real-time, and inform communities.
- **ArcGIS Data Pipelines:** Integrate with external data sources to bring your business data into ArcGIS Online. Construct, run, reproduce and automate data preparation workflows. Connect to a variety of data sources including Amazon S3, Google BigQuery, Snowflake, feature layers, and others.

Sample Maps are shown in Appendix 1.

For a short introductory ArcGIS Online video click:

https://mediaspace.esri.com/playlist/dedicated/238048082/1_3dh5anly/1_3vos47vn

Further demonstration videos and introductory tutorials are available at:

<https://www.esri.com/en-us/arcgis/products/arcgis-online/resources>

2.2. Apps for ArcGIS

Esri provides a number of prebuilt applications for several different use cases with ArcGIS Online.

- **Sweet for ArcGIS** is an app for data collection with built-in configurable data quality checks, helping users capture and edit accurately the first time, every time. Create, edit, and explore spatial data in the browser or across multiple devices (Android, iOS, and Windows) whether out in the field or in the office - even when disconnected. Sweet is fully integrated with the ArcGIS system, meaning everyone benefits from using the same secure data for better-informed decision making. For more information see: <https://www.esriuk.com/en-gb/arcgis/products/sweet-for-arcgis/overview>
- **Report Builder for ArcGIS** is a powerful builder application that enables you to design and publish any type of report in ArcGIS Online from simple factsheets to complex, multi-page area profiles. For more information see: <https://www.esriuk.com/en-gb/arcgis/products/report-builder-for-arcgis/overview>
- **ArcGIS Hub**; ArcGIS Hub is a community engagement extension to ArcGIS Online available at two license levels:
 - ArcGIS Hub Basic is included for free with ArcGIS Online. ArcGIS Hub Foundation enables organisations to meet their transparency obligations and publish data openly and cost effectively. It supports quick and simple no-code creation and management of a branded, robust and scalable Open Data portal that provides data storage, visualisation, search (keywords, tags, recommendation engine), download (common open formats) and API access to published datasets.
 - ArcGIS Hub Premium is an easy-to-configure community engagement platform that organises people, data, and tools through information-driven initiatives. Organisations of any type and any size, including government agencies, nonprofit groups, and academia, can maximise engagement, communication, collaboration, and data sharing. Using an initiative-based approach, organisations can:
 - Engage with citizens and customers on key initiatives, and organise communities of interest around those initiatives,
 - Enable data to be shared securely with partners, external users or customers to aide decision making and create more efficient, liveable, smart communities through crowd-sourced information, comments and even citizen/customer-driven data science and spatial analysis.
- **ArcGIS Field Maps** is an all-in-one app that uses data-driven maps to help fieldworkers perform mobile data collection and editing, find assets and information, and report their real-time locations. ArcGIS Field Maps is the go-to field app, powered by field maps, that streamlines the critical workflows field personnel use every day. Because it is built on ArcGIS, everyone—whether in the field or the office—will benefit from using the same data.
- **ArcGIS Navigator** is a professional mobile navigation app for Android and iOS that uses GIS software to route your field workforce. It comes with hundreds of global maps, or you can add your own custom map. Define travel modes, route on your own roads, and search your assets. Work online or offline and with other ArcGIS field operations solutions.
- **ArcGIS Dashboards** enables users to convey information by presenting location-based analytics using intuitive and interactive data visualisations on a single screen. Every organisation using the ArcGIS system can take advantage of ArcGIS

Dashboards to help make decisions, visualise trends, monitor status in real time, and inform their communities. Tailor dashboards to your audiences, giving them the ability to slice the data to get the answers they need. Dashboards are essential information products, like maps and apps, providing a critical component to your geospatial infrastructure.

- **ArcGIS QuickCapture** is the fastest way to collect field observations. With this simple app, you can quickly record field observations from a moving vehicle while you scout locations, conduct aerial surveys, or assess damage. Send data back to the office for analysis in real time and eliminate time spent manually processing handwritten notes. ArcGIS QuickCapture is integrated with ArcGIS, so new data from the field can be used instantly for better decision-making.
- **ArcGIS Survey123** is a complete, form-centric solution for creating, sharing and analysing surveys. Use it to create smart forms with skip logic, defaults, and support for multiple languages. Collect data via web or mobile devices, even when disconnected from the Internet. Analyse results quickly, and upload data securely for further analysis.
- **ArcGIS Pro** is Esri's powerful, single desktop GIS application. Technologically ahead of everything else on the market, ArcGIS Pro supports data visualisation, advanced analysis and authoritative data maintenance in both 2D, 3D and 3D. ArcGIS Pro is tightly coupled with the ArcGIS system supporting data sharing across ArcGIS Online and ArcGIS Enterprise through Web GIS.
- **ArcGIS Earth** allows you to explore any part of the world. Work with a variety of 3D and 2D map data formats including KML. Display data, sketch placemarks, measure and perform interactive analysis, and add annotations. ArcGIS Earth has everything you need to easily understand spatial information, so you get the full picture.
- **ArcGIS for Microsoft 365** is a suite of applications delivering integration between ArcGIS and Microsoft 365. It is available free with an ArcGIS Online Subscription and appropriate Microsoft 365 subscriptions.
 - **ArcGIS for Power BI** is available inside Microsoft Power BI, create beautiful map visualisations that surface patterns and trends in your data. Gain context with ArcGIS maps and demographic data. Make better business decisions with ArcGIS Maps for Power BI.
 - **ArcGIS for Excel** puts Excel data in the context of location. Use location intelligence to transform your graphs and charts into interactive maps directly in Microsoft Excel to see data from another perspective.
 - **ArcGIS for SharePoint** allows users to turn lists or data into colour coded point, clustered point or heat maps. Enrich key business measures with demographic and Esri lifestyle data. Geotag documents by placing them on the map and finding documents by location.
 - **ArcGIS for Teams** enables maps to be created and shared within Teams, allowing location to play a role in everyday collaboration, meetings and chats.
 - **ArcGIS Connectors for Power Automate** enables users to standardize automated business processes with spatial data and data management functions using low-code or no-code flows. Access geoenrichment, geocoding, and routing services to add demographics and location information to your data.
- **ArcGIS Business Analyst** enables you to reach the right target customers in minutes by using ArcGIS Business Analyst on your desktop, tablet, or phone to identify the most profitable sites. Create beautiful maps and professional reports, no matter where you are. Instantly share your market research with decision makers. View policy impact to prioritise community projects or place new facilities. Use global data to create what-if scenarios and comparison reports.

- **ArcGIS Urban** enables planners and design professionals to collaborate across teams with a web-based 3D application that supports scenario planning and impact assessment.
- **ArcGIS CityEngine** is the advanced 3D city design application for creating, editing and sharing 3D building models and massive urban environments.
- **ArcGIS Maps for Adobe Creative Cloud** allows design and communications professionals can choose from maps inside of Adobe's design apps and access them as vector or raster layers.
- **ArcGIS Flight** for planning and executing drone flights to capture geospatial data
- **ArcGIS Reality** is a suite of photogrammetry software products designed to enable reality capture workflows for sites, cities, and countries. Create an accurate digital representation of the world at any scale and any extent. Turn drone and aerial imagery into visually stunning and highly accurate maps and 3D models. Interact with a digital world that shows places and situations as they truly are, layered with geospatial data that enriches reality with greater context.
 - **ArcGIS Reality Studio** is a focused application for reality mapping from aerial images for entire cities and countries. A map-centric intuitive interface enables high production efficiency to deliver survey-grade representations of reality.
 - **ArcGIS Reality for ArcGIS Pro** is an extension of ArcGIS Pro allowing users to input images from drones or crewed aircraft to generate 3D outputs for reality mapping.
 - **Site Scan for ArcGIS** is cloud-based end-to-end reality mapping software for drone imagery, designed to simplify drone program management, imagery data collection, processing, and analysis.
 - **ArcGIS Drone2Map** is an intuitive desktop application focused on reality mapping from drone imagery, enabling offline processing and in-the-field rapid mapping.
- **ArcGIS Experience Builder** transforms your data into compelling web experiences without writing any code. Create web apps/pages using mobile-adaptive widgets and templates.
- **ArcGIS Instant Apps** are the latest generation of configurable apps, featuring a streamlined experience that lets you build apps quickly and easily using express setup mode, or you can switch to full setup mode to select additional tools and settings.
- **ArcGIS StoryMaps** enables you to tell stories that inform your audience. Combine web maps with narrative text, photos, and other media.
- **ArcGIS for AutoCAD** is the Esri plug-in application to Autodesk AutoCAD that allows you to create and edit ArcGIS data using AutoCAD and to discover and use maps and data provided by ArcGIS. ArcGIS for AutoCAD adds these GIS capabilities to standard AutoCAD or AutoCAD Civil 3D.
- **ArcGIS GeoBIM** takes Autodesk integration further by connecting ArcGIS Online with the [Autodesk Construction Cloud](https://www.autodesk.com/products/construction-cloud/overview) (ACC) providing a unified, web-based environment to view, analyze, and collaborate on projects in a shared spatial context, improving decision-making.
- **Industry-Specific ArcGIS Solutions** help you to jumpstart work with pre-configured apps for your industry. Choose from hundreds of focused apps to accomplish industry-specific workflows.

More information on these apps is available at: <https://www.esri.com/en-us/arcgis/products/index>

2.3. Data for ArcGIS

In addition to the data included in the ArcGIS Online subscription through the ArcGIS Living Atlas Esri UK provides several premium data services for you to use within ArcGIS Online, including:

- Maps+ delivers high quality basemaps and feature services, utilising Ordnance Survey's premium mapping products including the National Geographic Database. more information see [Maps + | Go further with our data services | Esri UK](#)
- TitleInfo Online provides access to information on title plans published by HM Land Registry. Each title plan includes its geometry with title number, status and creation date. Full ownership details are provided for Corporate & Commercial titles. The full dataset has been joined with Flood Risk information to provide a risk of flooding for every land parcel.. For more information see [Esri UK TitleInfo - Content | Esri UK](#)
- National Data Service – the National Data Service contains around 15,000 national statistical indicators for England. It provides you with access to timely data sourced from major providers including ONS, NOMIS, DWP, Police UK and Public Health England. For more information see [Esri UK National Data Service - Content | Esri UK](#)

For more information about these premium data services, please see the Esri UK-published service definitions for these services on its website at [Services Catalogue | Esri UK](#), which are incorporated into this Service Definition.

2.4. Service Benefits

With ArcGIS Online, you can:

- Launch your GIS projects without further investment in infrastructure or staffing.
- Save money because you do not have to worry about software and data acquisition, management, and updates.
- Save time because you have access to ready-to-use data to build your applications.
- Develop web applications quickly by leveraging ArcGIS Online map and task services and the ArcGIS web mapping APIs. See developers.arcgis.com.
- Access pre-published maps and reference layers; browse templates, user guides, and tutorials; and view metadata through the ArcGIS Living Atlas
- Easily organise, find and share geographic information to collaborate with other ArcGIS users who share a common interest.
- Visualise your data by creating and sharing interactive maps directly within Microsoft 365. More details are available [here](#).
- Automatically scale your GIS - Handle short-term demand for GIS e.g. a new website launch or promotion.
- Have a resilient managed service.

2.5. Complementary Services

In addition to this G-Cloud service, Esri UK offers the following complementary services through the G-Cloud framework:

- Cloud Support - GIS Cloud Consultancy, Training, Support and Managed Services
- Cloud Software - ArcGIS in the Cloud

In addition to our cloud capabilities, Esri UK provides a comprehensive portfolio of GIS solutions and services, including:

- Desktop, server and web-based GIS with additional functionality beyond that found in ArcGIS Online.
- Premium maps and datasets.
- Consultancy, training, implementation and support services relating to GIS.

Full details are available at the Esri UK website (www.esriuk.com).

Esri UK is listed on the following frameworks as well as G-Cloud:

- Vertical Application Solutions - VAS (RM6259)
- Space Enabled & Geospatial Services Dynamic Purchasing System (RM6235)
- Spark Dynamic Purchasing System - Spark (RM6094)

3. Sectors and Business Functions

ArcGIS Online is suited to many different sectors and business functions. We highlight the following specific sectors as examples:

3.1. Environmental Management

ArcGIS Online can be used to visualise, explore and measure change in the natural and urban environment, sustainability initiatives and local development frameworks and planning applications. Using ArcGIS Online, geospatial content can be shared with operations staff or contractors and the public for consultation. This provides a coordinated approach to environmental management and monitoring in areas such as core cities, forestry and coastal erosion. Findings discovered using ArcGIS Online can inform resource management decisions and management strategies. ArcGIS Online can be used in advancing sustainability initiatives in areas such as estate management, and in helping to detail locations of alternative forms of transport.

3.2. Asset Management

ArcGIS Online supports Asset Management and Building Information Modelling (BIM) for small and large construction projects as well as ongoing operational use in industries like electricity, gas and water utilities, ports and airports and road and rail. When coupled with other software it can provide 3D views of building and infrastructure and integrate this with other data to provide all the information required to manage, design, build, operate and ultimately demolish a built asset. ArcGIS Online supports many wider transport-related requirements including recording and publishing journey time information, traffic and pedestrian counts and journey performance. Planning, street, congestion and parking information can be easily entered or imported and then shared.

3.3. Emergency Management

ArcGIS Online provides templates for organisations to quickly create map-based applications for contingency planning, event management, crime analysis and emergency response. Real-time data feeds can be easily included into your map to provide a live view of an incident or external data feed.

3.4. Location Analytics

Use ArcGIS Online to map your data to any area or region in the world. Discover patterns that graphs and charts will not reveal. Access a full range of spatial analytics from the simple to the scientific. Start simply with find nearest or drive-times. ArcGIS includes a living atlas of the world, with beautiful and authoritative maps on hundreds of topics, such as demographics, businesses, consumer lifestyles, and natural hazards. Combine with your own data to answer questions you could not answer before.

With deployment of additional capabilities, ArcGIS Online can also be integrated out-of-the-box with Microsoft SharePoint, Excel and Power BI.

3.5. Health and Social Care

The NHS has undergone a significant change in recent years, with the structures for commissioning and service provision being transformed to offer more patient centric care and become more preventative through the inception of integrated care systems (ICS). This change is set to continue, for example the NHS England Long Term Plan outlines significant service reconfiguration across the health and social care sector. This equally applies to Scotland and Wales, where demand is changing and services need to adapt to cope.

ArcGIS, coupled with Esri data services, allows health and social care practitioners to capture, collate, manage, analyse, visualise, report and share patterns and trends in health indicators and outcomes. For example, flu outbreaks can be monitored, and epidemics such as COPD, C-Diff and diabetes can be tracked. The information can then be used to gain actionable insight and allow effective interventions to improve clinical outcomes and reduce spend.

The changing demographic of the population, with an increasingly elderly population and growing numbers of long-term conditions, is putting increased pressure on primary and secondary care services. There is a need to understand the demand, for example into A&E, elective and care homes, and to look at options to reconfigure services to meet the demand now and in the future. This transformational change can then be communicated to colleagues, stakeholders and the public to allow transparency, communication and collaboration. ArcGIS can also be used to support implementation, monitoring and reporting.

ArcGIS is used by Public Health Practitioners at National levels and by Local Authority Public Health teams to support epidemiology approaches, for example to track infectious diseases, such as Covid-19 and Ebola. The tools are also used by Clinical Commissioning Group (CCGs), Commissioning Support Units (CSUs) and Health Boards to support a location analytics approach to commissioning and monitoring delivery. Providers such as hospital trusts and ambulance trusts can also use a geographical approach to look at estates management, resource utilisation, asset management, drive times and routing so as to optimise operations. Location Analytics using big data, coupled with actuarial analysis, provides an effective operational and strategic management tool to support decision making and implementation.

The ArcGIS system can also be provisioned to use hosted services, secure hosted services including N3 compliant hosting options, or your own internal hosting services.

4. Service Provision and Usage

4.1. General Information

ArcGIS Online is offered as a public cloud, multi-tenancy SaaS.

4.2. Pricing

Pricing for these services is detailed on the Pricing document attached to this G-Cloud Service.

Time and Materials pricing is provided in the SFIA Rate Card also attached to this G-Cloud Service.

4.3. Terms and Conditions

Terms and Conditions for all services are detailed in the Terms and Conditions document attached to this G-Cloud Service.

4.4. Ordering and Invoicing Process

The ordering and invoicing processes for subscriptions to ArcGIS Online are described at Section 4.5, On-Boarding and Off-Boarding, below.

4.5. On-Boarding and Off-Boarding

4.5.1. On-Boarding

An organisation is required to purchase a subscription to use ArcGIS Online. Order processing, account creation, account management and billing functions for all chargeable services are handled by Esri UK. Please contact Esri UK Sales via the details in Section 1.1 to discuss your specific requirements and to set-up your ArcGIS Online Subscription.

The person who requested a subscription will receive an e-mail from the ArcGIS Online Accounts team with an activation link. The subscription must be activated by the person who will administer it.

Instructions for activating a subscription are available [here](#).

ArcGIS Online user instructions and help are available [here](#).

Extensive [tutorial videos and additional resources](#) are also available.

4.5.2. Off-Boarding

All User content (data and maps) can be downloaded by permitted users from their user-specific content repository.

Maps and layers created by users and uploaded to ArcGIS Online may be made “private” or deleted.

Administrators may remove the accounts of users who are registered as members of their organisation. At least one Administrator account must be maintained whilst a subscription is active. Further information on administering an organisation is published [here](#).

4.5.3. **Data Standards**

If storing data within ArcGIS Online, your GIS data may be uploaded in GeoJSON, CSV (text), GPX (XML) or Esri File Geodatabase and Shapefile formats. Esri Shapefile format is an open standard with a published [specification](#).

If adding a reference to an existing service (either from within your organisation or elsewhere on the Internet), you can add references to a:

- ArcGIS Server web service
- Keyhole Markup Language (KML)
- Open Geospatial Consortium (OGC) web feature service (WFS)
- OGC web map service (WMS)
- OGC web map tile service (WMTS)
- OGC feature layer
- GeoJSON file on the web
- Documents stored on the web
- Images stored on the web

In addition, non-GIS data files can be uploaded and hosted in ArcGIS Online such as image and video files, Microsoft Office documents and ZIP files.

4.5.4. **Open Standards**

Esri UK supports the Government Open Standards Principles.

The Open Geospatial Consortium, Inc. (OGC) is an international specification for making your maps and data available in an open, internationally recognised format over the web. OGC services provide open access to geographic data and software functionality, allowing organisations to incorporate GIS into any application on a variety of computing and mobile devices. These open services help improve the sharing and interoperability of spatial information. ArcGIS Online currently supports five de-facto OGC specifications when reading data directly from other sources:

- OGC API - Features
- Keyhole Markup Language (KML)
- Web Map Service (WMS)
- Web Map Service (WFS)
- Web Map Tile Service (WMTS)
- GeoRSS

You add references to existing services in the above formats to your map. These services could be your own existing services, those from other public sector organisations, such as those published on data.gov.uk, or from private sector organisations.

In addition, ArcGIS Online currently supports two de-facto OGC specifications and three de-jure (commonly adopted) open standards when publishing data held in ArcGIS Online directly:

- OGC API - Features
- Web Map Service (WFS)
- Web Map Tile Service (WMTS)
- Esri Geoservices REST API
- GeoJSON

4.5.5. Data Extraction/Removal

Geospatial data can be easily downloaded as File Geodatabase, CSV or Shapefile using the tools within ArcGIS Online. Non-GIS data can be downloaded in its original format. All uploaded data and generated data will be available for extraction.

4.6. Training

Training services available from Esri UK are described [here](#).

You can also purchase an ArcGIS Online Launch Kit via the Esri UK Cloud Support Services. This is an on-site package to get you set up and assist in getting the best from using ArcGIS Online. This packaged service involves a hand-holding setup and knowledge transfer to your staff.

Bespoke training services are also offered (please see the SFIA document attached to this G-Cloud Service).

4.7. Customer Responsibilities

Customer Responsibilities are available in the separate Esri UK Terms and Conditions document attached to this Digital Marketplace entry.

The customer needs to ensure that they are themselves comfortable with the level of security that the service provides, and not to include any data onto the services for which they would require a higher level of security.

4.8. Service Constraints

Please see the Terms and Conditions document attached to this G-Cloud Service.

4.9. Technical Requirements

A standard broadband connection, a modern web browser and a device with GPU are the sole requirements. For the best performance, try and use the latest version of Safari, Edge, Firefox or Chrome.

Browser support details are documented [here](#).

4.10. Service Levels and Support

The full Service Level Agreement for ArcGIS Online is available in the separate Esri UK Terms and Conditions document attached to this Digital Marketplace entry.

Full help and documentation are available online. Additionally, our service includes access to our UK technical support desk. The Technical Support desk will be operational from 9.00 am to 5.30 pm UK time Monday to Friday, excluding English Public Holidays. Support Calls can be logged via the [My Esri](#) customer portal or by phone 01296 745555. The full Support Policy is available in the separate Esri UK Terms and Conditions document attached to this Digital Marketplace entry.

4.11. Service Management

Please see Section 4.10 for the standard service management.

Additional service management for ArcGIS Online can be bought through our Lot 3 offering, "G-Cloud Consultancy, Transition and Managed Cloud Services." The service is priced on a Managed Cloud Service Unit (MCSU) basis. The number of MCSUs required

will be calculated based on software/application support requirements. The cost of an MCSU is provided in the Pricing document attached to this G-Cloud Service.

Key features of this service management capability are:

- Service Managers representing the service provided, accountable for operational delivery, quality, performance and continuous service improvement.
- The Technical Support team providing 2nd and 3rd line support both for core Esri products and for customer applications built by Esri UK.
- Monitoring of service availability, performance, and advanced reporting services.

4.12. Backup/Restore/Disaster Recovery

ArcGIS Online infrastructure data is regularly backed up. Customer data is replicated to redundant infrastructure. ArcGIS Online provides customers with the ability to delete their data; however, it is the customer's responsibility to manage data retention to their own requirements. Unless a backup service is arranged with Esri UK, each Contracting Body shall retain its own backup of all data used with the services.

Recommended methods for backing up data are described in this [article](#).

The ArcGIS Online cloud infrastructures have business continuity plan policies and plans that are in alignment with ISO27001 standards. Customer data will be hosted in ArcGIS Online's European node which maintains ISO27001 accreditation.

ArcGIS Online has a contingency plan and utilises redundant cloud infrastructure to minimise outages.

4.13. Termination Terms

Termination terms are covered in the separate Esri UK Terms and Conditions document attached to this Digital Marketplace entry.

4.14. Financial Recompense Model

Subscribers to ArcGIS Online benefit from the financial recompense model described in the Service Level Agreement for ArcGIS Online, which is available in the separate Esri UK Terms and Conditions document attached to this Digital Marketplace entry.

4.15. Data Restoration/Service Migration

The terms of the ArcGIS Online service provide for a period of time for the Contracting Body to extract its data upon termination of the service. No other data restoration or service migration capabilities are offered with ArcGIS Online. We recommend that the Contracting Body retains a local copy of its data for restoration to ArcGIS Online and / or for service migration.

4.16. Trial Service

A trial subscription to ArcGIS Online is available free of charge for evaluation on a 21-day term. More information is available [here](#).

4.17. Data Storage & Processing Locations

Data in transit loaded into ArcGIS Online is secured through the use of TLS 1.2.

Data at rest in ArcGIS Online is encrypted.

ArcGIS Online supports Regional Data Hosting, with options to host data either in the US or Europe. The Regional Data Hosting option can only be configured when a new ArcGIS Online account is created.

If the US is selected then any data loaded into ArcGIS Online will reside on United States soil, within the confines of Amazon Web Services US Regions (East, West) and Microsoft Azure US Regions (South Central, East, West). Customers will be notified if Esri proposes storing any of their data outside US soil.

If Europe is selected then all of the following will be stored in a data centre in the EU:

- Features
- Tiles
- Data files (including feature attachments, scene layer packages and documents)
- Web maps

Customer data is stored in the regional hosting location. Some information will be stored and managed in the United States. This includes user information, item metadata, group information, sharing information and credit accounting.

Location-based services such as geocoding, routing, and geo-enrichment will also run in the United States. While these services run in the US, the input data and results are stored in the regional data centre.

An overview of the security, certifications and standards, including the TRUST eCertified Privacy and Privacy Shield framework, can be found at [ArcGIS Online – Security Overview](#).

All our services support the ICT Strategy and the Greening Government ICT Vision by reducing the need for on-premise IT infrastructure and consolidating IT infrastructure in a shared cloud environment. Our services are supported by the approach detailed in The Digital, Data and Technology Playbook.

4.18. Open-Source Components

From designing ArcGIS to work with many open-source technologies to releasing hundreds of open-source projects for people to hack and use, Esri believes in open source and wants to make ArcGIS better for everyone. For more details on our open source philosophy, please refer to this information: <http://www.esri.com/software/open>

For details on open source products acknowledgements, please refer to this document: <https://www.esri.com/content/dam/esrisites/en-us/media/legal/open-source-acknowledgements/third-party-software-acknowledgements.pdf>.

4.19. Real-time Management Information

Current and historical health information of ArcGIS Online is available at <https://status.arcgis.com/>

In addition, you are able to access very detailed information on your ArcGIS Online account in the activity dashboard. This includes information on user activity, popular and unpopular content and geographical extents of items.

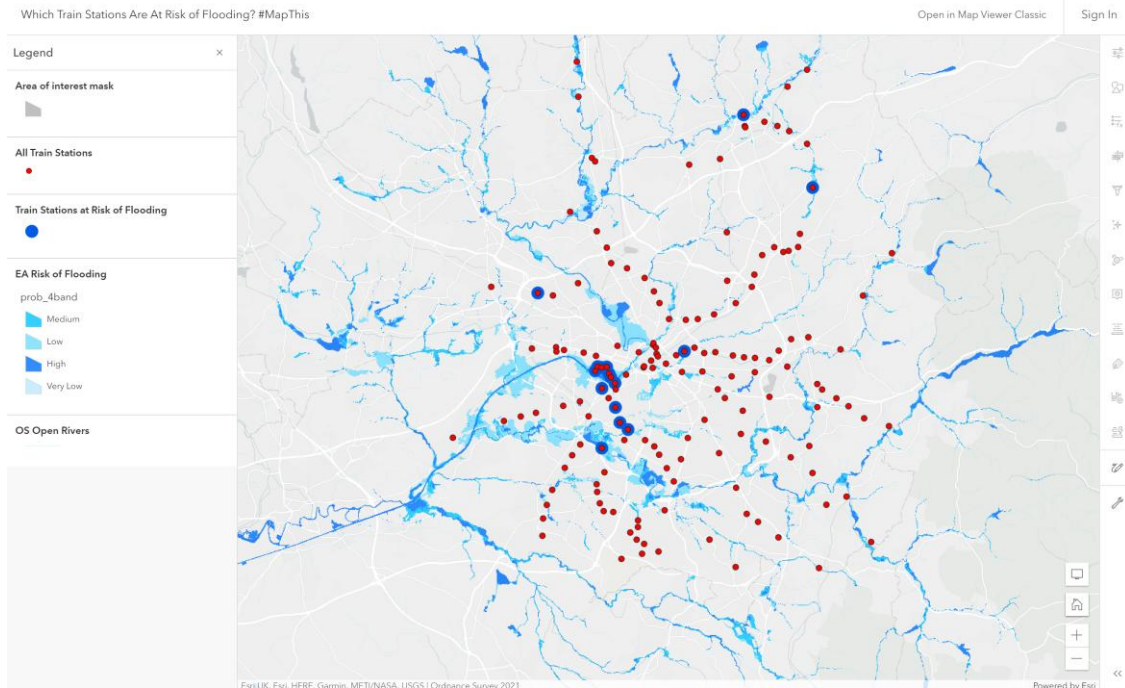
5. Our Experience

Esri UK has served the UK public sector since 1976. We work with central, local, regional and devolved government agencies and departments as well as transport and infrastructure, utilities and emergency services.

Since 2017 we have delivered over 600 UK public sector projects ranging from 1,000-day+ implementation programmes to agile stage projects, web developments and consultancy assignments.

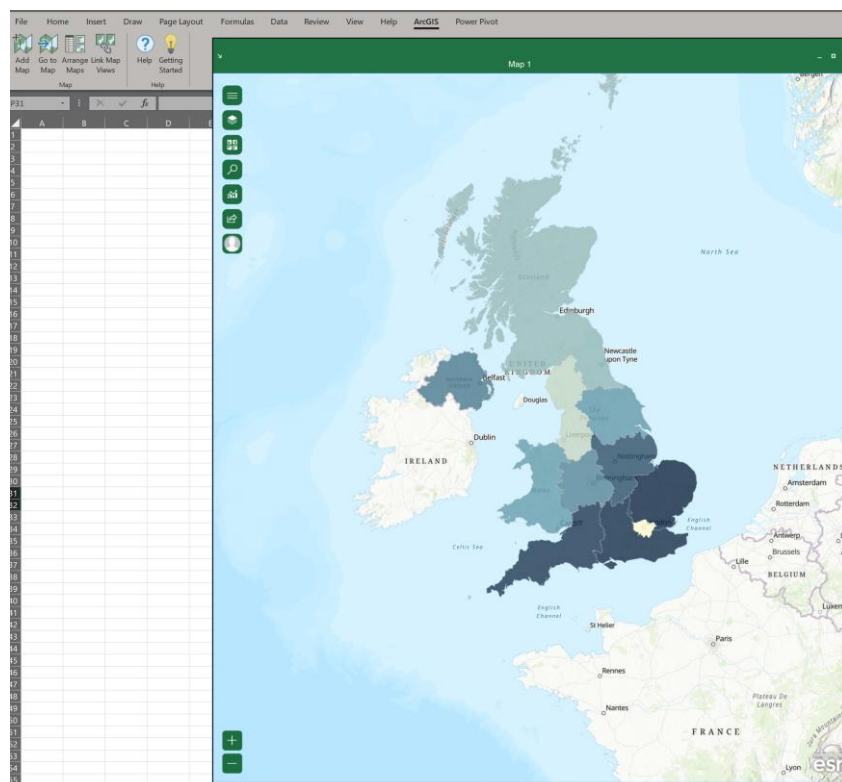
Relevant clients include: The Ministry of Defence, Army HQ, the Cabinet Office, the Ordnance Survey, the Environment Agency, Defra, Natural England, Natural Resources Wales, the Met Office, British Geological Survey, Transport for London, Transport for West Midlands, Crossrail, the Maritime and Coastguard Agency, the Forestry Commission and over 200 Local Authorities across the UK.

Appendix 1 - Sample Online Maps



ArcGIS Online Webmap – Which Train Stations Are At Risk of Flooding?

(click on the map to open and interact with it in a browser window)



ArcGIS Online Webmap in ArcGIS Maps for Excel – sample data showing percentage of married couples in the UK.