Product Support

OneSAF offers a broad range of support including help desk, training, distribution, and collaboration opportunities.

OneSAF Help Desk
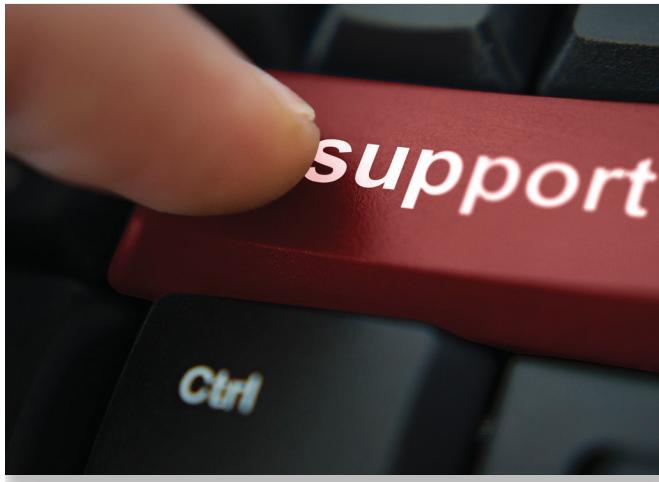
► The OneSAF Help Desk provides support on all aspects of the product

> Email: usarmy.orlando.peo-stri.list.onesaf-product-support@army.mil

► User feedback provides a method for users and customers to suggest new features, capabilities, and suggestions

► Issue ticketing and tracking system tracks all OneSAF product support requests and other Help Desk functions
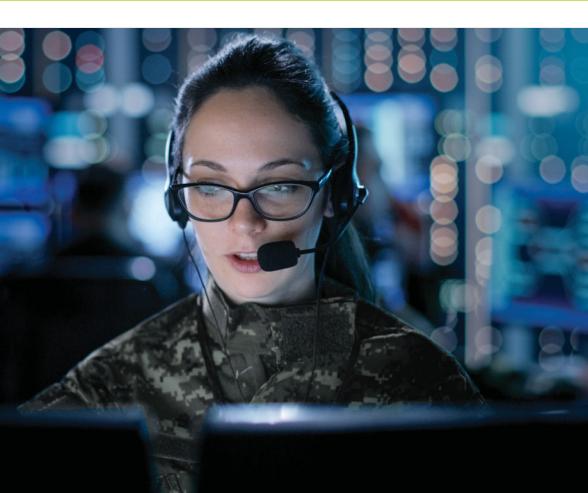
Training

► OneSAF operator training is offered at various installations and provides participants essential operator skills in support of OneSAF analysis, experimentation, and training objectives

► OneSAF developer training is available at various installations and provides participants with the fundamentals to enable development of OneSAF software components

► Advanced and specialized trainings are available

Distribution

► OneSAF software distribution is provided upon receipt and processing of a Distribution Agreement

► OneSAF software is available for both domestic and international use (with approved Foreign Military Sales case)

► Technical guidance and support are also provided via the Help Desk

Co-Development

► Collaborative environment provides for technology expansion and is beneficial to all

► Allows for Modeling & Simulation community sharing of common capabilities

► Common software baseline contains peer-developed capabilities and solutions to meet many Modeling & Simulation objectives

► An experienced Engineering Integration Review Board reviews all handovers back to base programs for a potential future release

For more information, please contact:

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