



# Product Support

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



## OneSAF Help Desk



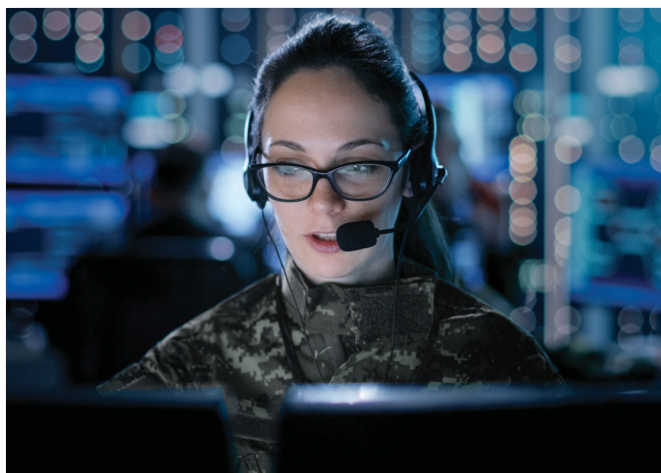
- ▶ The OneSAF Help Desk provides support on all aspects of the product

Email: [usarmy.orlando.peo-stri.list.onesaf-product-support@army.mil](mailto: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:

Angela Stacy  
Assistant Program Manager  
One Semi-Automated Forces

Email: [usarmy.orlando.peo-stri.list@army.mil](mailto:usarmy.orlando.peo-stri.list@army.mil)  
[onesaf-product-support@army.mil](mailto:onesaf-product-support@army.mil)