

**Q&As from LIVE WEBINAR: Introducing the next generation of LocalView**



**Webinar date: Thursday, April 15, 2010**

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**Summary of questions (click on question to jump straight to answer):**

1. Hopefully the GeoWindows will make it easier to provide different sets of data to different groups within the LA with different requirements or mixes of datasets?
  2. One of the criticisms leveled at LV2.0 intranet was it didn't sit well with end users, and they were often confused by complexity (even with training). What user experience design methods have you used to design, test and refine the products?
  3. Survey/Fault Reporting - can it both send to the customer and send to the CRM?
  4. Cloud deployment - how much risk would there be for the authority to rely on an internet connection for all their mapping (e.g. 3rd party delivery of OS mapping for instance)?
  5. We have just refreshed our hardware to go to Localview2 so it will probably be a while off to move to another model but perhaps elements if the benefits could be shown?
  6. Is this Government Connect compliant via the cloud?
  7. Where are you with plans for a LAGAN GeoTemplate?
  8. You suggested in one of you slides that Cloud computing from ESRI would facilitate LA1 sharing with LA2. Wouldn't LocalView Fusion design facilitate that anyway if LA1 and LA2 wish to do so?
  9. In the cloud model, is upgrade deployment dictated by the vendor and therefore all customers have to upgrade at the same time?
  10. Does the local map services require a corporate SDE or can it be run by GeoDatabases
  11. What will happen to the existing LV product? Will this be replaced by Fusion? if so, when?
  12. How easy it is to add services to LV Fusion? We have found it really complicated to add services to LV version 2.
  13. What are the major benefits to a cloud Localview Fusion over a cloud based (Azure) Bing platform?
  14. Can you select/ filter specific columns within a dataset? Say two different service units want to access the same table, but only one should see the whole table, the other should only see the filtered version. Can this be done?
  15. Does Local View fusion and Local View Cloud require ArcGIS Server?
  16. Could you mention the minimum OS and Hardware requirements? e.g W2K3 or W2K8 and x86 or x64
  17. Can report it maps be embedded straight into web content?
  18. How customisable is the interface?
  19. Will there be geowindows that will make use of ArcExtensions? For example maybe allowing an interface to certain tools in network analyst so a user can perform a customer network query...? I will also suggest this on the vision board.
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**Q: Hopefully the GeoWindows will make it easier to provide different sets of data to different groups within the LA with different requirements or mixes of datasets?**

A: Yes. With each GeoTemplate it is possible to publish multiple GeoWindows, each configured with different datasets and with different user permissions. User permissions can be controlled either with LocalView, or using your existing Active Directory database.

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**Q: One of the criticisms leveled at LV2.0 intranet was it didn't sit well with end users, and they were often confused by complexity (even with training). What user experience design methods have you used to design, test and refine the products?**

A: All of the feedback we've received through our support desk, at LocalView events and during early previews of LocalView Fusion have been taken on board to deliver a much more intuitive and user friendly experience than in previous versions. To consolidate all of this feedback into a coherent application, we have worked with a design agency to produce a user interface that is modern and fulfils the need for simple and intuitive productivity.

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**Q: Survey/Fault Reporting - can it both send to the customer and send to the CRM?**

A: The Survey functionality can be configured so that it sends a response email to an elected address (or addresses). The emails can be produced as readable text or HTML, or alternatively if they are being sent to a back office system, they can be formatted as plain text or as XML.

As well as emailing survey results, LocalView Fusion can be configured to pass them into a GeoProcessing task to enable tighter integration with other systems like CRM.

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**Q: Cloud deployment - how much risk would there be for the authority to rely on an internet connection for all their mapping (e.g. 3rd party delivery of OS mapping for instance)?**

A: A cloud based deployment gives many benefits such as scalability, low capital costs, low internal maintenance and failover. However, without a connection to the outside world all business will stop. The specific level of risk is dependent on the availability, capacity and robustness of their internet connection as well as on the reliability of the supplier.

As the web is now such a critical aspect of the delivery of an authority's responsibilities this consideration is there, irrespective of a cloud deployment. We would be very keen to discuss this further and to share our experience and thoughts on cloud deployments and approaches.

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**Q: We have just refreshed our hardware to go to Localview2 so it will probably be a while off to move to another model but perhaps elements if the benefits could be shown?**

A: Your existing LocalView 2 server should be adequate to run LocalView Fusion. If you contact your account manager with specific information they will be able to advise on your migration options.

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**Q: Is this Government Connect compliant via the cloud?**

A: Currently LocalView Fusion is not Government Connect compliant. We are currently investigating this area and will release a security paper as soon as we can.

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**Q: Where are you with plans for a LAGAN GeoTemplate?**

We are currently in discussion with partners to help them build or provide them with the skills to develop their own LocalView Fusion templates.

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**Q: You suggested in one of you slides that Cloud computing from ESRI would facilitate LA1 sharing with LA2. Wouldn't LocalView Fusion design facilitate that anyway if LA1 and LA2 wish to do so?**

A: You are correct, LocalView Fusion's design does support that approach and we are already deploying it in such a way. Our thoughts on the cloud approach is that it could be used to facilitate sharing between smaller authorities where there was no capacity to maintain the required infrastructure.

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**Q: In the cloud model, is upgrade deployment dictated by the vendor and therefore all customers have to upgrade at the same time?**

A: Yes – by subscribing to a Cloud version of LocalView Fusion, all customers would be upgraded to the latest versions at the same time without any interruption in service. This is another core benefit of the Cloud solution. Any internal systems that communicated out to the Cloud deployment would not need to be updated as long as they maintain their interface.

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**Q: Does the local map services require a corporate SDE or can it be run by GeoDatabases**

A: The local map services can publish data from any compatible data source such as SDE, File GeoDatabases, Shapefiles, etc. The question on what is best will be driven by the requirements for structure of data and scalability.

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**Q: What will happen to the existing LV product? Will this be replaced by Fusion? if so, when?**

A: LocalView 2 is now in 'mature' support. This means that it is still fully supported by ESRI (UK) through all channels, but will no longer receive service packs or functional updates (hotfixes for critical issues will still be produced if required).

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**Q: How easy it is to add services to LV Fusion? We have found it really complicated to add services to LV version 2.**

A: Adding map services in LocalView Fusion is much easier than in all previous versions. All configuration in LocalView Fusion is possible through the Provisioning website, so there are no longer any large XML files to edit.

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**Q: What are the major benefits to a cloud Localview Fusion over a cloud based (Azure) Bing platform?**

A: LocalView Fusion will be supplied as Software as a Service, the user sees it simply as an application that they interact with. The underlying cloud architecture is not really relevant to the user in this case. If you are looking at developing your own solutions then Azure is a really interesting platform and we are working closely with Microsoft to see how best to make use of it. For reference, the current approach is to use a set of VMs which can be hosted on ESRI's own hosted services site and with suppliers such as Amazon Web Services. We are considering developing some of our supporting applications on Azure.

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**Q: Can you select/ filter specific columns within a dataset? Say two different service units want to access the same table, but only one should see the whole table, the other should only see the filtered version. Can this be done?**

A: Yes. LocalView Fusion honours all settings in the map document file (mxd) including hidden fields and field aliases. The flexibility of the combination of LocalView Fusion security with ArcGIS Server map publishing offer a range of ways to achieve this without having to alter your data.

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**Q: Does Local View fusion and Local View Cloud require ArcGIS Server?**

We are currently finalising the pricing models for the Cloud, we will communicate the details of this as soon as possible. In consideration are traditional license models and more of a “utility pricing” model.

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**Q: Could you mention the minimum OS and Hardware requirements? e.g W2K3 or W2K8 and x86 or x64**

A: The requirements for LocalView Fusion are:

ArcGIS Server Standard (Map)	Version
AMD 4 Core (2 Socket) 2.8GHz/8GB RAM	
2 x 36 = 72 GB Disk capacity	RAID 0/1
Microsoft Windows <b>Enterprise</b>	2008 Server
ArcGIS Server Software	Version
Microsoft IIS	7.0
ArcGIS Server Standard Edition	9.3.1

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**Q: Can report it maps be embedded straight into web content?**

A: Yes. The Community Solution contains GeoTemplates which publish small fragments of GI functionality that are designed to be embedded straight into existing web pages. Additionally, the LocalView Fusion administration site will automatically generate the HTML and Javascript code required to integrate GeoWindows into your websites.

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**Q: How customisable is the interface?**

A: All user interface elements are driven by CSS files which can be edited either at the GeoTemplate level (all published content will display your custom styles) or at the GeoWindow level (specific sites will display custom styles).

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**Q: Will there be geowindows that will make use of ArcExtensions? For example maybe allowing an interface to certain tools in network analyst so a user can perform a customer network query...? I will also suggest this on the [vision board](#).**

A: Yes – we plan to develop more templates in future months which leverage the full power of the underlying ESRI platform.

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