



Information Services Department



Geographic Information System – GIS

The Information Services Department acts as the main support resource for City Geographic Information Systems users. Along with daily maintenance of many of the City's GIS layers, GIS staff form a resource and support unit for other GIS development within the City. ISD GIS also functions as the primary liaison with other regional GIS producers and users. ISD GIS staff produce many reports and maps, and provide geospatial analysis to City Council Members, the City Manager's office and other departments on request.

- Perform special studies and spatial data analysis upon request.



- Maintain annual software support agreements.
- Setup of all user profiles and security.

- Production of maps and overlays on request.

- Load data from other sources for use by the City, such as aerial photos, current Assessor Map pages, tract and parcel maps and data.
- Create and maintain environments for testing GIS functionality and patches.
- Develop query tools and programs for on-screen GIS data validation.

SERVICES PROVIDED

- Install, monitor and maintain the hardware, database, operating and application software, and toolsets on GIS servers.
- Provide One-on-One training on the use of GIS tools to extract and analyze geographic data, and produce output containing that data

DID YOU KNOW?

ISD has produced more than 200 layers of GIS data including streets, parcels, addresses, boundaries for districts, building outlines, service and special zone areas.

The City's Police and Fire Depts rely on accurate GIS information for emergency response and planning. The Dept of Public Utilities uses GIS data to develop efficient solid waste routes.

Live GIS data, including aerial photographs, from the Cities of Fresno and Clovis, and Fresno County is available to GIS users through efficient SDE database links.

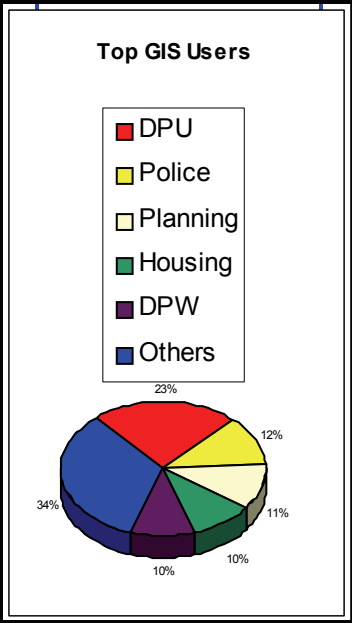
Service Calls: 621-7100

For Your Assistance

**Hours of On-site Support:
8:00 am- 5:00 pm
Monday-Friday**

Dedicated GIS resources

- ISD Supervisor (1)
- Programmer/Analyst III (3)



ISD Methodology for GIS Charges

Each department is charged for GIS services based upon their percentage of use of the GIS resource.

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GIS Special Projects

The City's ISD GIS division participates in the Regional GIS Architecture Group, a partnership between the Cities of Fresno and Clovis and the County of Fresno, formed under the e-Gov initiative with the goal of reducing duplication of effort, implementing common standards, and providing joint support of a shared GIS environment.

- New aerial photographs will be available late summer of 2008, in 4" resolution which provides a much sharper image at all scales than the older 6" photographs.
- All production City of Fresno GIS data (including aerial photographs) have been migrated and merged into one SDE database as part of ISD's long term consolidation strategy.
- CityView is a web-based GIS viewer sponsored by the Planning and Development Dept and developed by ISD to facilitate property research and provide links to regional sites.

GIS SERVICE LEVEL AGREEMENTS

The Information Services Department pledges to meet the following service agreements with the City of Fresno GIS customers:

- ISD GIS will create and maintain a web presence to make GIS data available to the citizens of Fresno.
- The application production environment will be monitored daily to ensure availability.
- User group meetings shall be held no less than quarterly.
- Incremental system backups will be performed every night during off-business hours.
- Full system backups will be conducted each week, during off-business hours.

- An archive of GIS data, including historical data imagery files will be maintained.
- Special report requests and recovery requests for archived material will be completed, depending upon scope of report, within five (5) days after request.
- Setup of new user IDs and security profiles will be completed within 48 hours after request.
- ISD GIS resources shall maintain up-to-date technical skills.
- Help Desk calls to ISD shall be responded to within three (3) hours of receipt.
- E-mail inquiries or requests for service referred to specific ISD resources will be answered within three (3) hours of receipt.

- ISD shall be responsible for initiating and monitoring maintenance and service contracts, and for payment of fees on behalf of GIS users.
- On-site GIS service resources shall be available to users from 8:00 a.m. to 5:00 p.m., Monday thru Friday each week.
- Initial diagnostic support for application errors shall be completed within two (2) business days.
- ISD will maintain GIS links within the Sungard PS building permits system, updated every 24 hrs.