



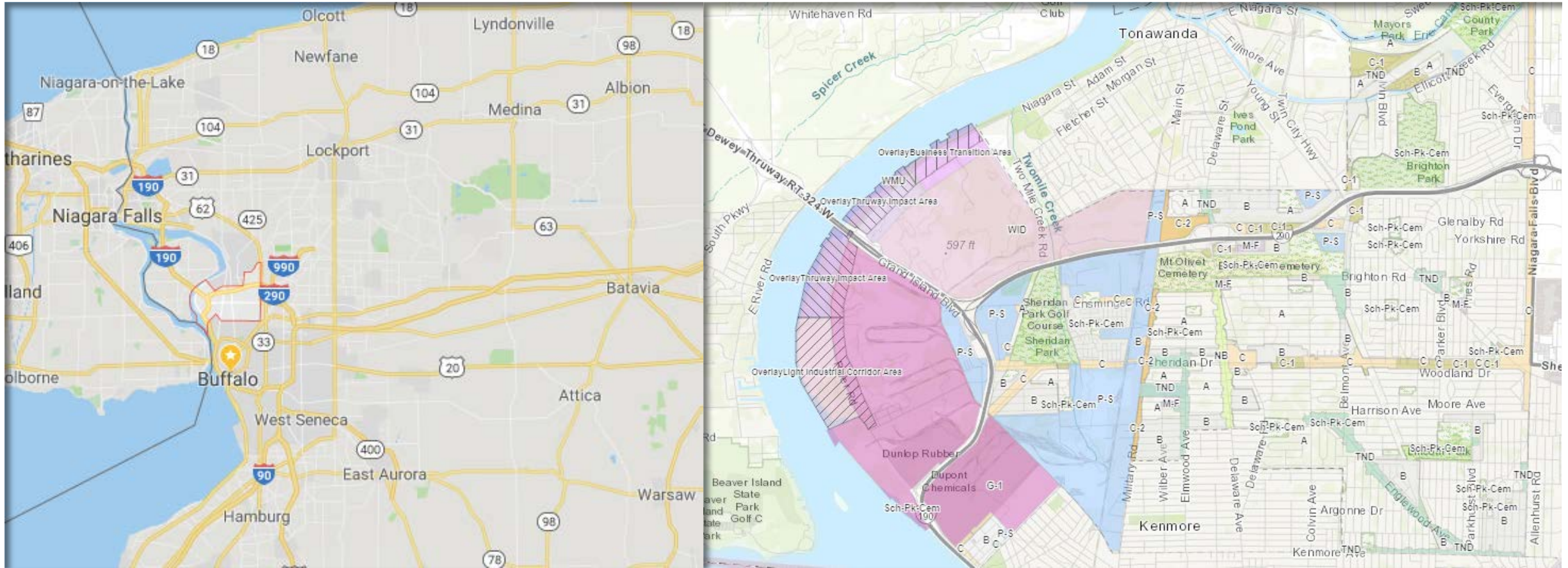
Contracting the GIS Administrator: The Good, The Bad and The Ugly

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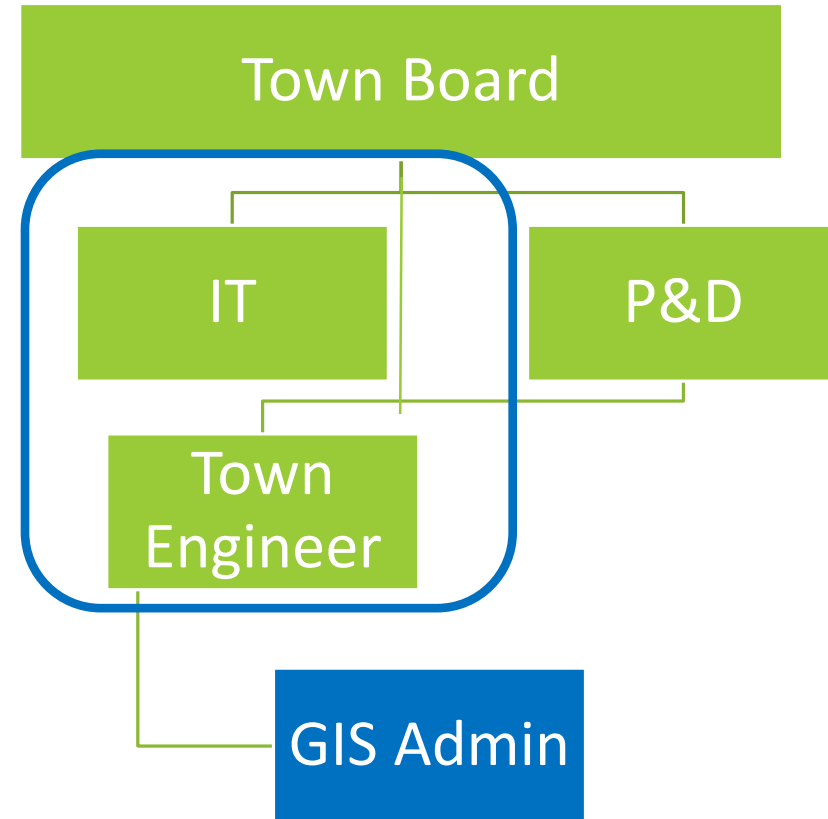
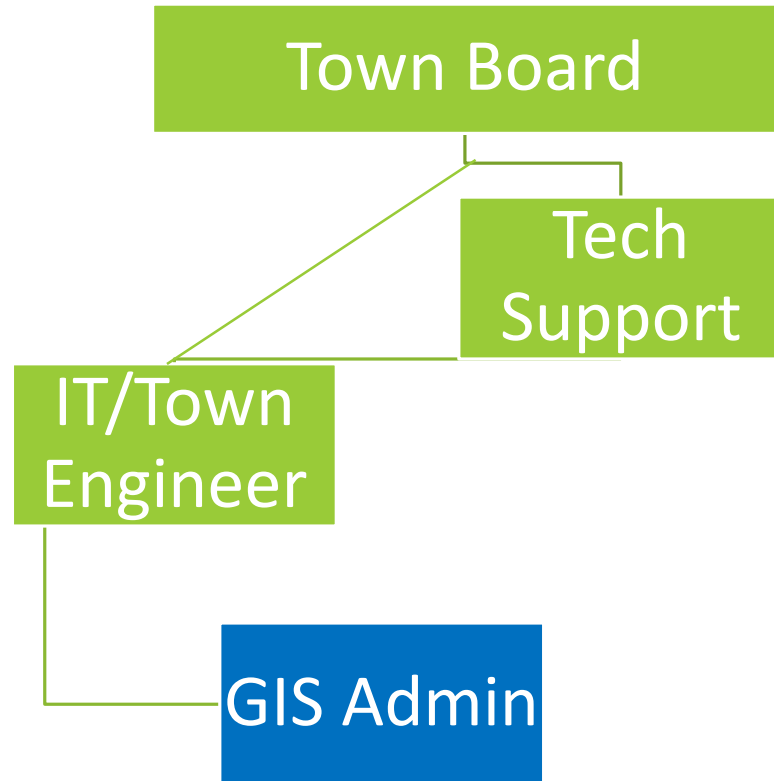
Where are we?



Where are we?



Town Engineer History



GIS History

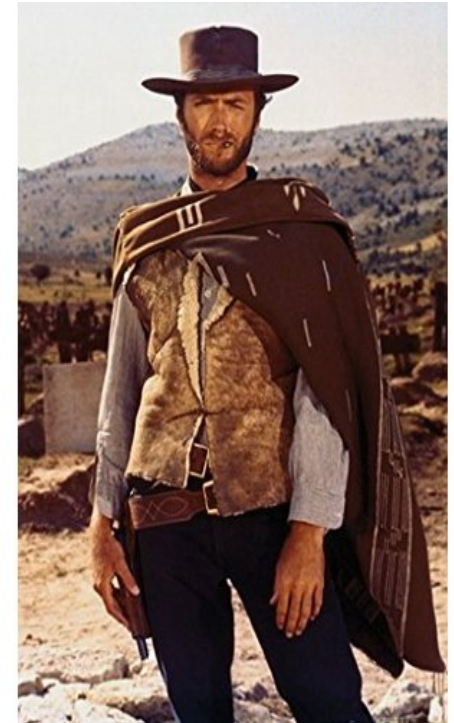


- 1991 – Automated Mapping, digitizing from lined maps to AutoCAD, Parcels, water, drainage and sanitary sewers
- 1996 – 1st Needs assessment, GIS Resource Group
- 2001 – Deployed ArcIMS server, Wendel
- 2002 – Subaddress application, Nusbaumer & Clarke, 1st in NYS, using Police “back-up” address, parcel address, water billing accounts and field verifications
- 2007 – 2nd Needs assessment, Bergmann
- 2010 – Tree and Sign mapping ArcPad application, Bergmann
- 2012 – Upgraded ArcIMS to ArcGIS 9 with Silverlight
- 2015 – Upgraded to ArcGIS with Portal
- 2015 – Geocove brought on for esri software support, water utilities map updates, etc.



Client Perspective

- Hiring constraints
 - Civil service
 - Title
 - Residency
 - Timing
 - Right fit
- Diverse background
- Access to data and resources
- Access to specialized technical resources
- Training Expected / capabilities on new & current technologies
- Consultants can ramp up for large projects



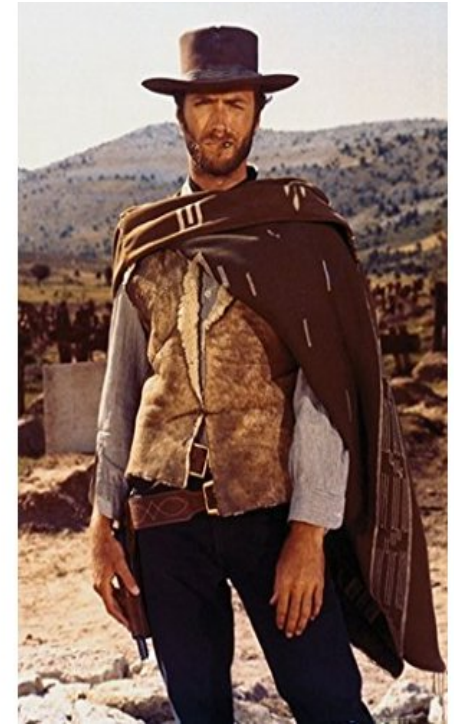
The Good

Client Perspective

- Grant Opportunities
- Hiring constraints
 - Civil service
 - Title
 - Residency
 - Timing
 - Right fit
- Diverse background
- Access to data and resources
- Attrition
- Access to specialized technical resources
- Training Expected / capabilities on new & current technologies
- Consultants can ramp up for large projects

Consultant Perspective

- Upper Management Support
- Budget
- Specific Project Ideas / goals
- Responsiveness
- Security





Client Perspective

- Disconnected from Town leadership
- Project managers are subject to change on short notice
- GIS administrator is only as good as the information that they are given
 - If constraints restrict the ability to obtain information, then GIS capabilities are limited
- Consultant relationship still needs to be managed
- Limited budget assistance



The Bad



Client Perspective

- Disconnected from Town leadership
- Project managers are subject to change on short notice
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- Consultant relationship still needs to be managed
- Limited budget assistance

Consultant Perspective

- Micro Budgets
 - Only one project at a time
 - No attempt at enterprise implementation
- No Long range plan
- Disconnected communication
- No cross department participation
- Trust Needed
- Changing Targets
 - Pilot
 - Needs assessment



The Ugly



Client Perspective

- Consultants are subject to change
 - Award a contract as a professional service
- Remote access to servers
- Need to be responsive to Engineering and IT
- Politics
- Familiarity with Town staff
- Familiarity with Town procedures
- Compliance
- Ability to maintain/increase budget



The Ugly

Client Perspective

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 - Award a contract as a professional service
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Consultant Perspective

- No / little support from upper management
- Too many bosses
- Changing winds
- Troubleshooting
- Hardware/software changes and/or updates by others



Conclusion

