

MGP

Crest Hill | MGP

Final Implementation Update

October 12, 2026

Executive Summary

The Crest Hill GIS implementation has reached operational closeout. The core GIS environment, myGIS, Community Map Viewer, and initial solutions were deployed; baseline data was ingested; onsite training was delivered; and staff can now begin using the system in regular operations. The implementation establishes a functional foundation for continued data refinement, departmental adoption, and future GIS projects.

The remaining work is best managed as post-implementation improvement rather than launch readiness. Near-term priorities include completing the transition and validation of selected legacy layers, finalizing Esri licensing and Field Maps access, documenting authoritative data sources and update processes, and advancing high-value department requests through normal project scoping and prioritization.

Final Status Snapshot

Area	Final status	Closeout position
Overall implementation	Operational closeout	Core environment, baseline data, solutions, backup, and training are complete. Staff can begin regular use.
GIS environment and solutions	Deployed	myGIS, Community Map Viewer, and current solution set are available, with water, sanitary, storm, zoning, development, and community boundary content established.
Training and adoption	Completed / ongoing	Onsite training was delivered September 15 for Public Works and Village Hall users. Continued adoption and role-specific follow-up will move into ongoing client success.
Data transition	Post-launch refinement	High-priority legacy and departmental layers are being migrated and validated based on operational need, reliability, and ownership.
Licensing and field access	In progress	User types and Field Maps editing needs are being confirmed before final Esri license allocation and setup.
Implementation reporting	Complete with this update	This memo closes the recurring implementation reporting phase and transitions remaining items into ongoing project delivery and governance.

Implementation Outcomes

- Established the Crest Hill GIS environment and connected the City's Esri account to support deployment and ongoing administration.

- Deployed myGIS, the Community Map Viewer, and the initial solution set, creating a single operational starting point for staff and public-facing map access.
- Ingested the minimum required baseline data for launch, including core utility, zoning, development, community boundary, address, and supporting layers.
- Completed scheduled GIS backup coordination with IT.
- Delivered onsite myGIS training on September 15 for Public Works and Village Hall users, including orientation to available data, tools, requests, and future asset-management use.
- Introduced the Community Portal and public map viewer for resident-facing property and community information.
- Created a structured transition path for additional Robinson-hosted and departmental data rather than copying all legacy content without confirming accuracy, purpose, or ownership.
- Established continuing stakeholder coordination for utilities, address data, Public Works operations, Community Development, Police, and other departmental opportunities.

Key Closeout Decisions

Implementation is operationally complete. Baseline data has been ingested, myGIS training has been completed, and the available tools are functional for staff use.

Legacy data will be prioritized, not blindly replicated. Remaining layers will be transferred, consolidated, rebuilt, corrected, or retired based on business value, source reliability, and stakeholder review.

Utility data requires an ongoing ownership and validation process. Network checks, field knowledge, ownership distinctions, and any contractor-maintained data will be reconciled through continued stakeholder review.

Licensing will follow actual user needs. The City and MGP will distinguish field editors, creators, and viewers before finalizing Esri licensing and Field Maps access.

New requests move into the project pipeline. Departmental tools, dashboards, data integrations, and public-facing enhancements will be scoped and prioritized as post-implementation work.

Post-Implementation Priorities

Data transition and quality

Complete the prioritized migration of high-value legacy content, beginning with planning, street-light, pavement, construction-project, service-line, and other operational layers identified by Crest Hill. Validate ownership and accuracy before broader reliance or public use.

Utility governance

Confirm authoritative sources, reconcile contractor-held information, complete network and ownership review, and document how updates, as-builts, questions, and corrections will enter the GIS process.

Licensing and Field Maps

Confirmed which staff need editing, mobile, creator, or viewer access; obtain City approval; and coordinate final setup with Esri.

Public-facing resources

Continue improving the Community Portal, public map viewer, construction project information, alderperson content, and other resident-facing experiences as source data is confirmed.

Departmental adoption

Use normal project scoping to advance Police, Public Works, Community Development, permitting, road ownership, asset management, and other departmental opportunities.

Leadership communication

Prepare a council or board overview covering implementation outcomes, current capabilities, the upcoming roadmap, and the City's long-term GIS direction.

Recommended Ongoing Governance

- Maintain a recurring Crest Hill and MGP check-in focused on adoption, priorities, risks, and decisions rather than implementation task tracking.
- Use the established request process for new projects and data changes so requests can be scoped, assigned, and tracked consistently.
- Maintain named City stakeholders for utilities, addresses, Public Works field operations, Community Development, Police, and public-facing content.
- Review high-value datasets on a recurring basis and clearly identify layers that are authoritative, under review, incomplete, or intended only for internal use.
- Revisit licensing and access as additional departments begin creating, editing, or maintaining GIS content.

Closeout Statement

Crest Hill now has a live GIS foundation, trained initial users, deployed core solutions, and a defined path for continued improvement. The implementation phase can close, with remaining data refinement, licensing, governance, and departmental opportunities transitioning into ongoing client success and project delivery. This approach preserves implementation momentum while giving the City and MGP a practical structure for building accurate, sustainable, and useful GIS capabilities over time.