

# Modus Operandi Support for Wave<sup>®</sup> Metacard Generator and Wave<sup>®</sup> XSLT Generator v2.1

## *Why pay support costs for free software?*

Modus Operandi recognizes that the job isn't over when the software is tossed over the wall. Supporting the warfighter running a mission critical system takes a proverbial village. We've got your back.

A support subscription gives you reach-back, when you need it, to the knowledge and technical expertise of the people who built the software. Modus Operandi built the **Wave Metacard Generator and XSLT Generator v2.1** which are distributed as DoD Community Source.

We offer two levels of support for the products in order to accommodate the needs of different roles.

If you are a...	We recommend
Field Service organization, or Demonstration Center or Laboratory	<b>Basic Production Support</b>
Data Modeler power user building crosswalks & XSLTs, or Systems Integrator integrating the software, or Software Developer extending the software	<b>Custom Support Services</b>

## Basic Production Support

Basic Production Support is targeted to second-tier support of operational systems. This level of support is appropriate once a **Wave Metacard Generator** has been integrated into a system, and the XSLT that expresses the metacard generation rules has been validated. If you'd like assistance with integration, or rule generation and validation, then Custom Support Services are the way to go.

Scope of Coverage	Hours of Coverage Response Time	Support Channels	Number of Contacts Number of Cases
Installation Basic Usage Configuration Diagnosis Bug fixes	Standard business hours 1 business day	Email Phone	2 (More may be added for an additional fee)  Unlimited

## Custom Support Services

If you need more than the Basic Production Support, Modus Operandi will put together a customized support package to meet your needs. Think of Custom Support Services as **Basic Production Support-Plus**. The 'Plus' consists of add-ons that may include services such as:

- First-tier Help Desk
- More Stringent Service Level Agreements (SLAs) (e.g., 24x7 coverage, faster response)
- Technical Assistance with Integration
- Early Access to Software Updates
- Software Enhancements
- Data Modeling Consulting Services (e.g., construct and validate crosswalks)
- Impact Assessment for Adoption of New Output Formats (e.g., DDMS 3.1, UCore)
- Web Portal Support Channel with Knowledge Base
- Individualized Training at Your Site
- Web Delivery of Training

## Contact Us

For more information about the **Wave Metacard Generator and XSLT Generator** software, such as how to get a copy of it, or to build your custom support package, contact us via email or phone.

Email: [waveSupport@modusoperandi.com](mailto:waveSupport@modusoperandi.com)

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