
Modelling and Decision Support Framework (MDSF)

**Support for Users of the MDSF
August 2004**

1 Introduction

The MDSF is available to the Environment Agency (the 'Agency') and other users for the purpose of undertaking and maintaining CFMPs and for other Agency work, for example Strategy Plans. Background to the MDSF is contained in a note entitled 'MDSF: History & Overview', which can be found on the MDSF website.

A Support service is provided for Users of the MDSF. The services covered by the Support service are outlined in Section 4. Training is available as outlined in Section 5.

Access to the Support service is described in Section 6 and Support conditions are summarised in Section 7.

2 Purpose

The purpose of this Support service is to maintain the MDSF, support its users and upgrade the system to meet the requirements of the CFMP programme and other applications required by the Agency.

3 Duration of Support Agreement

The Support service is provided by a Support Agreement between the Environment Agency and the Support provider, HR Wallingford and Halcrow. The current Agreement expires at the end of March 2005.

4 Services provided under the Support service

4.1 Maintenance of the MDSF

- Monitoring the use of the MDSF.
- Maintenance and servicing of the MDSF website.
- Provision of the MDSF to Users. The MDSF is provided on a CD.
- User group meetings.
- Maintenance of the Procedures and Software including bug fixes to existing functionality.
- Preparation and distribution of upgrades to the Procedures and Software.

4.2 User Support

- General advice and support to Users for the Procedures.
- General support to Users for the MDSF Software and User Guide including hot line support.

Support will include a formal process for recording feedback from Users.

The Support service covers telephone, letter, fax, web-based support and e-mail. It does not include visits to Users' offices. If these are required, they will normally be charged separately to the particular User although an initial day of on-site training for new users is available free-of-charge, see Section 5.

5 Training

The following training courses are available:

- a) On-site overview of the MDSF (half-day), for teams who are just starting to use the MDSF;
- b) On-site software training for new users (one-day);
- c) Introduction to the MDSF (one-day);
- d) MDSF Software (two-days);
- e) Other related training of existing Users can be provided on request

Items (a) and (b) above are provided free-of-charge to new users. The other training courses are charged separately to those requiring the training.

More information on the above training is contained in a note entitled 'MDSF Training', which can be found on the MDSF website.

6 Access to the MDSF

The MDSF is supplied on a CD which contains:

- The MDSF software;
- User Guide;
- MDSF Procedures;
- Hydrology spreadsheets, which can be used to provide simple hydrological assessments for catchments and calculate inflows for catchment models.

The software required to apply the MDSF are as follows:

- ArcView Version 3.2a
- ArcView Spatial Analyst
- ArcView 3-D Analyst

If viewing only of data and results is required then the Spatial Analyst and 3-D Analyst extensions may not be required.

Documents and upgrades to the Software can be downloaded from the website at www.mdsf.co.uk.

7 Support contact details

The primary contact address for user support is the email address support@mdsf.co.uk. Users require a username and password to access support information on the website, and this can be obtained by registering on the website. Emails will be filtered: software issues will be dealt with by Halcrow support staff; all other issues will be dealt with by HR Wallingford support staff.

The project website www.mdsf.co.uk includes support details and features a Frequently Asked Questions list and open discussion forum. Users are encouraged to check this forum before posting email queries to the support staff. A MDSF support phone-line has been established and is listed on www.mdsf.co.uk.

The project website also provides information about the MDSF including key documents that can be downloaded. Patches and some updates to the software can be downloaded from the website.

8 Support conditions

The conditions of the User Support service are summarised below. The Support service is provided by the same team that developed the MDSF (ie HR Wallingford and Halcrow with support from other specialist organisations, collectively referred to as the “Contractor” below).

- The Contractor will use best endeavours to acknowledge requests for application advice within 24 hours and to respond to such requests within 3 working days.
- The Contractor will use best endeavours to provide an action plan for resolution of software problems within 3 working days.
- Working days are defined as Monday to Friday excluding public holidays and 25 December to 1 January inclusive.
- Support will be limited to telephone, letter, fax, web-based support and e-mail. All support advice will be confirmed in permanent form which may include email. Visits to Users’ offices will normally be charged separately as outlined above.
- Users are requested to use e-mail as far as possible for efficient working when reporting problems with the MDSF.
- New Users of the MDSF are required to undertake appropriate training in the use of the MDSF.
- CDs that are defective when issued by the Contractor will be replaced free of charge.
- The Contractor will provide the Users with all enhancements (defined as new features, capabilities and operational characteristics) completed and implemented during the term of this Agreement.
- The Contractor will provide maintenance for the MDSF, which will be limited to the correction of errors in the Software, procedural documents and other basic information supplied with the MDSF. A report of all significant errors and corrections in the MDSF will periodically be provided.

9 Enhancements to the MDSF

The MDSF is under constant review and development. Enhancements to the MDSF will be announced on the project website. Feedback from users is an essential part of the development process.

Users should email comments on the usability of the MDSF and suggestions for improvement to support@mdsf.co.uk.

10 More information

More information on the MDSF can be found on the MDSF website, www.mdsf.co.uk. Specific requests for further information should be emailed to support@mdsf.co.uk.

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