



OpenDA support

OpenDA is a powerful and flexible environment for using observations in combination with computational models. It provides a wide variety of calibration and data assimilation methods. Available under lgpl conditions, OpenDA is open source software and free for everyone to use. When desired it is possible to obtain support by OpenDA experts, for which the OpenDA association offers various options.

Is support for OpenDA necessary?

Well, it depends. If you are using a model that is already coupled to OpenDA, then you will probably quickly learn how to use OpenDA by playing around with the configuration. Even so, experts may help you to apply OpenDA in an even more productive way, as they are familiar with tips and tricks that are not in the manuals.

If you want to couple OpenDA to a model yourself and have some programming experience, you can get far by studying the documentation, playing the webinar on the OpenDA website and using the forum.

Nonetheless, involving experts through a support contract surely safes you a considerable amount of time (and budget if you are using OpenDA professionally). It also helps you obtain a high-quality and efficient implementation. Since these experts know all the recent developments in OpenDA, they will be able to utilize the newest features, even if they are not yet present in the latest official release.

Support options

The OpenDA association offers two kinds of support:

1. support for special versions

With this kind of support, we build custom versions of OpenDA for you. For example, if you need a version of the software that is not available as a release, you can ask us to build it for you. We can also help create special OpenDA builds using your compilers or for your operating systems that are not supported by the standard releases.

2. application help

This kind of support comes in two flavors:

- a. help with programming, e.g. to couple OpenDA to your model or to implement additional features
- b. consultancy, e.g.
 - specifying uncertainty models
 - selection and development of algorithms
 - to decide whether OpenDA will be the right choice for you
 - to lay out an implementation road map for your organization
 - to help you in properly applying the methods in OpenDA for your application.



contact you so that you can decide whether you want us to spend the expected time. After the validity period, unused support time will expire.

How is the support organized?

You can purchase one of the support packages that are listed in the table below. A support package is valid for one year. During this period, you can contact us through the support form on the OpenDA website or by e-mail. Your questions will be routed to the expert who is most capable to help you. Familiar questions will be answered within two business days. If we need more time, we will

Interested?

If you are interested in purchasing support from the OpenDA association, please send an email to info@openda.org and we will send you a quotation. If you have any questions regarding OpenDA support, feel free to contact us through the same email address.

	Annual fee (€, ex VAT) 2014	Delevopment versions	Service level 1: support via web, and e-mail; technical questions only; response within 2 business days	Service level 2: level 1 + application questions	Service level 3: tailored services	Support hours
OpenDA Basic Service	1290.00	X	X			8
OpenDA Advanced service	3370.00	X		X		24
OpenDA Educational service	520.00	X	X			4
additional support hours	On demand					
OpenDA Custom service	On demand	X			X	Bespoke