

# Developer Assist Benefits

**Developer Assist** (DA) is a program designed to help ONF members get assistance in case the open source communities are not coming through with answers or help when needed.

ONF does not provide traditional technical support. For organizations running production networks, a commercial vendor is recommended to help supplement and provide integration and support assistance. However, ONF is different than other open source communities in that we do staff a [Lab Team](#). This is a resource that we believe is vital to driving the success of our mission. We are leveraging our Lab Team expertise to create a community-based team to provide a specialized form of assistance for developers who are using and customizing ONF platforms and solutions. We call this **Developer Assist** or DA for short.

By intention, all requests for assistance must first be initiated on community channels. This is important because it provides access to the broadest range of expertise and leverages one of the greatest strengths of an open source community: Linus' Law — "given enough eyeballs, all bugs are shallow." However, there are times the community can't provide the needed information or guidance. This Developer Assist program is designed to both leverage and supplement the community and provide assistance to those who need additional assistance beyond what they are getting in the community channels alone.

## Escalation Path

All inquiries should start with the public community channels at Level 1. Members then have privileges to request escalation of the issue as defined below:

DA Escalation Stage	Minimum Membership Tier to Escalate to this Level	DA Option
1st Level	None Required	Public community channels, primarily project-specific mailing lists /Google Groups
2nd Level	Member	Request specific email response to a community query that has gone unresolved after 72 hours (3 business days) with no response in community channels.
3rd Level	Member	Request a call to resolve what cannot be/isn't being resolved after 96 hours (4 business days) of no response in both 2nd level request and community channels.
4th Level	Member	Subject matter expert mentor assigned to be a point of contact/advocate to help resolve the specific issue raised. This would usually occur during the Level 3 call if the issue cannot be immediately resolved.  NOTE – When other issues come up for this same member, DA requests must start at level 1 again to ensure community resources are brought to bear on the problem and that the broader community can see and learn from the interaction.
5th Level	Partner	On site assistance can be requested for issues that remain unresolved (Partner Member covers all travel and accommodation expenses). Assistance can be requested to work on PoC, Lab, and Field Trial issues.  Assistant assigned will help work through the issue in person. There is no time guarantee (or SLA) for resolution, as this is not a support contract and ONF is not a support organization. But ONF is vested in ensuring our Partners' success, and will act accordingly.

## How to Request Escalation

To request escalation of your issue, please email to [help@opennetworking.org](mailto:help@opennetworking.org) and refer to the issue raised in Level 1 (i.e., a link to the discussion or unresolved issue). The relevant project's technical lead will respond to you.