



SFRAS Support and Maintenance Services

This document describes support and maintenance services that are available for SFRAS 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

- SFRAS email support: sfras-support@sanborn.com
- SFRAS phone support: **503-228-8708 ext. 101**
- SFRAS download site: <http://gis.sanborn.com/sfras>
- SWRA website: <http://www.southernwildfirerisk.com>

The SWRA web site does not provide any support or maintenance information and is simply provided as a project reference. Final reports are available from the web site 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 – SFRAS-support@sanborn.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 3 days.
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. This involves helping staff with procedural use of the software, and resolving issues or bugs that exist. Phone acknowledgement will be given same day (sometimes by email) with a target of resolving issues within 3 days.
3. **Project Support:** Consulting support for SWRA/SFRAS users in using SWRA data/SFRAS software to support projects. Sanborn technical staff will support users in providing GIS consulting advice and technical support for data compilation and development to support projects which will utilize SFRAS and related SWRA data.

There is a fixed budget for project support per month and accordingly each request over 4 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 licensed user of the SFRAS software can utilize the SFRAS 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.

Commercial customers who have purchased a SFRAS license can also obtain email and phone support. Project support is limited to SWRA government partners.

4. Managing Support Requests

Any project support request requiring more than 4 hours will be brought to the SWRA Steering Committee (or delegated representative) for review and approval prior to support being provided. Kate Sabourin of Sanborn will be the lead for identifying these requests. Tom Spencer, Texas Forest Service will represent the SWRA Steering Committee.

5. Support and Maintenance Services

A total of 40 hours per month is available from Sanborn staff for Support and Maintenance tasks. This effort is available to provide the following:

1. **SFRAS Software Usage and SWRA Data Usage Support** (email and phone)
2. **Miscellaneous Project Support** – Support to users for technical issues, questions and misc. projects using SWRA data and/or SFRAS software.
3. **Updated Releases of SFRAS software** - SFRAS software updates will be provided in response to bug fixes, ESRI ArcGIS updates, and/or SFRAS enhancements.
4. **SFRAS Software Web Site Updates** - All software and documentation updates will be distributed using the SFRAS web site managed and hosted by Sanborn. The web site is the primary portal for obtaining updates and information about SFRAS.
5. **SFRAS Web Training Sessions** – Regular web training sessions will be available to help users become quickly acquainted with changes to the software including new capabilities. Sanborn will host and lead these sessions.
6. **SWRA Web Site** - Hosting and updating of SWRA project web site. Requests for web site updates should be sent to SFRAS-support@sanborn.com.

6. 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@sanborn.com	<ul style="list-style-type: none"> • SFRAS product information
Kate Sabourin	ksabourin@sanborn.com	<ul style="list-style-type: none"> • SFRAS license requests • Project support requests • SFRAS bugs and problems • SFRAS training requests • SFRAS capabilities questions