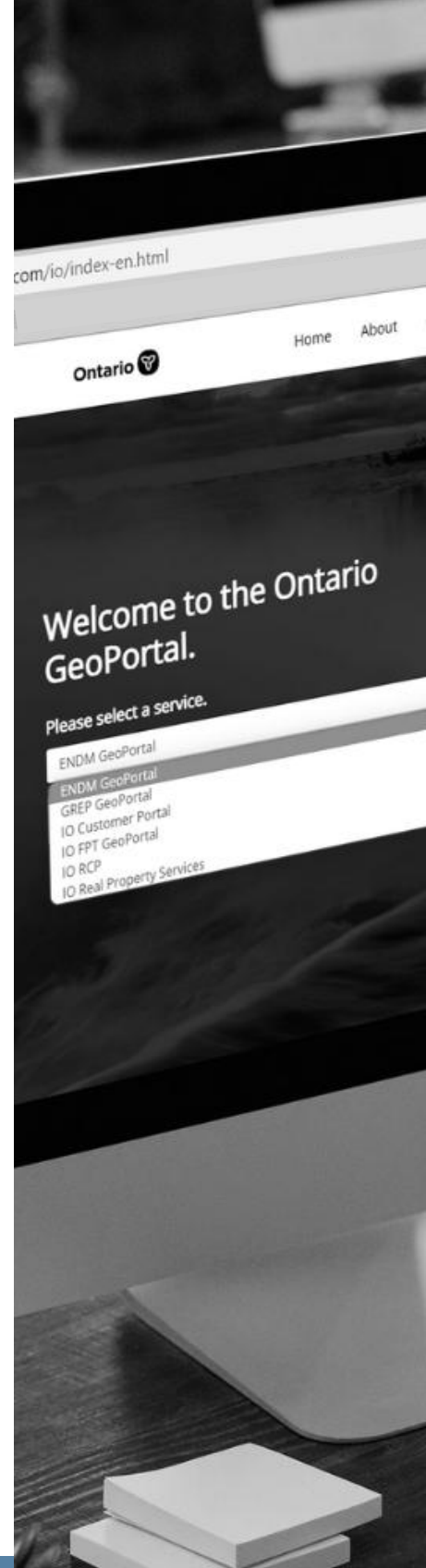


Ontario GeoPortal

Products & Services Catalogue

POWERED BY
INFRASTRUCTURE ONTARIO



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1 OVERVIEW

Ontario GeoPortal provides ministries and agencies a secure, cloud-based platform that brings maps, tabular data, reports, and documents together in one place.

Offered by Infrastructure Ontario (IO), Ontario GeoPortal creates a one-window view of your information, helping users quickly find what they need, understand relationships across data, and make more informed decisions.

With Ontario GeoPortal, ministries can publish and visualize their data without having to build a system from the ground up. The platform includes core spatial data, mapping tools, reporting capabilities, and document access features that can be configured to support your ministry's assets, properties, programs, service areas, and workflows.

Ontario GeoPortal is quick to deploy, easy to learn, and available through a flexible subscription model. Infrastructure Ontario also offers a no-obligation discovery phase to help determine whether Ontario GeoPortal is the right fit for your ministry's goals, data, and reporting needs.

Please [contact us](#) to learn more about available services, pricing, and how to get started.

Ontario GeoPortal Products and Services

Ontario GeoPortal offers a range of products and services designed to help ministries and agencies integrate, manage, visualize, and share their information more effectively. This document explains in greater detail the following products and services.

Customer Portal	Dedicated GeoPortal Platforms and Tailored Solutions	Business System Hosting
Integrate your facility data with IO's asset, lease and building services data for your organization. Also access IO's Charge for Accommodation documents for your ministry/agency.	Implement a ministry-specific GeoPortal platform or work with our experts to design and deploy customized business solutions. This service helps your ministry integrate spatial data, business records, documents, reports, and existing systems into a secure, easy-to-use GeoPortal environment that leverages the full capabilities of Ontario GeoPortal.	Host your GeoPortal-enabled business systems on secure, highly available cloud infrastructure designed to support reliable access and performance.
Third-Party Information Services	Speciality Map Production and GIS Services	ArcGIS Server Hosting and Custom ArcGIS Development
Access specialized information products and services from a range of trusted third-party information providers.	Leverage our fully equipped GIS Resource Centre for spatial data management, analysis, map production, and presentation support.	Host your ArcGIS Server applications with IO, or work with IO to deploy customized ArcGIS-based desktop or web solutions for your organization.

2 CUSTOMER PORTAL

Customer Portal is a secure, cloud-based platform that allows Ontario ministries and agencies to access, manage, and report on facilities, asset, property, land, and lease information. It brings together IO data, ministry-managed data, maps, reports, and documents into a single, secure platform.

This allows users to access consistent, up-to-date information without needing to reconcile multiple systems or reports.

Through Customer Portal, ministries can:

- **View everything in one place**
See your ministry data alongside IO asset, lease, and facility data.
- **Access key reports and documents**
CFA and SLC Invoice Reports, IO Client Reports, and other facilities-related reports.
- **Explore data through connected maps and tables**
Move seamlessly between GeoViewer, DataViewer, and DocumentViewer.
- **Maintain your own data securely**
Update and manage ministry-specific asset and facilities information.

60+

Ontario government ministry and agencies currently use Customer Portal.

2.1 Content Rich

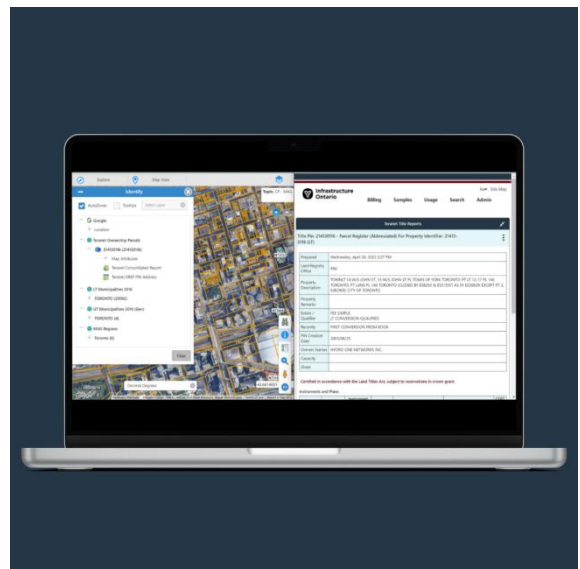
Customer Portal provides access to a broad range of data related to IO and ministry real property assets, including buildings, lands, properties, and associated building and land leases and invoices.

Some information is ministry-specific and can be maintained directly through Customer Portal tools. Other information, referred to as common data, is provided by IO in its role as the province's real property manager.

Customer Portal also provides access to a wide range of spatial data layers, including third-party imagery, parcel fabric, roads, ownership and assessment information, administrative boundaries, and other map-based datasets.

Out-of-the-box, Customer Portal offers access to:

- **IO building and property mapping** for all Ontario Government real estate assets.

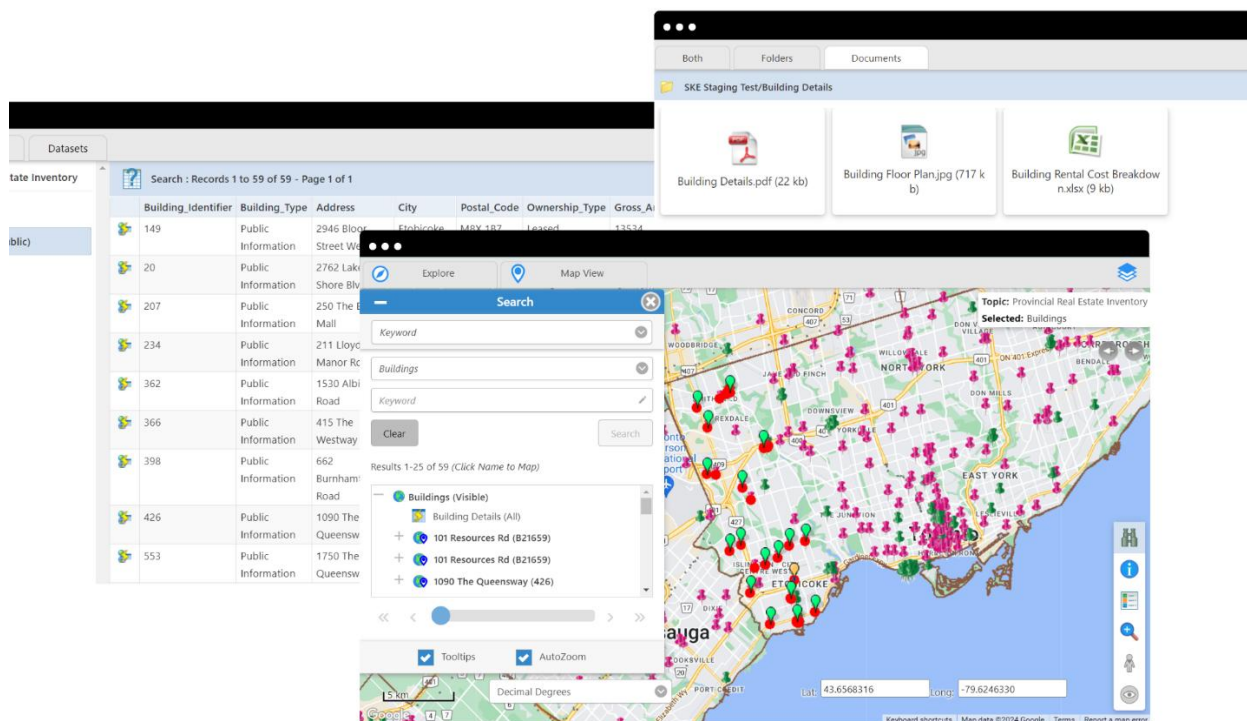


- **Google Maps**, imagery and the hybrid base mapping, providing users with a familiar and easy-to-use mapping experience.
- **Land Information Ontario (LIO)** spatial data layers, including various administrative boundary files, Ontario Road Network, topographic data, natural and man-made features and more.
- **Land Registry information** made available through the collaborative alliance between **Teranet Inc.** and IO, including convenient access to reports such as Sales History Reports, Parcel Abstracts, and Title Documents through GeoWarehouse®.
- **Ontario Government** high and medium resolution imagery — including high resolution imagery for most of Southern Ontario, and various communities in the North.
- **Real property assessment** mapping from MPAC.

2.2 Feature Rich

The base Customer Portal provides three core tools for accessing, managing, and reporting on data: GeoViewer, DataViewer, and DocumentViewer.

GeoViewer	A web-based mapping application that allows users to view the province's real property assets and access related information through an interactive map interface. Available tools within GeoViewer include; search by keyword, address, geographic township and more, identify any map feature by clicking on it, link to additional information or external sites, annotate the map with drawing or notes and save / share views with other users, measure distances, export to PDF, and more.
DataViewer	A tabular data reporting tool that presents data in a spreadsheet-style format. Users can query and analyze their data, as well as create easy-to-use reports and export datasets to Excel.
DocumentViewer	A document management tool that provides a structured and simplified way to organize and access documents and other files associated with assets and leases. Documents can be accessed directly from both GeoViewer and DataViewer. DocumentViewer is also used to deliver IO CFA and SLC invoices and IO Client Reports to Ontario ministries.



In addition to reporting and document access, Customer Portal can be used to store and manage ministry asset data. Through configured data management modules, users can edit their asset information and access it through customized reporting modules.

Customer Portal currently supports consolidated reports for building, land, property, lease, and building service information. These reports help ministries better understand their portfolio, review service information, and access key real property data in a consistent format.

Asset Management Reports

These reports include Building Summary Sheet, Building Services – Leased and Owned Reports, MAG Building Consolidated Reports, a Land Summary Report, a Property Summary Report, and a Responsibility Matrix Report.

Leasing Reports

This includes a Lease Summary Report.

The Customer Portal integrates with a range of enterprise technologies, including ESRI, OpenText, Oracle, Microsoft SharePoint, SQL Server, and Microsoft .NET.

2.3 Secure and Available

Customer Portal uses the Ontario GeoPortal security model to ensure users only see the data, reports, and documents they are authorized to access. Access is managed by IO Geomatics Administrators and can be configured at a detailed level, including role-based access and folder-level permissions within DocumentViewer.

This security model allows ministries to share information across user groups while maintaining appropriate controls over sensitive data, documents, and reports.

2.4 Customer Portal Implementation

Implementing Customer Portal for your ministry can be completed quickly and cost-effectively. There is no new technology to purchase, no additional software licensing required, and no need to hire specialized staff.

Costs are based on two main components:

1. **Set Up:** Every ministry has unique data, systems, and business requirements. Set-up costs reflect the effort required to integrate your ministry's data and systems into Customer Portal, as well as the number of third-party commercial information services you wish to include. Because most of the set-up process is supported by established management tools and repeatable implementation processes, deployment can be completed efficiently.
2. **Monthly Subscription:** Customer Portal is made available through a monthly user subscription. **IO provides 1x complimentary user subscription for each ministry.** Ministries that require broader access can purchase additional GeoPortal subscriptions. User subscriptions provide ongoing access to Customer Portal tools, data, reports, and related services.

3 DEDICATED GEOPORTAL PLATFORMS AND TAILORED SOLUTIONS

Ontario GeoPortal gives ministries and agencies the flexibility to establish their own **dedicated GeoPortal platform** within the broader Ontario GeoPortal environment, or to develop tailored business solutions that support specific operational needs.

A dedicated GeoPortal platform provides a secure, ministry-specific environment to integrate, manage, visualize, and share spatial data, tabular business data, documents, reports, dashboards, and information services. Ministries can benefit from Ontario GeoPortal's established infrastructure, tools, security model, and hosted environment while maintaining a solution configured around their own users, data, workflows, and business requirements.

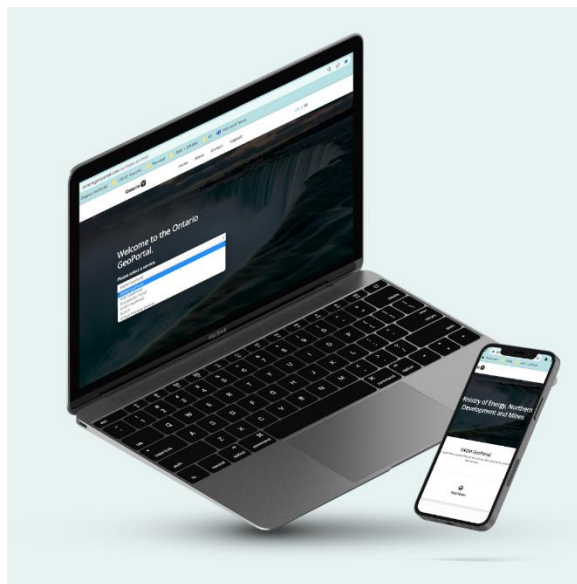
For ministries requiring more specialized functionality, IO, together with its service provider [SKE Inc.](#), can support the design, development, implementation, and ongoing maintenance of **customized GeoPortal-enabled business solutions**. These solutions can automate manual workflows, integrate with existing systems, support custom reporting, and provide map-based access to business records, documents, and data.

SKE Inc. is IO's implementation partner for the Ontario GeoPortal service and is responsible for the development, maintenance, and ongoing enhancement of GeoPortal technology and related systems. Together, IO and SKE help ministries deploy practical, scalable, and cost-effective location-aware solutions without having to procure, build, and maintain a standalone platform from the ground up. Please see [Section 3.9](#) for examples of the many solutions IO and SKE Inc. have implemented together.

3.1 What a Dedicated GeoPortal Platform Includes

A dedicated GeoPortal platform can be configured to reflect your ministry's users, datasets, workflows, and business requirements. Depending on your needs, this may include:

- Ministry-specific map layers and data tables
- Configured GeoViewer, DataViewer, and DocumentViewer access
- Document repositories and file management
- Custom reports, dashboards, and Power BI integrations
- Saved map views, annotations, and collaboration tools
- Role-based user access and permissions
- Integration with existing ministry business systems
- Customized landing pages or ministry-specific navigation



This service is ideal for ministries and agencies that manage location-based assets, properties, infrastructure, programs, environmental data, field operations, service areas, or public-facing information and need a secure platform to bring that information together.

3.2 Why Build Through Ontario GeoPortal?

Ontario GeoPortal provides a proven foundation for developing ministry-specific platforms and business solutions. By leveraging existing GeoPortal technology, ministries can reduce project complexity, accelerate implementation, and avoid recreating tools and services that are already available.

IO can help your ministry:

- Integrate and manage organizational data, documents, maps, and information resources.
- Automate manual, effort-intensive business processes.
- Connect with corporate systems such as SharePoint, OpenText ECM, ESRI ArcGIS, SQL Server, Oracle, and other databases.
- Provide users with a common interface for accessing maps, reports, documents, and business data.
- Apply a consistent security model across users, systems, and datasets.
- Leverage Ontario GeoPortal's mapping foundation, including Land Information Ontario data, Teranet information, Google Maps and imagery, and other spatial datasets.
- Incorporate information services such as map services, address finding, parcel reporting, streetscape imagery, and other authorized data sources.

3000+

Users across the Ontario Government use GeoPortal solutions to support real property, asset management, mapping, reporting, document access, and other business functions.

3.3 AI-Enabled GeoPortal Capabilities

Ontario GeoPortal is continuing to evolve through the responsible use of artificial intelligence to help ministries and agencies access, understand, and use their information more efficiently.

IO, together with SKE Inc., is currently developing AI-enabled capabilities for GeoPortal solutions. This includes exploring the use of an internal large language model to support users with searching, reporting, and analyzing information across GeoPortal's map, tabular data, and document management tools. Once implemented, these capabilities are intended to make it easier for users to locate information, generate reports, and understand data without relying solely on manual searches, predefined reports, or detailed system navigation. AI-enabled capabilities are being designed to operate within the existing GeoPortal security model and are aligned with provincial cybersecurity expectations. Users would only be able to access information they are authorized to view, and outputs can reference underlying data sources to support transparency, validation, and user confidence.

3.4 Public Systems and Information Publishing

Ontario GeoPortal can also be used to publish information services and web services to broader audiences. Spatial data, tabular business data, documents, reports, and related information services can be made securely available to business clients, partner organizations, stakeholders, or the public.

Public-facing versions of GeoPortal’s core tools — GeoViewer, DataViewer, and DocumentViewer — can be deployed to present information through an intuitive, map-driven interface. Users can search, view, and interact with spatial, tabular, and document-based information in a familiar online environment.

An example of this capability is the [Provincial Real Estate Inventory System](#), which publishes information about properties that are part of the General Real Estate Portfolio, as well as properties owned by the Broader Public Sector and select ministries and agencies with the authority to own real estate in Ontario.

Ontario GeoPortal can also support purpose-built public applications, including public search tools, reporting tools, data sharing modules, and payment processing solutions. These applications can be tailored to specific business requirements while remaining integrated with internal data management workflows.

3.5 Geo-Enabling Existing Business Systems

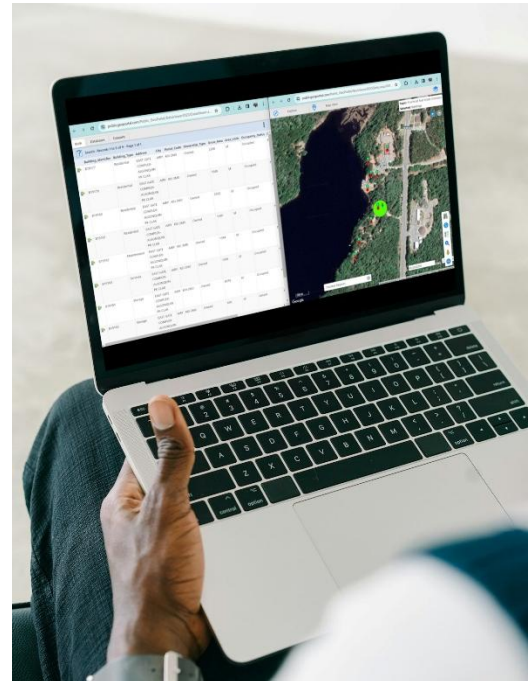
Ontario GeoPortal provides a strong foundation for geo-enabling existing business systems. Through GeoPortal integration, “Map It” functionality can be added to reports, dashboards, analysis screens, data entry forms, and other business system interfaces.

When a user selects “Map It” from within a report or application, GeoViewer launches and displays the referenced geographic feature, asset, property, project area, or map location. From there, users can access related links, reports, documents, records, and information from connected systems, creating a direct connection between business data and its geographic context.

GeoViewer is more than a map viewing tool. It provides an interactive workspace where users can explore information, mark up the map, and collaborate around location-based data. Using GeoViewer’s [Annotation](#), notes, and saved user view tools, users can add notes, shapes, labels, highlights, and other markups directly onto the map, then save and share those views with colleagues. This allows teams to collaborate in a live map environment rather than relying on screenshots, static maps, or written descriptions.

GeoViewer can also support data input and maintenance activities. For example, if a business system requires geographic information such as municipality, electoral riding, mining claim, latitude and longitude, parcel location, project boundary, or other spatial attributes, GeoViewer can be launched directly from the data maintenance application. Users can select the appropriate location or feature on the map, and the associated geographic information can be returned to the business system.

These capabilities help ministries improve the accuracy of location-based data, reduce manual entry, support collaboration, and add spatial context to existing business processes without replacing their current systems.

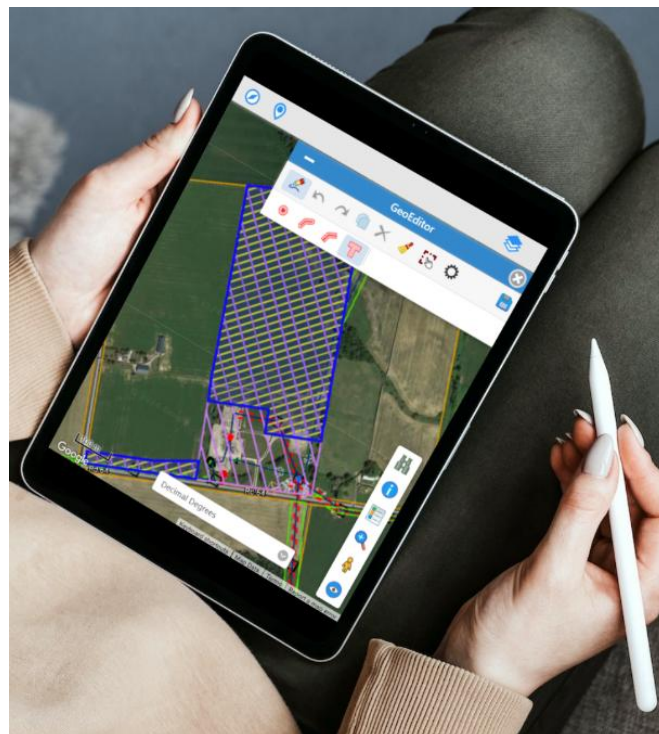


3.6 GeoEditor - Independent Map Feature Creation and Management

For organizations that need to create, update, and manage their own map-based information, Ontario GeoPortal offers **GeoEditor** — a user-friendly spatial editing tool that allows business users to maintain location-based data directly through an interactive map interface.

GeoEditor gives ministries and agencies the ability to manage map features such as properties, assets, service areas, project boundaries, environmental features, or other location-based records without requiring specialized GIS expertise. Users can add new features, update existing information, and maintain spatial records as part of their regular business workflows.

Through configurable editing tools and business rules, GeoEditor helps ensure that spatial data is captured consistently and accurately. Required fields, standardized data entry options, validation rules, and role-based permissions can be applied to support data quality, governance, and secure access.



GeoEditor helps organizations:

- Create and maintain map features directly in a secure browser-based environment.
- Reduce reliance on specialized GIS staff for routine spatial updates.
- Improve the accuracy and consistency of location-based information.
- Support data governance through permissions, validation rules, and standardized workflows.
- Connect spatial edits with related reports, documents, and business data.
- Enable program areas to manage their own operational data while maintaining integration with the broader GeoPortal platform.

3.7 Tailor-Made Reporting and Business Intelligence

Ontario GeoPortal can support a wide range of reporting and business intelligence needs, from customized operational reports to interactive dashboards and Power BI integrations.

IO can work with your ministry to design reports that reflect your specific data, workflows, performance measures, and decision-making requirements. These reports can bring together spatial data, tabular business data, documents, and information from connected systems to provide a clearer and more complete view of your operations.

Customized reports can be developed to support day-to-day business processes, management oversight, compliance requirements, asset tracking, portfolio reporting, and executive decision-making. Reports may include searchable data tables, summary reports, printable PDF outputs, Excel exports, map-linked reporting, and automated views of key information.

For ministries using Power BI, Ontario GeoPortal can also support the preparation, structuring, and integration of reliable data for dashboarding and visual analytics.

3.8 Business Systems Project Implementation

Business systems designed for use within Ontario GeoPortal can often be implemented faster and at a lower cost than traditional standalone systems because they leverage existing GeoPortal functionality, data, tools, and integration components. Infrastructure Ontario also offers a no-obligation discovery phase to help determine whether Ontario GeoPortal is the right fit for your ministry's goals, data, and reporting needs.

Our implementation approach typically includes:

1 Business Analysis	2 Design & Review	3 Build	4 Test & Deploy	5 Training
No-obligation discovery phase to determine how Ontario GeoPortal can support your business needs.	We prepare a proposed solution design and interactive mock-up for your review.	Development of solution.	Deployment of solution in a testing environment for formal review, testing, and acceptance. Followed by production deployment.	Users are provided with access and training, either directly or through a train-the-trainer approach.

Annual maintenance and support services are provided to help ensure that GeoPortal-enabled business systems remain operational, secure, supported, and aligned with evolving business and technology needs. This includes troubleshooting, software maintenance, user account support, access management, system monitoring, usage reporting, and technical advice.

3.9 Current and Past Business Systems

Ontario GeoPortal has been used to support a variety of government business systems, including real property, asset management, environmental data, facility information, service requests, public property listings, and collaboration portals.

Business System	Ministry & Government Agency	Purpose
General Real Estate Portfolio GeoPortal (GREP)	Ministry of Infrastructure (MOI)	Provide MOI with full oversight on IO's real property management activities.

IO Realty Circulation Portal (RCP)	IO	The Realty Circulation Portal is a service used by provincial government ministries and agencies to post information on properties that are considered for disposition if there are no other interested government entities. Other broader public sector entities, such as school boards, municipalities, and the federal government, may also use the service to post their potential surplus properties.
IO Vendor GeoPortal	BGIS and CBRE	Used by IO's real estate service providers to access various asset and leasing data as part of their service delivery.
IO Customer Portal	IO	This service leverages GeoPortal to provide a "one-window" view to ministry and agency facilities data. The services also allow clients to add & manage their own facilities data & documents.
Mines Geoportal	Ministry of Energy and Mines	Customized GeoPortal that allows for Title searching and verification by ENDM staff to fulfill regulations under the Mining Act.
St. Lawrence Parks Commission GeoPortal (SLPC)	St. Lawrence Parks Commission (SLPC)	Customized GeoPortal that allows SLPC to manage their environmental and business data.
<i>Historical System:</i> Aboriginal Consultation Information System (ACIS)	Ministry of Aboriginal Affairs	Available to all OPS employees to obtain information on assertion, treaties, communities, and reserves.
<i>Historical System:</i> Niagara Parks Commission GeoPortal (NPC)	Niagara Parks Commission	Custom GeoPortal solution developed for Niagara Parks Commission to access their business data in spatial and tabular formats.
<i>Historical System:</i> MOF – Service Request Form	Ministry of Finance	Custom solution developed for MOF to initiate and track facilities service requests within the Ministry.

<i>Historical System:</i> PSPC – Port Hope Area Initiative (PHAI) Collaboration Portal	Public Services and Procurement Canada	An environmental remediation project created to clean-up low-level radioactive waste in the Port Hope area. They leveraged the IO GeoPortal services to build a Collaboration Portal that allowed key project stakeholders (AECL, PSPC and project contractors) to share and access relevant information to achieve their goal.
<i>Historical System:</i> FLIG – Collaboration Portal	Federal Laboratory Inventory Group	The IO GeoPortal services were leveraged to create a module for the management of laboratory information by the Federal Laboratory Inventory Group in order to better enable sharing of equipment and expertise.
<i>Historical System:</i> IO FPT GeoPortal	Federal Government	Custom GeoPortal service developed in partnership with the federal government and all other provincial and territorial governments that provides fast and easy access to important information about the real estate assets they manage.

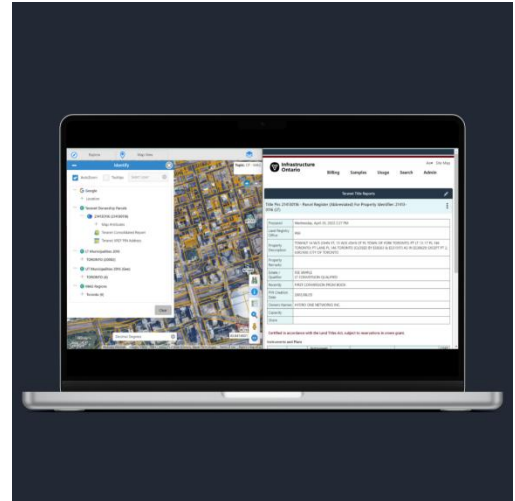
4 THIRD-PARTY INFORMATION SERVICES

Several companies and government organizations now offer specialty information services. The Ontario GeoPortal is teaming up with many of these vendors to enable access to their information. This list is being expanded all the time.

Some of the services have an associated fee structure. IO will negotiate with the service provider to ensure the best rates are made available to our clients.

Teranet

- **History Report:** Delivers accurate sales information for the property of interest. Simply select the ownership parcel of interest in the Teranet Parcel map layer to receive a dynamic report with property details including lot information, legal description, instrument numbers, registration dates, consideration value, and party to details.
- **Parcel Abstract:** Provides all current information registered in the Land Registry database, including ownership details, rights and any interests over the specified property.
- **Title Document:** Allows you to view a copy of registered Title Instruments such as Transfers, Easements, Agreements, Mortgages, and others. You can also view copies of registered and deposited Plans including subdivision, reference and condominium plans.

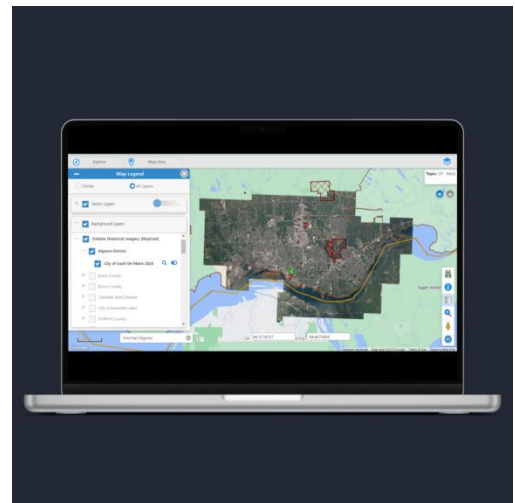


MapCast

This service from First Base Solutions, provides detailed aerial imagery of southern and central Ontario and includes time-series imagery dating back up to 20 years. So instead of just seeing the current imagery, you can look back in time to see changes to an area.

IO Imagery (WMS) Service

This service enables you to access IO's vast aerial and satellite medium and high resolution imagery holdings through an OGC-compliant Web Map Service (WMS). Desktop GIS users will find this service very useful as it provides access to all the data without the need to manage and process on their local computers.



5 SPECIALTY MAP PRODUCTION AND GIS SERVICES

Maps are powerful communication and decision-support tools that help organizations visualize complex information, identify patterns, support analysis, and communicate findings clearly to internal teams, senior decision-makers, stakeholders, and the public.

Producing high-quality cartographic maps and GIS products requires specialized software, reliable spatial data, technical expertise, and strong design skills. These resources can be costly for individual organizations to acquire, maintain, and support on their own.

Ontario GeoPortal's specialty map production and GIS services help ministries and agencies harness the power of geography without having to independently invest in specialized GIS technology, data, and resources. IO's Geomatics Unit can provide a wide range of GIS, mapping, spatial analysis, data processing, scanning, and presentation services to support government programs and business needs.

Customized Mapping and Cartography

IO can produce customized maps and cartographic products to support analysis, reporting, presentations, planning exercises, public communication, and decision-making.

Mapping services may include:

- Cadastral/Ownership Mapping
- CAD Integration
- Thematic Mapping
- High-Resolution Aerial Mosaics
- Multimedia and Poster Presentation Maps
- Provincial Asset Mapping
- Address Geocoding
- Client Specific Feature Mapping

Data Cleaning, Processing, and Database Creation

IO has extensive experience managing large spatial datasets and maintaining structured spatial database environments. Custom tools and repeatable processes can be used to clean, standardize, process, and organize client spatial data so it is accurate, reliable, and ready for use in mapping, reporting, analysis, and GeoPortal applications.

These services can support organizations that need assistance converting legacy datasets, resolving data quality issues, preparing information for integration, or creating structured spatial databases from existing records and source files.

Spatial and Tabular Analysis

IO's Geomatics Unit can analyze spatial and tabular datasets to extract meaningful information and support evidence-based decision-making. Analysis may include proximity studies, site selection, route mapping, distribution analysis, ownership analysis, asset analysis, and other location-based evaluations.

Results can be presented through maps, reports, charts, tables, or GeoPortal tools, allowing trends, patterns, and key findings to be communicated clearly to the intended audience. Data used in the analysis may come from IO's existing spatial databases, client-provided records, third-party datasets, or a combination of sources.

Large Format Scanning

Large format scanning services are available to support the digitization and integration of oversized documents, plans, drawings, surveys, and maps. Scanned materials can be processed, quality checked, and prepared for storage, retrieval, or incorporation into GeoPortal and related document management systems.

Printing Services

IO's Geomatics Unit can produce printed maps and presentation materials in a variety of sizes and formats, from standard page-size outputs to large-format exhibits and presentation boards. These services can support internal briefings, stakeholder meetings, public engagement, planning sessions, and formal reporting requirements.

Please [contact us](#) for more information or to request a work estimate.

6 ARCGIS SERVER HOSTING AND ARCGIS CUSTOM DEVELOPMENT

ArcGIS Server Hosting

Ontario GeoPortal can support the hosting and management of your Esri ArcGIS software, spatial data, map services, and web-based GIS applications within a secure, professionally managed hosting environment. Outsourcing ArcGIS hosting and management provides a practical and cost-effective way to deliver reliable GIS access without requiring your organization to manage the underlying infrastructure.

Our team has extensive experience with the Esri software platform and can help deploy, configure, manage, and support your ArcGIS environment. This gives users secure, reliable access to GIS applications and spatial data while reducing the operational burden on internal IT and GIS teams.

Data, maps, and map services published through your ArcGIS Server environment can also be integrated with Ontario GeoPortal, creating a broader information management solution that connects spatial services with GeoViewer, DataViewer, DocumentViewer, reports, and other business system information. Where appropriate, published services can also be made available through Ontario GeoPortal's Third-Party Information Services (see [section 4](#)).

The hosting and management solution includes:

- a) Hosting the client's ArcGIS Server software on our dedicated and secure infrastructure as per standard ESRI procedure — installation and tuning of ArcGIS Server.
- b) Set-up of an ArcSDE GeoDB on our hosted environment.
- c) Set-up of initial ArcGIS Pro service as per client requirements. The client can define and then maintain their own ArcGIS Pro projects and data.
- d) Set up of VPN connections to be used from client ArcGIS desktops to connect into our cloud environment. This enables the client to securely update their spatial data, and publish through ArcGIS Server without needing our assistance.
- e) Set-up of HTTPS secure connections (if required) for web clients that would access the ArcGIS services published by the client.
- f) Ongoing O/S and ESRI software, hardware, and network management and support.

ArcGIS Custom Development

Whether your organization uses ArcGIS Pro, ArcGIS Server, or both, Ontario GeoPortal can support the development of custom ArcGIS-based solutions that align with your business requirements and operational workflows.

Our ArcGIS development expertise can help transform standard GIS tools into customized applications, services, and workflows that support specific business processes. These solutions can be integrated within your GeoPortal environment or used to publish web map services through Ontario GeoPortal's Third-Party Information Services.

Custom ArcGIS development may include web mapping applications, data management workflows, spatial analysis tools, reporting integrations, map service configuration, and business-specific GIS functionality.

a. Development and Deployment Process

In general, ArcGIS custom development follows the same implementation approach used for other GeoPortal-enabled business solutions, including business analysis, solution design, mock-ups, development, testing, deployment, training, and ongoing support.

b. Maintenance and Support

Annual maintenance and support services can also be provided to help ensure the solution remains operational, secure, supported, and aligned with evolving business and technology needs. This may include troubleshooting, software maintenance, user account support, access management, system monitoring, usage reporting, and technical advice.

7 CONTACT INFORMATION



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