

When to Ask For Help

Jessie Lloyd

Fairmont Public Utilities



TikTok
Q. Laughter awaits

**When the apprentice are
first ones to arrive on
scene for trouble call**

Followed by Sydney and 21 friends

Linejunk Follow

The City of Fairmont and ESRI

History

2015 – Started map creation with maps created on a network folder

2019 – Published maps for first time to ArcGIS Online

2021 – Started transition to ArcGIS Pro from ArcMap

2022 – Turned on ArcGIS Enterprise Server without SQL

2023 – Updated and started migrations to MS SQL based maps

How we use it

- Biggest use is from our locator to quickly identify underground utilities.
- Basic cable ID and field info for devices.
- Tacking Dutch Elm Disease.
- Snowplow routes and assigned trucks.
- Public parks and walking trails
- Water main material and age

Core Issues and Struggles

- No one on staff trained in ESRI products or GIS in general.
- Lack of understanding in how the ESRI ecosystem works.
- IT support is outsourced and ESRI software support is not covered by the IT contract.
- No clear direction for what we expect GIS to do for us.
- Lack of good and accurate data for feature classes already created.
- Enterprise deployments can be very challenging even with a good understanding of ESRI products

How to Fix All the Issues

Call Austin Public Utilities

Talk to actual GIS people

ALL PROBLEMS SOLVED!!!

Resources at Your Disposal



Neighboring utilities and cities.



Reddit/ESRI Forums



Youtube



LinkedIn



My ESRI Training



User Groups



Vendors



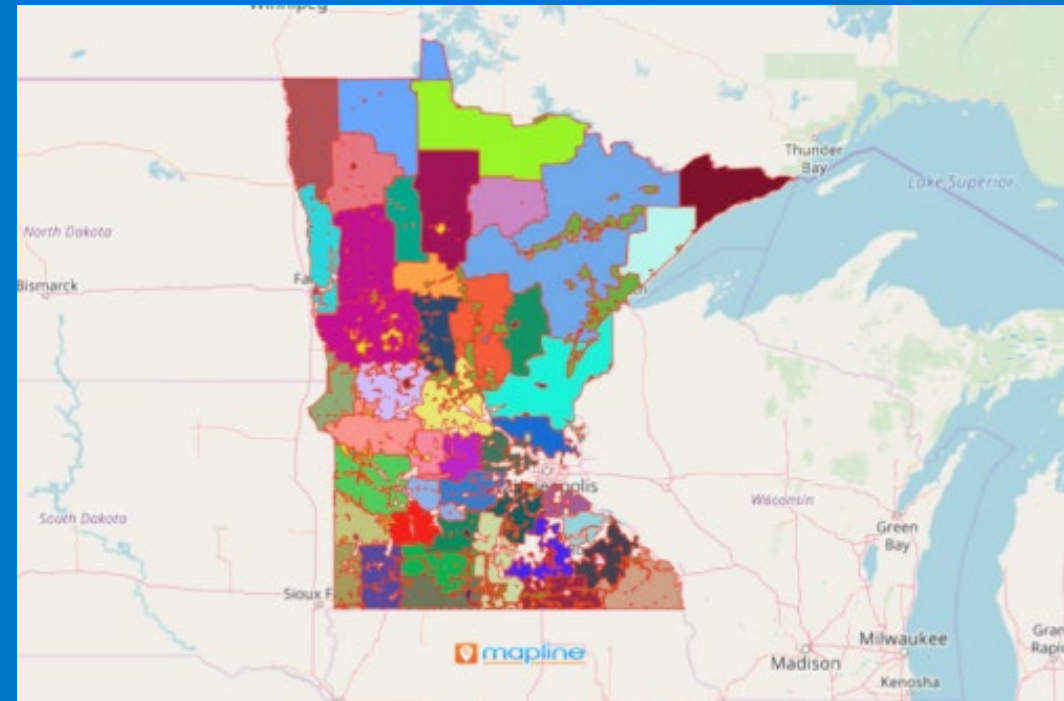
Other Departments

Neighboring utilities and cities.

This might be everyone's single greatest resource.

Often times your neighbors have very similar setups and can save time vs finding the answers to your questions yourself.

Just make sure to not lean too hard on this resource.



Neighboring utilities and cities.

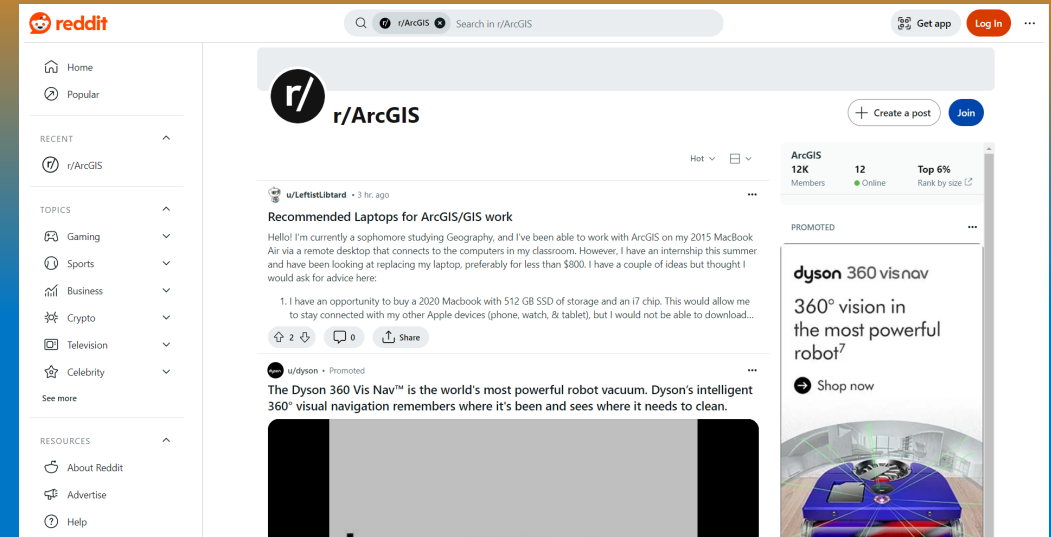
When to ask:

- Initial setup and design of a big project (like moving to enterprise)
- When you have just hit a wall
- You know that utility or city has done exactly what you are looking for
- Just need to talk things out

How do you get in contact with these folks?

- Ask others in your utility
- Common organization like MMUA/MREA
- Contact home office or city hall

<https://www.reddit.com/r/ArcGIS/>

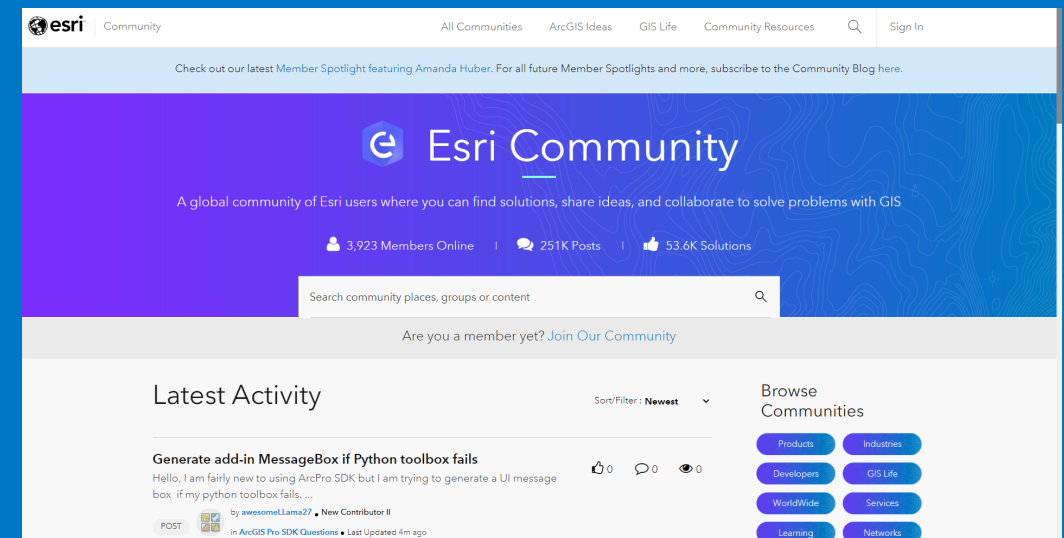


Reddit/ESRI Forums

When to hit the Forums

- You know the basics of your goal
- Just need to know how others may have done something similar
- Need ideas for hardware to go with all your software
- Want to ask a question and get lots of idea back

<https://community.esri.com/>



YouTube

Videos are sometimes the best!

- Great to get good visuals along with a narrative.
- Can often open ArcGIS and work with the video
- Tons and Tons of content! Any answer to a question you have is practically in video form

Some great ArcGIS YouTuber's

[ESRI ArcGIS Official Channel](#)

[Spatial Monkey](#)

[GIS Chops](#)

[ArcGIS Mastery](#)

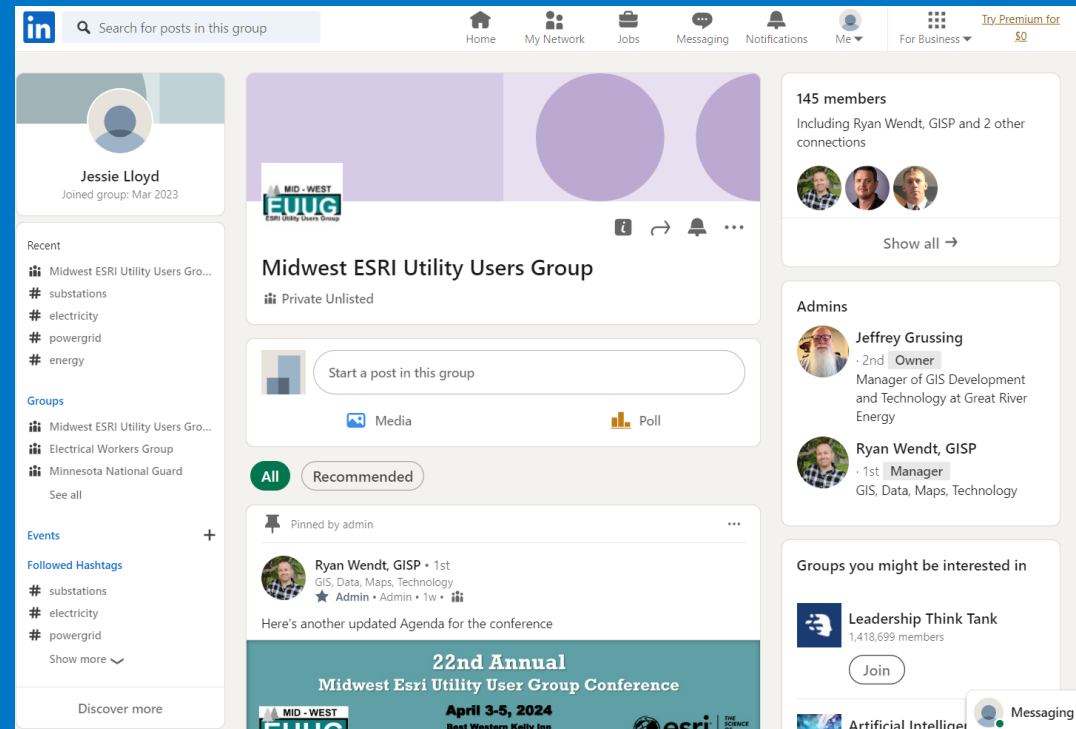
LinkedIn

Could be better than forums??

- Another Great way to get in contact with other utilities
- Lots of groups with lots of proven real experience
- Can be on the harder side to use for some

Join the Midwest ESRI Utility Users Group!!!

[Midwest ESRI Utility Users Group](#)



My ESRI Training

[ESRI Training Catalog](#)

If you have it, its GREAT!

- Actual training direct from ESRI
- Has demos and files to go with the videos and courseware
- Can be self-paced and instructor led
- Has both free and paid for content (and some stuff in-between)
- Requires a free my ESRI account
- Not everyone gets access to some content, maintenance subscriptions required.

The screenshot displays the ESRI Academy website interface. At the top, there is a navigation bar with the ESRI logo and menu items: Products, Industries, Support & Services, Stories, and About. Below this is a secondary navigation bar with a home icon, Esri Academy, About, Catalog (highlighted), Certification, My Academy, and Help. A third navigation bar contains links for Course Catalog, Courses by Schedule, Courses by Location, New and Retired Training, and Learning Plans. The main content area features a large blue banner with the text "Explore Our Courses". Below the banner is a search bar labeled "Search Courses" with a search icon and a "Search Tips" link. Underneath the search bar is a "Browse by Topic" section with nine topic-based icons: Getting Started, ArcGIS Products, Data Management, Mapping, Spatial Analysis & Data Science, Field Operations, Scripting & Development, Imagery & Remote Sensing, and 3D Visualization & Analytics.

User Groups

Take a look around!

- Great way to meet a lot of people at once and get lots of ideas
- No matter your level of expertise you can always leave with something
- Great way to social network!
- Multiple groups to choose from

Different types of groups:

- [Mid-West ESRI Utility Users Group](#)
- [ESRI Official User Conference](#)
- [TechAdvantage](#)
- [DistribuTECH](#)
- Make your own local group!

Vendors

Why bring in a vendor?

- Large Projects with small staff
- Need a lot of map edits done in a short amount of time
- Used up all other resources
- Have the budget or money to hire a vendor
- Disadvantage is they can get expensive

How to find a vendor

- Ask around to your neighbors
- Ask around at user groups, probably find someone around here that will take your money....
- Do your homework and get lots of quotes, compare the level of detail in the quotes
- Make sure and set a firm scope of work

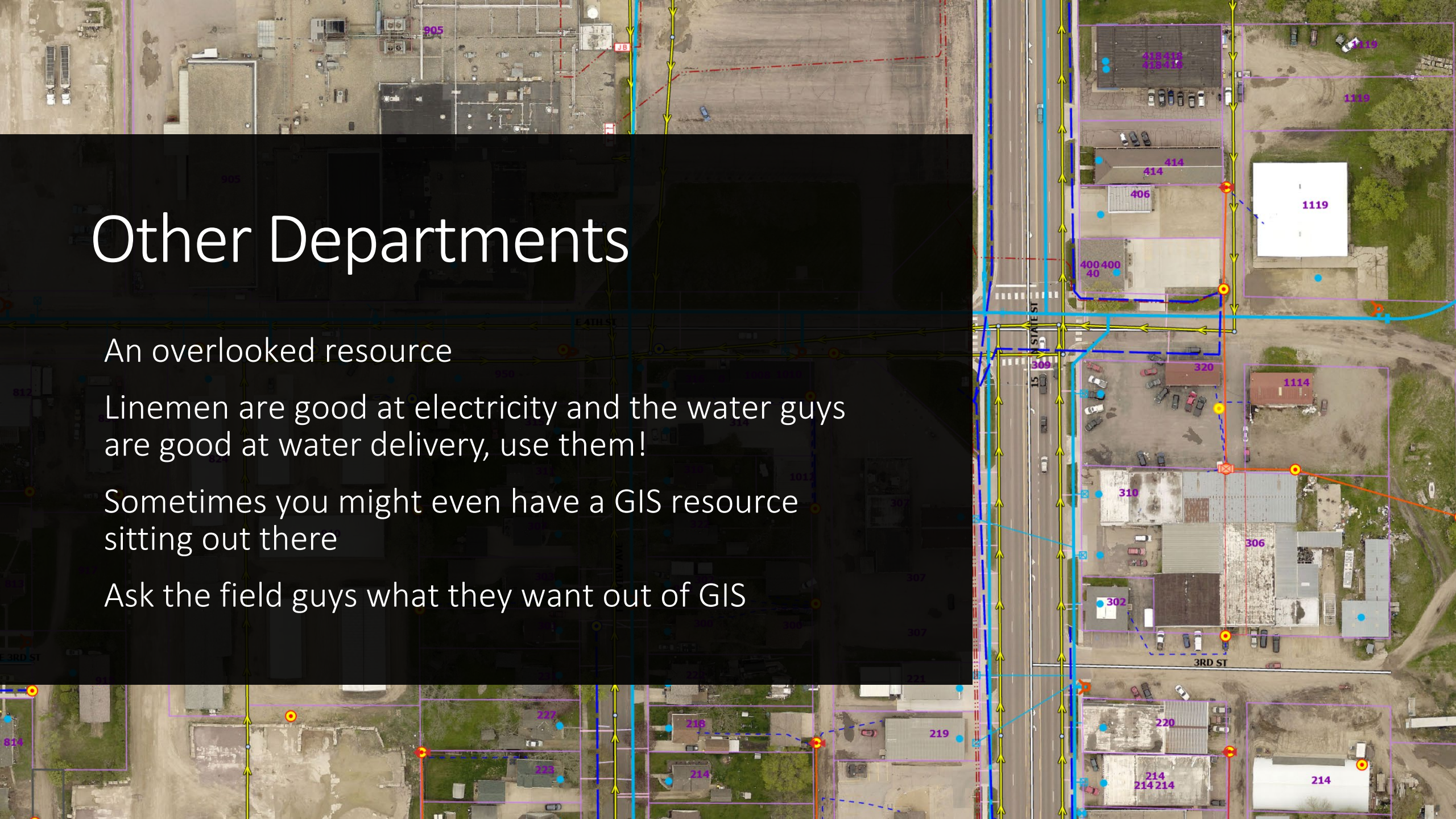
Other Departments

An overlooked resource

Linemen are good at electricity and the water guys are good at water delivery, use them!

Sometimes you might even have a GIS resource sitting out there

Ask the field guys what they want out of GIS



QUESTIONS?