ORURISA ArcGIS Enterprise User Summit – Questions & Answers
November 19, 2020

Q&A list – This is an overview of all the questions and answers that occurred during the event. Some of the questions were answered live by the panelists during the event, in which case you can review the event recording for the response. Other questions were answered in writing in the Q&A window, and can be reviewed below.

1. We have been utilizing ArcGIS Online Hosted but would like to use Portal on an INTRANET server for City employees. We also have ArcGIS Server (only) as a public facing server for non-AGOL application. We have an EA. Does anyone else follow a similar structure – how has it worked?
    A. Answered during event
2. Hi Casey, did you use a map template for your city map that has all the layers, or a template?
    A. Answered during event
3. Casey - does Lebanon have a Document Management System for all your linked documents?
    A. We do not
4. Are you using hosted feature layers in enterprise or are these layers by reference to file geodatabases or SDE? How are you syncing data layers between enterprise and ArcGIS Online?
    A. Answered during event
5. What maps that you have made have the highest traffic (internal and external)?
    A. Our Community Development web app is by far the most used internal application with several different departments using it. Externally it's probably close to even between the Zoning map and the Parks and Landmarks map
6. Thanks Casey -- quite impressive work! Do you use Distributive Collaboration to send content from Portal to AGOL
    A. No, but that is on my list! Currently just using ArcGIS Online Assistant.
7. Casey is the public notification tool custom? Or are you using the Esri out of the box solution?
    A. ESRI out of the box, but we admittedly do have a couple things we would like to change with it so we do plan on creating our own version eventually.
8. Are you using any type of versioning with collector, traditional or branch?
    A. We are not using versioning with collector currently because our authoritative data is currently in a geometric network and not editable on the web. When we have migrated that data to the new Utility Network Dataset we plan to leverage branch versioning.
9. Do you have a formal review process that content goes through before being pushed to AGOL and the public? If so, what are some of the highlights or challenges?
    A. We are small enough so far that we only have 1 staff member pushing content to AGOL for public consumption which has made is relatively easy to demo content to a management team group before new content is shared out.
10. What is the advantage of setting up the duplicate database?
    A. Services published from the registered duplicate database automatically update in all applications when the distributed databases are synchronized.
11. City of Lebanon - Police map and surveillance cameras - Are these live feeds? Ring? or just known locations

A. Just known locations with descriptions of camera count and location.

12. How are you storing and organizing the underlying imagery for your services.
    A. The underlying imagery is in Hosted tile layers.

13. Dave, I heard you have more users for AGOL versus ArcGIS Online. Are you familiar with the costs and differences between the two? We have an enterprise presence but no AGOL presence, but previously have been familiar with the concept of credit usage. What are your thoughts about that? I'd love to have more AGOL users but haven't dove into the costs of it.
    A. Answered during event

14. Dave (Albany), have you run into any issues with pooling? Are you taking the defaults for this?
    A. Answered during event

15. This question is for Dave. Have you published from PRO to a stand-alone server?
    A. Yes. Connect your server to Pro, register your databases with your server, and you should be fine.

16. Dave - pooling is the amount of instances of that service available. If you have a heavily used application and you take the default pooling instances, then users will have to wait because only two instances of (ex. taxlots) are available.
    A. Got it. Yes, we are using the defaults right now on our services. I have looked at this idea in the past but have not optimized it yet.

17. Kristin - Pro users, that's a lot! Do many come with experience, and part of the city's hiring priorities, or have you held in-house training, encouraged external trainings, self-taught?
    A. Many come with prior ArcMap experience at various levels of proficiency. With regard to the hiring process if it's a GIS-specific position then IS GIS is involved in the hiring process, but otherwise no. We've held numerous in-house trainings, and have had Esri come in to do two, one-day trainings that we worked Esri to customize on the migration from ArcMap to ArcPro. We also encourage the use of myesri training which we enable access to when a user is added to the Portal and assigned a Pro license.

18. Curious to know if anyone is using single sign-on with Enterprise internally?, and externally? or only using AGOL externally.
    A. Answered during event

19. Has anyone been use the ArcGIS Online Assistant in Portal?
    A. Answered during event

20. Kristin, how do you deal with green horns that want a Creator type and Publisher role? Do you have some training plan required prior to assigning this level?
    A. Answered during event

21. For Kristin - Who has the ability to create groups in your organization? Do you assign content to an authoritative user once it's in production or do things always show up under individual users?
    A. Answered during event

22. Kristin, thanks for your presentation. I really like your approach to branding the GIS Data on Portal as "the new Q drive."
    With multiple content creators do you have a formal review process that content (data or apps) goes through before being shared to the public? If so, what are some of the highlights or challenges that you have encountered?
    A. Answered during event

23. Has anyone had issues with AGO Assistant? If so, what happened? The reason I ask is that it's a few years old, it's not officially supported, and I've heard that there may be issues with recent ArcGIS Online content formats.
    A. Answered during event
24. Randy, was there any reasoning to putting the data store on the same machine as arcgis server manager? We currently have a two tiered system and our data store is on the same machine as Portal. Thanks
    A. Answered during event
25. Question for ESRI staff ... can Portal be able to serve as the host for a Distributed Collaboration?
    A. Answered during event
26. Who (Subject Matter Expert, Program GIS Staff, IT GIS Staff) is the best choice for testing structural dataset changes in the test environment, and who is the best choice for implementing dataset changes in the production environment?
    A. Every agency is different in their approach. Typically in a "Three Tiered" environment (development, testing, and production) structural changes should only occur at the development stage. Once proposed changes has all been reviewed and approved (some form of change management process) ,then things move to the Testing stage where updates are all verified/proved to see how such updates work in the system.   Finally once changes have been "proved" to work, then the changes are ported over into the production side of things.
27. We use Portal solely to administer our ArcGIS server but do field editing and publish maps/applications via our ArcGIS Online account. This is only because we were sharing content via ArcGIS online before our Portal integration. Should we move everything over to Portal? Are there pros and cons of using one over the other for sharing content?
    A. The use of a hybrid environment is very common.   However, instead of referencing your ArcGIS Server services directly in ArcGIS Online, it's recommended that you publish them so that they are items in your Portal, and then set up a collaboration with your Online account. This allows you to use them internally in Web maps/apps hosted by Portal, as well as in ArcGIS Online. How you manage that depends a lot on your overall strategy and how locked down your domain/firewalls are around your Enterprise. Do you collaborate by copying/syncing your data, or sharing references through the collaboration? Sharing referenced services can be difficult if you have AD/SAML authentication on the Enterprise that can't be seen on ArcGIS Online, or if you intend the data to be seen by anonymous users.
28. Who has the ability to create groups in your organization? Do you assign content to an authoritative user once its in production or do things always show up under individual users?
    A. Answered live. Presently only admins are able to create groups in the Portal (and AGOL). This will likely change in the future with our power user base as they become more familiar with the environment and inevitably ask for more permissions; but only for the Portal, not in AGOL. Once content has gone to production that is the result of a project that was formally requested of IS GIS via our annual process of working with departments to develop our Technology Proposal Summaries for the coming fiscal year, then yes, that content would be migrated to one of us in IS GIS to ensure it's properly maintained. This would also be the case for any content that is utilized

interdepartmentally. If users create their own maps and apps for use within their department those can be maintained by the users when they're in production.

29. Can Portal be able to serve as the host for a Distributed Collaboration?
    A. Answered live. A portal can only be the host for a collaboration if both sides of the collaboration are ArcGIS Enterprise portals. If you have a collaboration with ArcGIS Online, ArcGIS Online site MUST be the host. This is because of how collaborations work: the guest sets the sync scheduling, and ArcGIS Online cannot initiate a sync with Enterprise.

30. Bulk Publishing (from a user-managed data store - RDBMS) – Is anyone using, testing or have experience? Has anyone used to publish 'many layers/services' from a RDBMS > enterprise, to help manage some of their many services?   If testing/using - Did you try 10.8.1 for this? We have tested in 10.7, it appears in 10.8.1 has more been improved? We are concerned it uses a shared SOC – once we get more users and for scalability?
    A. (Answered by attendee) I tried it, works as advertised. creates a map service and feature service to 'every' geodatabase object. table/feature class.... unsure of the use case, i was just testing the features.