

Southern Wildfire Risk Assessment

Support Guidelines Memo

Last Updated: August 2011

This document describes support and maintenance services that are available for SWRA data and the SFRAS software under the SWRA Maintenance Program. Guidelines for use are included.

Under the terms of the annual SWRA Maintenance Program, support and maintenance is provided for the SFRAS software. To obtain support, utilize the following contact info below.

1. Support contact info

- SWRA & SFRAS email support: support@southernwildfirerisk.com
- SWRA phone support: **Edie Sellers (USFS R8) – (423) 735-1525**
- SFRAS download site: <http://gis.sanborn.com/sfras>
- SWRA project website: <http://www.southernwildfirerisk.com>

The SWRA website does not provide any support or maintenance information, and is simply provided as a project reference. Final reports are available from the website for download.

2. Description of support that is available

Technical support is provided under the following categories:

1. **Email Support:** Support in response to email requests using a standard support email address – support@southernwildfirerisk.com including questions regarding use of SWRA data and SFRAS software usage. This involves helping staff with procedural use of the software, and resolving issues or bugs that are identified. Email acknowledgement will be given same day with a target of resolving issues within three days. The USFS Region 8 provides the primary support for SWRA and SFRAS.
2. **Phone Support:** Support via phone using a standard phone support phone number in response to questions regarding use of SWRA data and SFRAS software usage. We recommend only using phone support as a secondary approach. Email support is the primary support.

3. **Project Support:** Consulting support for SWRA/SFRAS users in using SWRA data/SFRAS software to support projects. Support staff will provide GIS consulting advice and technical support to users for data compilation and development to support projects which will utilize SFRAS and related SWRA data. The USFS Region 8 will be the primary support team.

There is a fixed budget for project support per month and accordingly each request over four hours will be forwarded to the SWRA Steering Committee for review and approval. It is recommended that SFRAS users who may require project support contact the SWRA State Representative in advance.

3. Who Can Request Support?

Any current SGSF government agency can utilize the SWRA support services. This service is limited to State representatives and Federal partners who currently utilize SWRA datasets or the SFRAS software. Support is intended to enhance the ability of SWRA participants to leverage the data and software tools resulting from the project.

4. Managing Support Requests

Any project support request requiring more than four hours will be brought to the SWRA Steering Committee (or delegated representative) for review and approval prior to support being provided. Edie Sellers from the USFS Region 8 will be the lead for identifying these requests. Tom Spencer, Texas Forest Service, will represent the SWRA Steering Committee.

5. Questions?

If you have any questions, please contact the following staff:

Staff	Contact Email	Responsibility
Tom Spencer	tspencer@tfs.tamu.edu	<ul style="list-style-type: none"> • SWRA data requests • SWRA project status • SWRA Steering Committee requests
David Buckley	dbuckley@dtsgis.com	<ul style="list-style-type: none"> • SWRA technical methods
Edie Sellers	esellers@fs.fed.us	<ul style="list-style-type: none"> • Project support requests • SWRA data requests • SFRAS capabilities and questions
Support	support@southernwildfirerisk.com	<ul style="list-style-type: none"> • SFRAS license requests • SFRAS bugs and problems