# Damage Assesment

## Partner Damage Assessment Application Addendum

**Configuration and Support Scope Document**

**Version 4.28**

This document lists and defines support and maintenance services that are included at no additional cost for the Damage Assessment Application once installation is complete, a customer enters “maintenance mode” and annual license fees are paid to Partner Software. Maintenance begins once installation is complete. Any features or services not listed as included in this scope of work are not part of the standard Damage Assessment Application product and are not covered by the installation, configuration, and license fees for the Damage Assessment Application. Such additional items will generally incur an additional cost and may require a separate service order.

**Support & Configuration Included**

- **User Documentation—**When available, standard end-user manuals and materials for the latest version of the Damage Assessment Application at the time of installation.
- **Subtypes—**Subtypes appear as icons on the map that indicate what was damaged. Included subtypes are PoleAndLine (poles and conductors) and Roads.
- **Standard Damage Flags—**Included damage flags are Pole, Line, Tree, Blocked, Traffic, Water, Debris, Outage.
- **Users List—**Ongoing configuration of the list of users for the Damage Assessment Application. Upon request, Partner will make available to administrators the method for updating this list.
- **Workflow Configuration—**The custom configuration performed during Workflow Consultation including custom fields, forms, picklists, map data copies, validation and control rules, restricted by the technical limitations of the software package.
- **Acceptance Configuration—**The final custom configuration performed after Workflow Consultation including custom fields, forms, picklists, map data copies, validation and control rules, restricted by the technical limitations of the software package. This configuration is provided to address new workflow requirements after use in the field and will occur within three (3) months of Workflow Configuration being complete.
- **One Custom Tab with Custom Fields and Labels—**One additional tab is provided for the customer to log specific damage criteria that are appropriate to the customer’s process. This includes additional fields and labels as required by the customer but limited by the technical restrictions of the application and/or database.
- **Custom Picklists—**Reasonable ongoing configuration of picklist values required by the customer.
- **Standard Symbology—**Default icons and styles provided in the Damage Assessment Application.
- **Standard HTML Report—**Standard individual HTML reports with notes and flag statuses.
- **Standard Mapsets—**Partner will provide a default mapset for editing and a Planner mapset for administrative tasks within the Damage Assessment Application.
- **Standard Validation—**Default methods for validating data, forms, and changes included in the standard Damage Assessment Application.
- **Partner Passport** – Setup, maintenance, and support for Partner Passport accounts in facilitation of the Damage Assessment product on a Partner Complete hosted solution.
- **Partner Mobile -** Damage Assessment is available on Partner Mobile for users with a Partner Complete, Partner Mobile, and Damage Assessment license.

**Support & Configuration Excluded**

This list is an overview and cannot account for every possible custom configuration request. In general, anything out of the scope of the configuration included in the purchase of the software will incur an additional fee.

- **Custom Validation—**Any validation requests outside of the standard validation methods of the Damage Assessment Application (e.g., If/then statements, custom verification, and so forth).
- **Custom Graphic User Interface (GUI) Manipulation—**Specialized user interfaces and/or custom layouts and configurations.
- **Custom Symbology—**Additional icons and styles.
- **Additional Subtypes—**Any subtype other than PoleAndLine and Roads.
- **Custom Actions—**Additional custom actions enacted from the menu bar or wheel menu.
- **Custom Reports—**Report designs and layouts that deviate from our standard HTML report design. (See “Standard HTML Report” above.)
- **Custom Scripting—**Any additional scripting outside of the standard scripts included in the Damage Assessment Application.
- **Additional Configuration—**Once Workflow and Acceptance Configurations have been completed, additional configurations are not included and may require a service order to perform.

- **Additional Workflow Consultations—**Major reconfigurations requiring further Workflow Consultation are not included and may require a service order to perform.
- **User Training—**End-user training for the Damage Assessment Application is not included in the standard install. This training is priced and scheduled according to the customer's needs.
- **Use as Inventory Control System**—Partner's Damage Assessment product was not designed to be used as an inventory control system.
- **Relocating Records to Map Items**—Data collected with the Damage Assessment product is only as accurate as the underlying map data. It is the responsibility of the client to provide geographically accurate map data for use with Damage Assessment. It is not within the purview of support to correct inaccurately collected data.