

# **Overview of GIS Best Management Practices (BMP) Deliverable by GeoAnalytics, Inc.**

**Comparable County GIS Program Summary** (Pages 1-22) – GIS programs across the nation from comparable government agencies were identified, asked to complete an online survey, and then analyzed, with summary results documented. A Malcolm Baldrige (quality improvement) style online survey was developed consisting of over 80 questions for organization self-assessment. In addition to the organization self-assessment, each enterprise GIS Coordinator was asked to administer a Customer Satisfaction Survey and participate in an interview process.

The following organizations were included in the report:

1. Johnson County, Kansas
2. Mecklenburg County, North Carolina
3. Orange County, Florida
4. Kern County, California

Oakland County, Michigan did not complete the full BMP process; however, GeoAnalytics included partial information about their enterprise GIS organization in the GIS-PAC presentation on August 14, 2007.