Esri Professional Service Packages Requirements

The requirements for using Esri Professional Service Packages are described below; see corresponding footnotes in parentheses for specific descriptions.

Enterprise Consulting Services
- Capacity Planning (2, 25)
- Enterprise GIS Health Check (1, 13, 14, 23, 25)

Jumpstart Services
- ArcGIS Data Reviewer Jumpstart (1, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 17, 20)
- ArcGIS Enterprise Jumpstart—Basic (1, 8, 13, 14, 19, 22, 30)
- ArcGIS Enterprise Jumpstart—Standard (1, 8, 13, 14, 19, 22, 30)
- ArcGIS Enterprise Jumpstart—Advanced (1, 8, 13, 14, 19, 22, 30)
- ArcGIS Aviation Charting Jumpstart (1, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 15, 16, 20)
- ArcGIS Maritime Jumpstart (1, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 15, 16, 20)
- ArcGIS Image Server Jumpstart (1, 7, 8, 13, 14, 19, 22)
- ArcGIS GeoEvent Server Jumpstart (1, 8, 13, 14, 19, 22, 32, 33)
- ArcGIS Monitor Jumpstart (1, 5, 8, 12, 19, 23)
- ArcGIS Workflow Manager Jumpstart (1, 3, 4, 5, 6, 7, 8, 9, 10, 12, 16, 18, 20, 26)
- ArcGIS Data Appliance Jumpstart (1, 8. 13, 22, 28)
- ArcGIS Data Appliance and ArcGIS Enterprise Bundle Jumpstart (1, 8, 13, 22, 28)
- ArcGIS Defense Mapping Jumpstart (1, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 15, 16, 20)
- Esri Geoportal Server Jumpstart—3 Days (1, 8, 13, 19, 21, 27)
- Esri Geoportal Server Jumpstart—5 Days (1, 8, 13, 19, 21, 27)
- ArcGIS Production Mapping Jumpstart (1, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 15, 16, 20)

Launch Kits
- 3D Launch Kit (1, 20, 34)
- AEC Project Delivery Launch Kit—Basic (1, 13, 14, 23, 31, 35)
- AEC Project Delivery Launch Kit—Standard (1, 13, 14, 23, 31, 35)
- ArcGIS Hub Launch Kit (1, 5, 14, 26, 36, 37, 38)
- ArcGIS Urban Launch Kit (2, 20, 34)
- Emergency Management Operations Launch Kit (1, 2, 34)
- Market Planning Launch Kit—Basic (1, 13, 14)
- Market Planning Launch Kit—Advanced (1, 13, 14)
- Web GIS Launch Kit (1, 13, 14, 22)
- Web Maps and Apps Launch Kit (1, 13, 14, 22)

Remote Support
- AEC Project Delivery Remote Support (2, 23, 35)
- ArcGIS Monitor Remote Consulting Services—20 Hours (2, 12, 23)
- Remote Support for Esri Geoportal Server—20 Hours (2, 23, 24)
- UI/UX Expert Review—20 Hours (2, 23)

Retainers
- Business Consultant Service Retainer Package (1, 2, 20, 23)
- Developer Service Retainer Package (1, 2, 20, 23)
- Geodatabase Administrator Services Retainer Package (1, 2, 20, 23)
- Geospatial Analyst Service Retainer Package (1, 2, 20, 23)
- Platform Engineer Service Retainer Package (1, 2, 20, 23)

Workshop Services
- ArcGIS Data Reviewer Workshop (1, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 17, 20)
- ArcGIS Aviation Charting Workshop (1, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 15, 20)
- ArcGIS Maritime Workshop (1, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 15, 20)
- ArcGIS Workflow Manager Workshop (2, 3, 4, 5, 6, 7, 8, 9, 10, 12, 18, 20, 26)
- ArcGIS Defense Mapping Workshop (1, 3, 4, 5, 6, 7, 8, 10, 11, 12, 15, 20)
- ArcGIS Production Mapping Workshop (1, 3, 4, 5, 6, 7, 8, 10, 11, 12, 15, 20)
- Water Outage Solution Workshop (1, 2, 13, 23)

1. On-site support days shall be limited to no more than 8 working hours per day and performed on consecutive business days.
2. Remote Support may be scheduled between 5:00 a.m. and 5:00 p.m. (Pacific time), Monday through Friday, excluding Esri holidays.
3. Workshop shall be limited to no more than 12 Customer participants.
4. If it is determined that customer data will be integrated into the workshop/package, the data will be made available to Esri at least 10 business days prior to the workshop/package.
5. A computer projection system for PowerPoint presentations with a minimum resolution of 1024 x 768 is required.
6. It is the responsibility of the Customer to ensure that the computers and related space/equipment needed for the workshop are provided. Minimum computer requirements are as follows: Windows 7+, 2.0 GHz CPU, 4 GB RAM (8 GB recommended), 1024 x 768 or higher screen resolution, and adequate hard drive space for installation of the workshop data.
7. The location of the ArcGIS license (whether local or on a server) will affect student workspace environment setup. For optimal performance, it is recommended that ArcGIS Desktop be installed on each machine.
8. Customer will download installation files and ECP files and any necessary major updates for all applicable software from https://my.esri.com prior to the arrival of the Esri consultant.
9. ArcGIS Desktop (Advanced license level) and the most recent major updates must be installed.
10. Esri consultant requires administrative access to all workshop machines.
11. Workshop participant prerequisites will vary, depending on the topics. At a minimum, the participants should have taken ArcGIS 1: Introduction to GIS and ArcGIS 2: Essential Workflows or have equivalent knowledge/exposure to ArcGIS software.
12. Version 10.2, or higher, and the most recent major updates for the product in the package title should be installed.
13. The Esri consultant will require remote access to servers via Remote Desktop or Secure Socket Shell (SSH); access to user accounts with administrative privileges on any servers where software will be installed; and administrative access to any RDBMS used as an ArcGIS Enterprise geodatabase.
14. Customer will complete the previsit questionnaire and submit it to Esri prior to scheduling the on-site visit.
15. For information regarding system requirements, please see https://desktop.arcgis.com/en/arcmap/latest/install/mapping-charting/mapping-and-charting-solutions-system-requirements.htm.
16. The specific breakdown of hands-on training days and Customer-directed assistance days will be determined at least 10 business days prior to the Jumpstart.
17. Workshop setup documents and temporary licenses can be provided. For more information, please see https://desktop.arcgis.com/en/arcmap/latest/install/data-reviewer/arcgis-data-reviewer-for-desktop-system-requirements.htm for specific information regarding ArcGIS Data Reviewer system requirements.
18. For more information, please see https://desktop.arcgis.com/en/arcmap/latest/install/workflow-manager/arcgis-workflow-manager-for-desktop-and-server-system-requirements.htm for specific information regarding ArcGIS Workflow Manager system requirements.
19. Target installation servers should have applicable operating systems, databases, and patches installed and connected to the network prior to the on-site visit. For ArcGIS Enterprise system requirements, please see https://enterprise.arcgis.com/en/system-requirements/latest/windows/arcgis-enterprise-overall-system-requirements.htm.
20. Customer will not provide the Esri consultant the following:
    a. Information, data, or technology controlled for export under the International Traffic in Arms Regulations (ITAR);
    b. Unclassified controlled technical information (UCTI) or Covered Defense Information (CDI) under DFARS 204.7300 (252.204-7012 Safeguarding Covered Defense Information and Cyber Incident Reporting); and
    c. Protected health information (PHI) under the Health Insurance Portability and Accountability Act (HIPAA).
21. Jumpstart services participants should have prior experience with software installation, configuration, and operations in the Customer's environment. Jumpstart services facilities, including desktop workstations for each participant, should be set up prior to Esri staff arrival, per mutually agreed-upon specifications.
22. ArcGIS Desktop (Standard or Advanced) is required to support testing, configuration, administrative, and technology transfer tasks, in addition to geodatabase administration and data loading.
23. Customers must be current on maintenance of the product.
24. Topics must be related to Esri Geoportal Server.
25. This service will be conducted in a production environment. Consulting support for designing, installing, configuring, and performance and scalability testing of Esri products is outside the scope for this Service Package.

26. Workshop participant prerequisites will vary, depending on the topics. At a minimum, the participants should have taken ArcGIS 1: Introduction to GIS or have equivalent knowledge of/exposure to ArcGIS software.
27. For a full list of the Esri Geoportal Server system requirements, please see https://github.com/Esri/geoportal-server/wiki/Preinstallation-1.2.9.
28. Customer will connect Data Appliance for ArcGIS to the customer IT environment (and the server loaded with the ArcGIS Server software, if applicable), assign Data Appliance for ArcGIS an IP address, and place Data Appliance for ArcGIS into the same domain as the Customer's ArcGIS Enterprise system prior to the on-site arrival of the Esri consultant.
29. Topics covered must be related to the Esri Professional Service Package purchased with the remote support hours.
30. Design is limited to an MS Visio or PDF diagram with high-level details of a single ArcGIS environment and basic sizing estimates for component servers.
31. The Esri foundational apps covered can include ArcGIS Web AppBuilder, ArcGIS StoryMaps, ArcGIS Open Data, configurable app templates, ArcGIS Dashboards, ArcGIS for Office, ArcGIS Collector, ArcGIS Explorer, ArcGIS Workforce, or ArcGIS Survey123.
32. Customer is required to have an existing ArcGIS Enterprise implementation with the following components installed and configured prior to start of services: ArcGIS Server, Portal for ArcGIS, and the ArcGIS Data Store.
33. GeoEvent Server connectors covered in the ArcGIS GeoEvent Server Jumpstart include connectors that are provided with the product and connectors that are developed by the Esri GeoEvent team listed in the ArcGIS GeoEvent Gallery.
34. Specific requirements for participants, software, data, and meeting facilities will be provided by the Esri consultant prior to scheduling of the work.
35. ArcGIS Pro or ArcGIS Notebook Server is required.