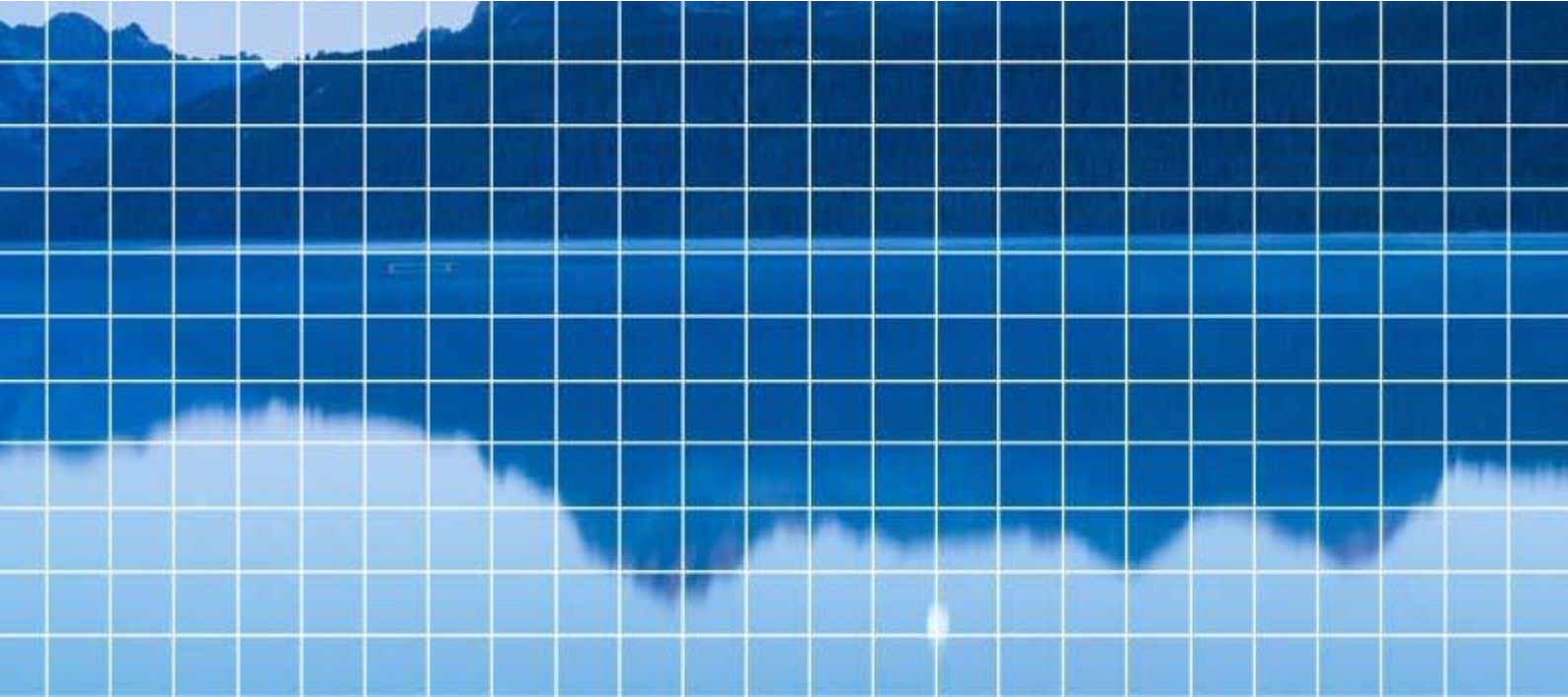




ArcGIS in the Cloud

G-Cloud Services – RM1557.15

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

Crown Commercial Service

Acknowledgement

Esri and ArcGIS are trademarks, registered trademarks, or service marks of Environmental Systems Research Institute Inc in the United States, the European Community, or certain other jurisdictions.

Other companies and products mentioned herein may be trademarks or registered trademarks of their respective trademark owners.

Contents

1.	Service Overview	3
1.1.	Contact Details.....	3
2.	The Service in Detail	4
2.1.	Summary	4
2.2.	ArcGIS Enterprise in the Cloud	4
2.3.	ArcGIS Pro.....	7
2.4.	Apps for ArcGIS.....	7
2.5.	Service Benefits	10
2.6.	Complementary Services	11
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.....	15
4.5.3.	Data Standards	15
4.5.4.	Open Standards	16
4.6.	Training	16
4.7.	Customer Responsibilities	17
4.8.	Service Constraints	17
4.9.	Security Assertions and Assurance	17
4.10.	Technical Requirements.....	17
4.11.	Service Levels	17
4.12.	Service Management.....	17
4.13.	Backup/Restore/Disaster Recovery	18
4.14.	Termination Terms.....	18
4.15.	Financial Recompense Model	18
4.16.	Data Restoration/Service Migration	18
4.17.	Trial Service.....	18
4.18.	Open Source Components.....	18
5.	Our Experience	19

1. Service Overview

This document is a Service Definition for ArcGIS in the Cloud offered by Esri UK through the G-Cloud Framework (RM1557).

Part of Esri's comprehensive geospatial platform, ArcGIS in the Cloud enables you to create, share, and analyse data using interactive maps and location-based applications and services on the web. ArcGIS in the Cloud provides an 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 in the Cloud. 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 in the Cloud 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 in the Cloud includes base maps, operational data for maps, applications, configurable templates, GIS tools (including geocoding and routing) and APIs for developers. ArcGIS in the Cloud 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 your geographic content in our hybrid cloud or use ArcGIS in the Cloud with your existing, on-premises or cloud GIS services. You can publish hosted services to ArcGIS in the Cloud, manage maps, apps and data, and customise your ArcGIS in the Cloud 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. Summary

Two complimentary service patterns are available:

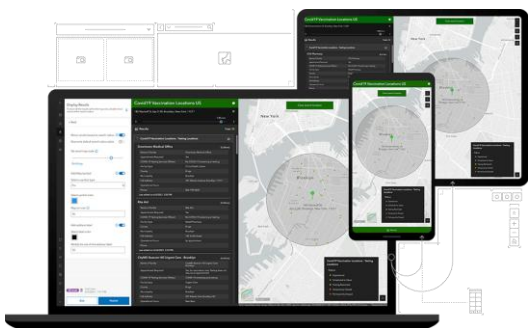
- ArcGIS Enterprise in the Cloud
- ArcGIS Pro in the Cloud.

2.2. ArcGIS Enterprise in the Cloud

ArcGIS Enterprise in the Cloud 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 Enterprise in the Cloud 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.

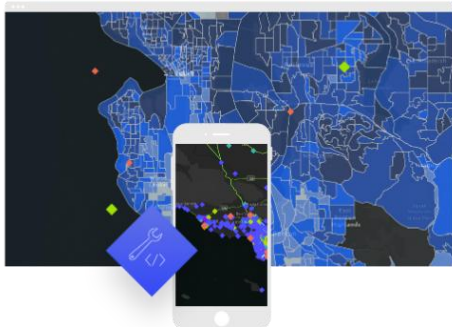


Easily Add Data: Turn your data into useful information by creating content-rich intelligent maps that tell your story. Add your data, create mash-ups with maps and data shared by other users. Add pop-ups to your map to highlight information including, photos or links to web pages. You can also add data 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 Enterprise in the Cloud. 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 Enterprise in the Cloud 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 Enterprise in the Cloud 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 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 Enterprise in the Cloud 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 Enterprise in the Cloud 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 Enterprise in the Cloud 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 Enterprise in the Cloud 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 Enterprise in the Cloud 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.
- **ArcGIS Dashboards:** Integrated application that provides a common operating picture to help make decisions, visualise trends, monitor status in real-time, and inform communities.

2.3. ArcGIS Pro

There are many ways to make a map but, if people use your maps to make decisions that save money, time, or even lives, then you need to put science to work for you. Use ArcGIS Pro to build maps with up-to-date data, combined with deep analysis, and share them where they will have the most impact.

Visualise and share information in new ways for insightful and informed decision-making. Map and manage your data with ArcGIS Pro, then create apps and share with others via the rest of the ArcGIS platform.

ArcGIS Pro is provided as a Desktop as a Service hosted within the cloud. This service can replace the need to maintain traditional expensive desktop infrastructure. ArcGIS Pro will be licensed via your ArcGIS Enterprise or ArcGIS Online subscription available separately.

This annual subscription hosts and manages your ArcGIS Pro in Esri UK's cloud, so you don't have to worry about building, operating or maintaining your ArcGIS Pro environment.

2.4. Apps for ArcGIS

Esri provides a number of prebuilt applications for several different use cases with ArcGIS in the Cloud.

- **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>
- **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.
 - **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 geo-enrichment, 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 Enterprise with the [Autodesk Construction Cloud](#) (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>

2.5. Service Benefits

With ArcGIS in the Cloud, 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 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 Esri 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](#).
- Have a resilient managed service.

2.6. 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 Online

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

- Desktop, server and web-based GIS which can be hosted in the environment of your choice.
- 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 in the Cloud is suited to many different sectors and business functions. We highlight the following specific sectors as examples:

3.1. Environmental Management

ArcGIS In the Cloud 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 In the Cloud, 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 In the Cloud can inform resource management decisions and management strategies. ArcGIS In the Cloud 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 In the Cloud 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 In the Cloud 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 In the Cloud 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 In the Cloud 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 In the Cloud 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 in the Cloud is offered as a public cloud single-tenancy SaaS running on multi-tenancy IaaS.

4.2. Pricing

Our Managed Cloud Services are offered on a Managed Cloud Service Unit (MCSU) basis. The number of MCSUs required will be calculated based on:

- Infrastructure sizing and Architecture
- Service Level
- Software requirements
- Support Requirements

The cost of an MCSU is provided in the Pricing document 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

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

4.5. On-Boarding and Off-Boarding

4.5.1. On-Boarding

Esri UK will confirm your Service Commencement Date in advance to ensure a smooth transition into the Managed Service.

At the point of Service activation, Esri UK will conduct a structured onboarding and handover process designed to equip the Customer's team with the knowledge and tools needed to use the service effectively. This will include:

- Knowledge Transfer – A walkthrough of the service architecture, operational processes, and key responsibilities.
- Handover Documentation – Provision of comprehensive documentation covering system access, support procedures, and service scope.
- User Training – Guidance on how to access and use the system, tailored to your user roles and operational needs.

Additionally, Esri UK will introduce the Customer to its Service Delivery Manager and the wider Esri UK team, who will be providing support throughout the lifecycle of the Service.

The Customer will also be shown:

- How to access the system.
- How to raise incidents and service requests.
- How to engage with the support and service management teams.

This onboarding process ensures that the Customer team is fully prepared and confident in using the Service from day one.

A range of additional on-boarding services are available as options purchased through our complementary G-Cloud GIS Cloud Consultancy, Training Support and Managed Services (refer to section 0)

For example, a WebGIS Launch Kit service will help you get the most out of your new hosted ArcGIS environment. An Esri UK ArcGIS expert will enable you to:

- Accelerate solution delivery: Learn how to rapidly create maps and apps that solve business challenges and engage stakeholders.
- Strengthen in-house skills: Your participants will gain the skills to configure, maintain and govern your ArcGIS Online or ArcGIS Enterprise portal with clarity and control.
- Improve operational efficiency: Discover how to streamline workflows, automate tasks, and reduce manual effort across teams.
- Make informed decision making: How to leverage spatial data to inform strategic initiatives

With the Launch Kit, Esri UK will help you adopt best practice in the use of your cloud ArcGIS environment ensuring you maximise the value of your investment.

4.5.2. Off-Boarding

User-uploaded content can be downloaded by permitted users from their cloud GIS content repository at the end of any subscription period. The customer will take responsibility for ensuring that all customer GIS and other data stored on the hosting platform is removed.

4.5.3. Data Standards

If storing data within ArcGIS in the Cloud, 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 in the Cloud 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 in the Cloud 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 In the Cloud in the Cloud supports two de-facto OGC specifications and three de-jure (commonly adopted) open standards when publishing data held in ArcGIS In the Cloud directly:

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

4.6. Training

Esri UK's GIS Cloud Consultancy, Training, Support and Managed Services available under G-Cloud Cloud Support describe the training and knowledge transfer services available including the Launch Kits described in Section 3.4.1.

4.7. Customer Responsibilities

The customer is responsible for:

- The control and management of access and responsibilities for end users including appropriate connectivity if required.
- Day-to-day administration and operation of the Esri software.
- The customer is responsible for ensuring that all services within the Esri Enterprise Portal are configured correctly. They must verify that any services intended to remain private are not inadvertently made public. Additionally, customers should confirm that they are comfortable with the level of security provided by the service and avoid uploading any data that requires a higher level of security than the service offers.

The service can include ArcGIS software licences or you can bring your own if you already have the appropriate licences.

4.8. Service Constraints

The following constraints apply:

- The service does not include the provision of customer data uploads by Esri UK (although this service can be bought through our complementary G-Cloud services)
- Dependent on the service management options chosen, the service may or may not include any subsequent patching of the server once handed over to the customer.

4.9. Security Assertions and Assurance

The security assertion and assurance responses associated with this service are those of our Cloud providers, Amazon Web Services or Microsoft Azure UK.

4.10. Technical Requirements

Customers will require internet connectivity to access their cloud platform. Various channel security options such as VPN are also available.

4.11. Service Levels

Various service level options are available. This will depend on your requirements which will determine the configuration of your service.

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

4.12. Service Management

Various service management options are available. This will depend on your requirements which will determine the configuration of your service.

4.13. Backup/Restore/Disaster Recovery

Various backup, restore and disaster recover options are available. This will depend on your requirements which will determine the configuration of your service.

4.14. Termination Terms

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

4.15. Financial Recompense Model

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

4.16. Data Restoration/Service Migration

Data restoration and service migration may be provided by Esri UK through Esri UK's GIS Cloud Consultancy and Transition Services available under G-Cloud Cloud Support

4.17. Trial Service

There is no trial service available.

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 vision, please refer to this information:

<https://www.esri.com/en-us/arcgis/open-vision/overview>

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>

5. Our Experience

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

Relevant clients include: the Animal and Plant Health Agency, Natural England, the Environment Agency, Defra, Transport for London, Transport for West Midlands, Office for National Statistics, the Forestry Commission, Sheffield County Council and Glasgow City Council.