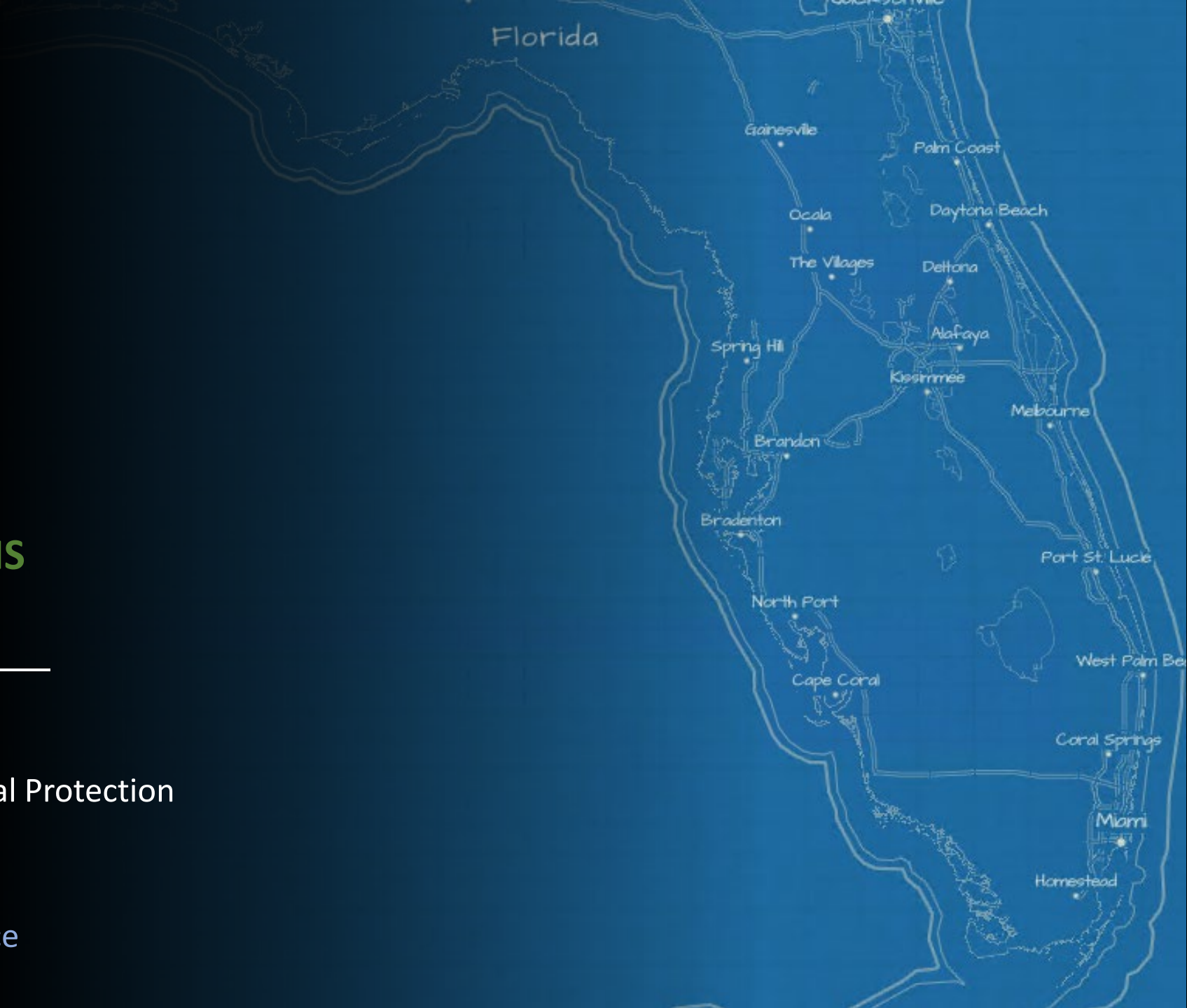




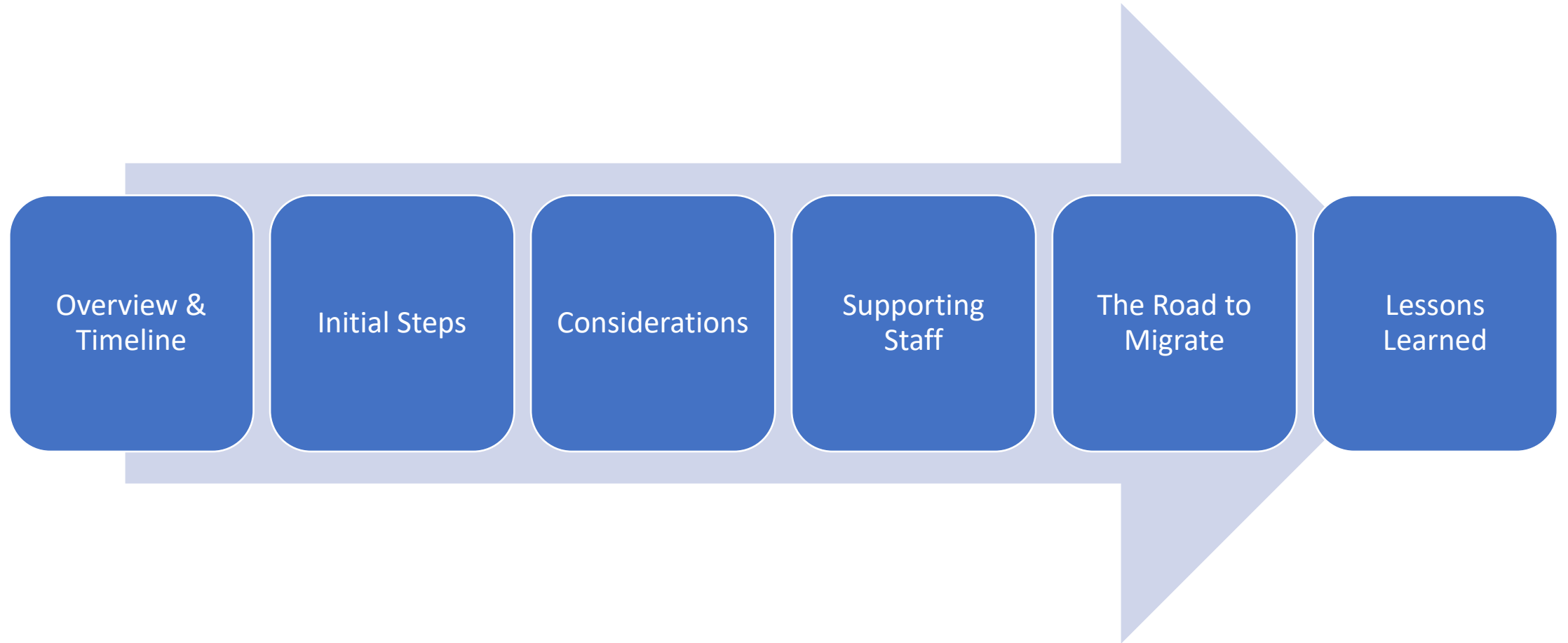
Migrating your Enterprise GIS from ArcMap like a Pro

Parker Hinson | GIS Lead
Florida Department of Environmental Protection

2022 ESRI Southeast User Conference



Discussion Blueprint



Overview

The Florida Department of Environmental Protection protects, conserves and manages the state's natural resources and enforces its environmental laws.

DEP is a state agency with thousands of employees, over 600 of which were ArcMap users

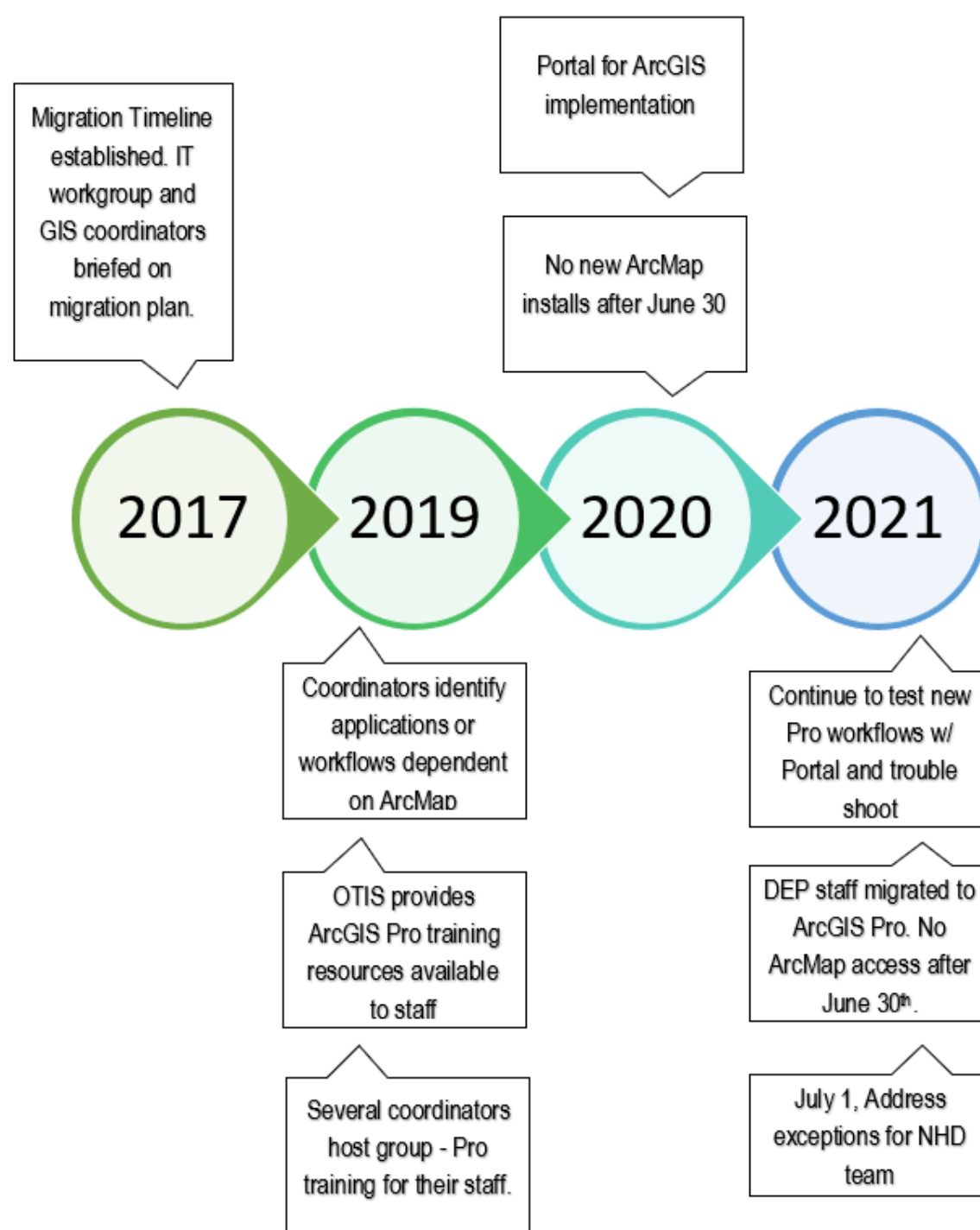
- 6 District Offices
- 174 State Parks (remote locations)
- Numerous Aquatic Preserves and field offices

Migrated FDEP from ArcMap to ArcGIS Pro as of July 1, 2021

Three-year plan



Timeline

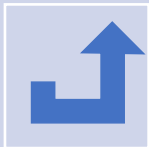


Why Migrate?

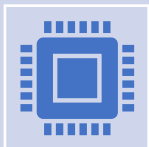


Enterprise GIS support staff were..

- Supporting help desk requests for ArcMap and ArcPro
- Keeping up with updates and patches for both
- Providing new installs for new staff
- Providing training for both.



As an agency policy, we do not supply any software out of mature support and at the time of our decision to migrate ESRI had an end-of-life date for ArcMap



ArcGIS Pro had replicated the ArcMap functionality to adequately meet the needs of staff currently using ArcMap, and provided users with additional functionality, speed and stability not found in ArcMap.

Example Description of Benefits

Over the past five years, many program areas have made great progress in migrating GIS workflows to ArcGIS Pro, updating custom tool bars, and providing Pro training via the Department's ESRI Enterprise Agreement.

- The 64-bit architecture used by ArcGIS Pro is more stable than ArcMap.
- ArcGIS Pro is significantly faster than ArcMap.
- ArcGIS Pro is fully integrated with ArcGIS Online.
- Provides a familiar ribbon interface that is helpful to new users.
- Provides advanced 2 and 3D modelling tools for analysis.
- There is no need to re-create maps and layouts—simply import your existing map documents (.mxd), scenes (.sxd), and globes (.3DD) into ArcGIS Pro and save them as projects (.aprx)
- All new enhancements from ESRI will be available through ArcGIS Pro.



Initial Steps

Performed testing at remote locations to be sure the network would support their use of ArcGIS Pro.

- Set up projects and asked current ArcMap users to test.
- Aimed to find staff with similar skill levels in each of our Statewide test locations.
- Tests confirmed that staff had adequate access to Pro and that the software would meet their needs.

Provided guidance documents and set firm timelines

We had a series of meetings with our Department Tier I and II help desk staff managers (i.e. Desktop Support)



Important Considerations



Have one or two people on your staff very adept in ArcGIS Pro and provide them as much training on the software as possible. Everyone else can be taught by those leads.



Communicate with all stakeholders (regularly)



Implement an approved plan



Identify Concurrent License Users vs Stand-Alone licenses



Utilize 'Out of the Box' solutions (and not custom toolbars)

Coordination

Each of our 21 program areas has a **GIS Coordinator**. We relied on each of them to coordinate with the GIS users in their program area to make the migration successful. As expected, some were more progressive than others.

- Sent out email notices about the migration plan, background, and timeline every three months
- Presented at department-wide IT meetings so staff outside the GIS coordinators are aware of the initiative
- Provided program area GIS Coordinators with lists of staff in their program area that were using ArcMap
- Provided the program area GIS Coordinators with free, online, ESRI ArcGIS Pro training resources and encouraged them to use the training room to host multiple sessions where staff would work through the free training together. When coordinators did this, it was wildly successful!
- Provided customized data about program area ArcMap footprint with each GIS Coordinator. Asked for accountability.



Thank you for taking the time to meet with OTIS-GIS to discuss the desktop software migration from ArcMap to ArcGIS Pro. As mentioned, this will occur on June 30th 2021 and ArcMap will no longer function for all DEP users so it is important to migrate sooner than later. Additionally, please note that PC refreshes will only receive ArcGIS Pro and not ArcMap as of last year (July 1, 2020).

GIS Coordinator TO DO LIST:

1. Review the dashboard link below to identify your program desktop users.
2. Have all staff that will need to use ArcGIS Pro, request the software via a service desk ticket.
3. Share training resources with existing and future Pro users.
4. Share the welcome packet with users and request they join the GIS_L list serve at FDEP (link in the welcome packet).
5. Remind all staff that ArcMap is no longer being added to new computers during the refresh process.
6. Please have them begin migrating existing ArcMap .mxds to Pro ASAP.
7. Reach out to the GIS help desk, via service desk ticket, if you need help re-creating an ArcMap workflow in Pro.

Below are some resources to assist you and your staff over the coming weeks as you transition to ArcGIS Pro.

SharePoint

- [Main OTIS-GIS SharePoint site](#)
- [GIS Users folder on SharePoint site](#)
- [Welcome Packet \(recently updated\)](#)
- [DEP DataMiner Toolbar for Pro](#)

GIS Library

Complete the checklist to request data updates (or new layers) to the FDEP Enterprise GIS library:

- [GIS Data Checklist](#)
- [Creating Metadata for FDEP Enterprise GIS layers](#)

OTIS-GIS Dashboard

- Usage statistics for various GIS applications and users (must be on DEP network)
 - [OTIS-GIS Dashboard](#)
 - Scroll down to the ArcGIS Desktop Usage section, where you can download a CSV by Department for “Primary License Uses” (i.e. ArcMap) or by “Pro License” (i.e. ArcGIS Pro).

Training

Esri Catalog (free content):

- [Going Pro: ArcGIS Pro Essentials for ArcMap Users](#) (1 hour course)
- [Getting Started with ArcGIS Pro](#) (5.5 hour course)
- [ArcGIS Pro Terminology Guide](#) (Document)

Portal for ArcGIS (coming to FDEP in February 2021):

- [ArcGIS Enterprise \(Portal\) & ArcGIS Online](#) (1 hour video)
- [Web GIS \(Server & Online\) -- Portal for ArcGIS: An Introduction](#) (1 hour video)

Troubleshooting

Also, *fyi*, a recent common ArcGIS Pro misunderstanding regarding license vs login. Default installations of ArcGIS Pro (from FDEP service desk) contain the correct Concurrent Use license info, so the desktop software does **not require** a user to sign in.

Supporting Staff

We made a point of supporting staff and recognizing that many had long term workflows in ArcMap that would take time to relearn in Pro.

BUT... if we re-created the workflow and provided step-by-step documentation, it was their professional responsibility to learn the new software in a timely manner.



T-Minus..

1 year from transition

- Encouraged everyone to install ArcGIS Pro and begin to use **both** desktop software applications in tandem to get their work done.

6 months from transition

- Met individually with each program area GIS Coordinator and asked them to verify that staff had access to Pro software on their machines and encouraged them to have staff start opening existing ArcMap .mxd projects in Pro
 - 95% opened successfully, but some needed tweaks to content and symbology
- Six months out, we still had time to address these glitches and help staff create new workflows in Pro
- Provided a customized email to each GIS Coordinator and scheduled one-on-one meetings
- Discontinued *new* access to ArcMap
 - This means if an existing employee got a computer refresh or were a new employee joining the Department, they would **not** get ArcMap installed on your computer, ONLY Arc Pro. Users had almost two years warning about this ahead of time, so it should not have come as a surprise.



T-Minus..

90-60-30 days from transition

- The first of every month, we sent out an email notice:

90-60-30 days until the ArcGIS Pro migration will be complete. The ArcMap license manager will no longer be available.

Please direct any questions to your GIS coordinator as soon as possible. Thank you!

- We specifically mentioned the license manager because we heard that people initially planned to use an old copy of ArcMap on their PC, rather than migrate to Pro. 😊 We decided that redirecting the license manager (or letting standalone licenses expire) was a better solution than trying to un-install ArcMap software from staff PCs.



The Reckoning

The morning of July 1, 2021 was surprisingly peaceful and successfully migrated users exclusively to ArcGIS Pro.



Lessons Learned

1

Compress migration timeline to 6 months

2

Group discussions and document group needs instead of one-on-one conversations

3

Focus on the benefits of Pro

4

Make very clear when the ArcMap license will be inaccessible

5

Coordinate with your HelpDesk / ServiceDesk

Best of luck on your
migration journey!

Parker.Hinson@FloridaDEP.gov

