



LANDFIRE Products Service (LFPS) User Guide

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{aka Landscape Service}

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Introduction and Background

The Landscape Fire and Resource Management Planning Tools (LANDFIRE) program produces national scale, spatial products that represent the best available contiguous data for the United States (U.S.). LANDFIRE (LF) products/data characterize the current states of vegetation, fuels, fire regimes, and disturbances. Additional products include reference data, land management activities databases, and ecological models. LF data are crucial to fire modeling to support both operational decision making and fuels planning.

While many of the products are inputs to downstream LF products that are critical to wildland fire management (e.g., fuels, fire regimes), many of the upstream products (e.g., vegetation, cover, height) are also valued as standalone products for natural resource managers and researchers. LF is an important suite of data beyond wildland fire management.

The LF program currently delivers products using three (3) main delivery formats (See [LANDFIRE Program: Get Data](#)). Each of these options allow for users to access LF spatial data (raster and vector) for further use and analysis. Each of these methods allows users to order product layers one at a time and use as is with minimal processing (such as modifying output map projection) as part of delivery.

1. Users can obtain product layers using a clip and ship type delivery from the LF Data Distribution System via the program's website
2. For larger area analysis, users can download product layers in extent mosaics (CONUS, Alaska, Hawaii, and the insular areas)
3. LF product layers can also be streamed into users' systems via REST and WCS calls

Now, the LF Program has developed another method to facilitate access to its products. The LF Product Service (LFPS) is a RESTful Application Programming Interface (API) that allows users to request and download a LF products file through an API using HTTPS requests. The LF products file is an output file incorporating the requested LF product layers via a multiband raster. In addition, users can resample the product layers to a coarser resolution, define an output projection for a study area, and edit select product layers based on rules using other product layers within the products file via the LFPS.

Features of the LF Products Service include:

- 100% RESTful
- Supports GET & POST for Endpoints
- All Downloads Endpoint(s) support Cross-Origin Resource Sharing (CORS)
- Asynchronous by default

Accessing the LANDFIRE Products Service

The LFPS can be accessed in several ways:

- Python, php, unix wget, or anything that can call a URL (including an internet browser)
- ESRI's REST API/Web Interface
(<https://lfps.usgs.gov/arcgis/rest/services/LandfireProductService/GPServer/LandfireProductService>)
- Scripting tools like Postman (<https://www.postman.com/>)

Example Request

Below are two identical requests - one made via a URL and the second with ESRI's REST API Web Interface. The requests are for eight (8) products used to run fire behavior models from the LF 2014 (v.1.4.0) version at a 90m resolution reprojected to the California Albers NAD83 (2011) coordinate system (EPSG:6414) with edits to update the fuel products.

URL Request

[https://lfps.usgs.gov/arcgis/rest/services/LandfireProductService/GPServer/LandfireProductService/submitJob?Output_Projection=6414&Resample_Resolution=90&Layer_List=ELEV2020;SLPD2020;ASP2020;140FBFM40;140CC;140CH;140CBH;140CBD&Area_Of_Interest=-123.7835%2041.7534%20-123.6352%2041.8042&Edit_Rule={\"edit\":{\"condition\":{\"product\":\"ELEV2020\",\"operator\":\"lt\",\"value\":1100},\"change\":{\"product\":\"140FBFM40\",\"operator\":\"st\",\"value\":163},{\"product\":\"140CBH\",\"operator\":\"st\",\"value\":15},{\"product\":\"140CBD\",\"operator\":\"st\",\"value\":27},{\"product\":\"140CC\",\"operator\":\"st\",\"value\":66},{\"product\":\"140CH\",\"operator\":\"ib\",\"value\":50}},\"condition\":{\"product\":\"ELEV2020\",\"operator\":\"lt\",\"value\":1200},{\"product\":\"ELEV2020\",\"operator\":\"ge\",\"value\":1100},\"change\":{\"product\":\"140FBFM40\",\"operator\":\"st\",\"value\":162},{\"product\":\"140CBH\",\"operator\":\"st\",\"value\":8},{\"product\":\"140CBD\",\"operator\":\"st\",\"value\":17},{\"product\":\"140CC\",\"operator\":\"st\",\"value\":36},{\"product\":\"140CH\",\"operator\":\"db\",\"value\":50}}}}](https://lfps.usgs.gov/arcgis/rest/services/LandfireProductService/GPServer/LandfireProductService/submitJob?Output_Projection=6414&Resample_Resolution=90&Layer_List=ELEV2020;SLPD2020;ASP2020;140FBFM40;140CC;140CH;140CBH;140CBD&Area_Of_Interest=-123.7835%2041.7534%20-123.6352%2041.8042&Edit_Rule={\)

ESRI's REST API/Web Interface Request

<https://lfps.usgs.gov/arcgis/rest/services/LandfireProductService/GPServer/LandfireProductService/submitJob>

ArcGIS REST Services Directory

[Home](#) > [services](#) > [LandfireProductService \(GPServer\)](#) > [LandfireProductService](#) > [submitJob](#)

Submit Job (LandfireProductService)

| | |
|--|--|
| Layer List: (GPString) | <code>ELEV2020;SLPD2020;ASP2020;140FBFM40;140CC;140CH;140CBH;140 CBD</code> |
| Area of Interest: (GPString) | <code>-123.7835 41.7534 -123.6352 41.8042</code> |
| Output Projection: (GPString) | <code>6414</code> |
| Resample Resolution: (GPLong) | <code>90</code> |
| Edit Rule: (GPString) | <code>{"edit":[{"condition": [{"product":"ELEV2020","operator":"lt","value":1100}], "change":[{"product":"140FBFM40","operator":"st","value":163}, {"product":"140CBH","operator":"st","value":15},</code> |
| Edit Mask: (GPMultiValue:GPDataFile) | <code>[]</code> |
| Format: | HTML <input type="button" value="v"/> |
| <input type="button" value="Submit Job (GET)"/> <input type="button" value="Submit Job (POST)"/> | |

Requesting a LANDFIRE Products File

The service receives requests via a RESTful API and provides information on task completion. When completed the service returns a multi-band GeoTIFF file and associated metadata in a zipped folder with the LF products in the order requested.

Two parameters are required when making a request:

- Product list - a list of the products to include
- Area of interest - the bounding box coordinates that define the area (extent) of the product request

Four parameters are optional:

- Output projection – used when the default projection is not desired
- Resampling resolution – used when a coarser resolution than the default value, 30m, is needed
- Edit rule(s) - used to modify products within the Fuel theme using products within the requested Product List and modifier and conditional statements
- Edit mask(s) - used to limit Edit Rule(s) to specific areas using uploaded shapefiles

Product Layer List (required)

```
{
  "paramName": "Layer_List",
  "dataType": "GPString",
  "value": "ELEV2020;SLPD2020;ASP2020;140FBFM40;140CC;140CH;140CBH;140CBD"
}
```

The Product Layer List (see example above) is a required parameter. It lists LF product layers separated by semicolons in the order desired within the LF Products File.

Not all versions of LF products will be available in the LFPS. As newer versions are released, older versions will be removed. The base mapped versions (LF 2001/ 1.0.5 and LF 2016 Remap / LF 2.0.0) will always be available via the LFPS; however, only the three updated versions (e.g., LF 2012 / 1.3.0) will persist.

A table with the currently available LF product layers is provided at <https://lfps.usgs.gov/helpdocs/LFProductsServiceUserGuide.pdf>. Its contents include LF Data Products by Name, Theme (Fire Regime, Fuel, Topographic, Vegetation, Disturbance, Seasonal (MoD-FIS), and Map Zones), Abbreviation, Layer Name (Use for Layer List Parameter), and Version. Data availability by Geographic Area (GeoArea) is also indicated. Current product availability can also be found at [LANDFIRE \(LF\) Program: Data Products - Overview \(usgs.gov\)](https://www.usgs.gov/landfire/landfire-program-data-products-overview). Note that although data are available via the LFPS for the Conterminous U.S., Alaska (AK), and Hawaii (HI), data are not available for Insular Areas (IA: Pacific and Caribbean Islands and Territories).

Area of Interest (required)

```
{
  "paramName": "Area_of_Interest",
  "value": "-123.7835 41.7534 -123.6352 41.8042"
}
```

An area of interest (AOI), defined by a bounding box, is required. It is defined by latitude and longitude in decimal degrees in WGS84 that are space delimited and listed in the following order: lower left longitude, lower left latitude, upper right longitude, upper right latitude.

Output Projection (optional)

```
{
  "paramName": "Output_Projection",
  "value": 6414
}
```

```
{
  "paramName": "Output_Projection",
  "value":
  "PROJCS[\"WGS_1984_Web_Mercator_Auxiliary_Sphere\",GEOGCS[\"GCS_WGS_1984\",DATUM[\"D_WGS_1984\",SPHEROID[\"WGS_1984\",6378137.0,298.257223563]],PRIMEM[\"Greenwich\",0.0],UNIT[\"Degree\",0.0174532925199433]],PROJECTION[\"Mercator_Auxiliary_Sphere\"],PARAMETER[\"False_Easting\",0.0],PARAMETER[\"False_Northing\",0.0],PARAMETER[\"Central_Meridian\",0.0],PARAMETER[\"Standard_Parallel_1\",0.0],PARAMETER[\"Auxiliary_Sphere_Type\",0.0],UNIT[\"Meter\",1.0]]\"
}
```

By default, the service will return the product bundle in a localized Albers projection intended to keep the output product aligned with north and to keep the cell sizes constant.

If a different projection is desired, it can be requested using either a well-known integer ID (WKID value) or the well-known text (WKT).

Resample Resolution (optional)

```
{
  "paramName": "Resample_Resolution",
  "dataType": "GPLong",
  "value": 90
}
```

Resampling is requested when the desired resolution is coarser than the native 30m of the LF products. The valid values for this box are integers between 31 and 9999. If not used, the default value is 30m.

Resampling is completed via nearest neighbor. See ESRI documentation if additional details on resampling methodology are required.

When resampling is requested, the resample resolution is written to the metadata file within the products file.

```
<MDI key="ResampleResolution">90</MDI>
```

Edit Rule (optional)

```
{
  "paramName": "Edit_Rule",
  "value": {"edit": [{"
    "condition": [{"
      "product": "ELEV2020",
      "operator": "lt",
      "value": 500
    }],
    "change": [
      {
        "product": "140FBFM",
        "operator": "st",
        "value": 181
      },
      {
        "product": "140CBH",
        "operator": "ib",
        "value": 5
      }
    ]
  }]}
}
```

When editing is requested, the edits are written to the metadata file within the products file.

```
<MDI
key="EditRule">{"edit":{"condition":[{"product":"ELEV2020","operator":"lt","value":500}],"change":[{"product":"
140FBFM40","operator":"st","value":181},{product":"140CBH","operator":"ib","value":5}]}}</MDI>
```

Edit rules can be used to modify products within the Fuel theme using products within the requested Product List and modifier and conditional statements.

Fuel theme products that can be modified

| Product |
|-----------------------------|
| Fire Behavior Fuel Model 13 |
| Fire Behavior Fuel Model 40 |
| Forest Canopy Base Height |
| Forest Canopy Bulk Density |
| Forest Canopy Cover |
| Forest Canopy Height |

- An edit rule requires three parameters – "product," "operator," and "value." The "operator" is either a conditional operator or a change operator
- An edit rule can be applied across the entire output product or restricted by a mask (optional).
- Multiple conditions can exist for the same product. For example, between can be accomplished by using a combination of a greater than operator with a less than operator. However, the logical operator between all conditions within a single edit rule is AND. Thus, multiple user-defined edit rules are required to simulate a logical OR condition
- The order of individual edit rules within an array of edit rules is important. They are applied in the order they are listed
- Limits have been set on product values after editing that are based on real world values

Parameters used to create edit rule(s).

| Parameter Type | Type | Description |
|----------------|-------------------|--|
| Product | String (required) | LF Product |
| Operator | String (required) | Conditional or Change Operator to create the edit rules |
| Value* | Number (required) | Value |
| Mask | String (optional) | Condition & change rules will only apply where the mask and the extent intersect |

*The CV (clear value) change operator does not require a "value."

Operator Param

The conditional operator is used to define the Product value(s) to base the changes on. Multiple conditions can exist for the same Product. For example, between can be accomplished by using a combination of a greater than operator with a less than operator. However, the logical operator between all conditions within a single edit rule is AND.

Conditional Operators

| Conditional Operator | Description |
|----------------------|---|
| EQ | Is equal to the specified value |
| GE | Is greater than or equal to the specified value |
| GT | Is greater than the specified value |
| LE | Is less than or equal to the specified value |
| LT | Is less than the specified value |
| NE | Is not equal to |

The change operator is used to define the type of change to the Product. Unlike condition operators, multiple change attributes cannot exist for the same Product in a single rule. That is, you cannot have a rule with two change operators that set the canopy cover.

Change Operators

| Change Operator | Description |
|-----------------|--|
| CM | Clamp to a minimum – if the Product value is less than the specified value, set it to that value |
| CV * | Clear the value – set the Product value to NO DATA (-9999) |

| Change Operator | Description |
|-----------------|---|
| CX | Clamp to a maximum - if the Product value is greater than the specified value set it to that |
| DB | Decrease by – subtract the associated value from the attribute value; if the new value is out of range, set it to the minimum value for the Product |
| IB | Increase by – add the associated value to the attribute value; if the new value is out of range, set it to the maximum value for the Product |
| MB | Multiply by – multiply the attribute value by the associated value; if the new value is out of range, set it to the maximum value for the Product |
| ST * | Set to - Set the Product to the given value |

*CV and ST are the only change operators that can be used for the fuel model product.

Value Param

The Value is used with both the conditional operator and change operator and must be numeric.

Mask Param (optional)

A Mask is used to constrain the edits to a specified extent. See the Edit Mask section for details.

Product Limits

Limits (minimum and maximum) for the following LF products will be used when editing. If an editing rule would result in a value outside of the limits, they will be clamped to the limits. For example, the edit on Canopy Cover is MB (multiply by) 3. If the starting pixel is 40%, MB 3 would result in a value of 120% which exceeds the limit of 100%. That pixel in the final product would be 100%.

Value limits for Products that can be edited.

| LF Product | Minimum | Maximum |
|----------------------------------|---------|---------|
| Fuel Model (either 13 or 40) | 1 | 255 |
| Canopy Cover (%) | 0 | 100 |
| Canopy Base Height (m*10) | 0 | 1000 |
| Canopy Height (m*10) | 0 | 1000 |
| Canopy Bulk Density (kg/m3 *100) | 0 | 50 |

Edit Mask (optional)

```
{
  "paramName": "Edit_Mask_1",
  "dataType": "GPMultiValue:GPDataFile",
  "value": [{"itemID": "i7bf62e3f-c044-4a57-9751-8d4ec9621a20"}]
}
```

```
{
  "paramName": "Edit_Rule",
  "value": {"edit": [{"
    "mask": "Edit_Mask_1.shp",
    "condition": [{"
      "product": "ELEV2020",
```

```

    "operator": "lt",
    "value": 500
  }],
  "change": [
    {
      "product": "140FBFM",
      "operator": "st",
      "value": 181
    },
    {
      "product": "140CBH",
      "operator": "ib",
      "value": 5
    }
  ]
}]]}
}

```

Edit mask(s) can be used to limit Edit Rule(s) to specific areas using uploaded shapefiles. The "Edit Mask" is a zip container that can contain multiple shapefiles and is preloaded to the system. An ID for the zip bundle is returned. To use a shapefile for an Edit Rule, specify the "mask" field with a shape file name inside the "condition" field e.g., "condition": [{"mask": "multiply_wgs84.shp}. The mask item ID is specified in the Edit Mask input field.

To confine edits to a specific location within the AOI, shapefile(s) may be uploaded for use.

- A shapefile can be a polygon, line, or point type
- The shapefile must be compressed into a zip file
- The shapefile must comply with ESRI shapefile naming rules, no special characters, spaces, etc.
- The shapefile must have a defined projection, but the projection does not need to match that of the requested output projection or the AOI
- Users may either place multiple shapefiles into the zip file if planning to do multiple rounds of edits or each shapefile can be uploaded in separate zip files
- Currently, the size limit of a single zip file is 1MB. Anything larger will fail to upload. The size limit can be increased if needed
- Shapefiles persist on the server for 60 minutes

Uploading Masks via the ArcGIS Services Directory

- Upload the zipped shapefile(s) using the Upload subservice:
<https://lfps.usgs.gov/arcgis/rest/services/LandfireProductService/GPServer/uploads/upload>
- Use the Browse button to navigate and select the zipped shapefile to be uploaded
- Select the Format in which the response will be displayed (HTML/JSON)
- Press Upload Item

Upload Item :

File (.zip): Edit_Mask_1.zip

Description:

Format:

1. Once uploaded, the following is shown. The Item ID and Item name are required for using the mask. The Item name is required to specify which shapefile is to be used because it is possible to upload multiple shapefiles in a single zip folder.

ArcGIS REST Services Directory

[Home](#) > [services](#) > [LandfireProductService \(GPServer\)](#) > [uploads](#) > [upload](#)

Upload Item :

Item ID: [i86176c53-68f7-427c-a47a-d68cb3746359](#)

Item name: Edit_Mask_1.zip

Date: 1647443021282

Description: null

Committed: true

Uploading Masks via a Machine to Machine (M2M) call

Masks can be uploaded programmatically using M2M, you can call the service like this:

```
curl -X POST -F 'file=@C:\cygwin64\home\user\lf58556644_us_lf_zones.zip' -F 'f=pjson'  
https://lfps.usgs.gov/arcgis/rest/services/LandfireProductService/GPServer/uploads/upload
```

The response will be the following, and the “itemID” and “itemName” are required for using the mask.

```
{"success":true,"item":{"itemID":"ic3b3101e-bc02-4f42-b26c-  
fb0826c13483","itemName":"lf58556644_us_lf_zones.zip","description":"sample","date":16056  
23226464,"committed":true,"serviceName":"LandfireProductService.GPServer","contentType":"  
application/zip"}}
```

Using the Mask in a Request

To use a mask:

- The Item ID (itemID) must be specified in the Edit Mask parameter
- The name of the shapefile (itemName) must be specified in your Edit Rule

```
{"edit":[{"mask":"Edit_Mask1.shp","condition":[{"product":"ELEV2020","operator":"eq","value":593}],  
"change":[{"product":"140CC","operator":"st","value":500},{"product":"140CH","operator":  
:"ib","value":50}]}]}  
[{"itemID":"i7bf62e3f-c044-4a57-9751-8d4ec9621a20"}]
```

| | |
|--|---|
| Edit Rule: (GPString) | <pre>{"edit":[{"mask":"Edit_Mask1.shp","condition": [{"product":"ELEV2020","operator":"eq","value":593}], "change":[{"product":"140CC","operator":"st","value":500}, {"product":"140CH","operator":"ib","value":50}]}]}</pre> |
| Edit Mask: (GPMultiValue:GPDataFile) | <pre>[{"itemID":"i7bf62e3f-c044-4a57-9751-8d4ec9621a20"}]</pre> |
| Format: | HTML ▾ |

Retrieving a LANDFIRE Products File

The system checks the status of each request every 15 seconds and once the order has completed processing, a link is shared for the user to download the products bundle.

Once successfully created, the LF product file can be retrieved via a unique URL.

```
{
  "paramName": "Output_File",
  "dataType": "GPDataFile",
  "value": {"url":
    "https://lfps.usgs.gov/arcgis/rest/directories/arcgisjobs/LandfireProductService_gpserver/je1f82c5b127a40b9aeb5356d9972d69f/scratch/je1f82c5b127a40b9aeb5356d9972d69f.zip"}
}
```

The files are returned in the compressed file “<Job ID>.zip.” The zip file contains both the GeoTIFF and associated metadata in the following files:

- <Job ID>.tfw
- <Job ID>.tif
- <Job ID>.tif.aux.xml
- Once completed, the product file remains available for 60 minutes. If not retrieved in time, a “404 – File” or “directory not found” will be returned and it will need to be requested again

Messaging

After the service has received a request, a series of messages are presented. These include messages on the status of the process and error messages.

Examples of the Informative Messages

- esriJobMessageTypeInformative: Submitted
- esriJobMessageTypeInformative: Executing...
- esriJobMessageTypeInformative: Executing (LandfireProductService): <request string>
- esriJobMessageTypeInformative: Start Time: Tue May 04 15:31:07 2021
- esriJobMessageTypeInformative: Executing (LcpClip): <request string>
- esriJobMessageTypeInformative: Running script LcpClip...
- esriJobMessageTypeInformative: AOI: <requested AOI>
- esriJobMessageTypeInformative: Entering DetermineRegion()
- esriJobMessageTypeInformative: region: <Region of the AOI>
- esriJobMessageTypeInformative: Exiting DetermineRegion()
- esriJobMessageTypeInformative: <First product in the Layer List>
- esriJobMessageTypeInformative: Entering getISinfo2()
- esriJobMessageTypeInformative: layername:
D:\services_mosaicdatasets\landfire.gdb\mUS_SLP2016
- esriJobMessageTypeInformative: Exiting getISinfo2()
- esriJobMessageTypeInformative: <Next product in the Layer List, repeated until all are listed>
- esriJobMessageTypeInformative: No output projection passed in
- esriJobMessageTypeInformative: Entering CreateLocalProjection()
- esriJobMessageTypeInformative: local projection string: <Projection text string>
- esriJobMessageTypeInformative: Exiting CreateLocalProjection()
- esriJobMessageTypeInformative: Start creating IGeoTIFF
- esriJobMessageTypeInformative: Start creating GeoTIFF
- esriJobMessageTypeInformative: Finished creating GeoTIFFesriJobMessageTypeInformative:
Start editing GeoTIFF
- esriJobMessageTypeInformative: Edit Round: 1
- esriJobMessageTypeInformative: Finished editing GeoTIFF
- esriJobMessageTypeInformative: Start zipping of files
- esriJobMessageTypeInformative: All files zipped successfully.
- esriJobMessageTypeInformative: Job Finished
- esriJobMessageTypeInformative: Completed script LcpClip...
- esriJobMessageTypeInformative: Succeeded at Mon May 03 16:27:17 2021 (Elapsed Time:
52.75 seconds)

Examples of Error Messages

- *esriJobMessageTypeError*: ERROR 000735: Layer List: Value is required
- Layer List is missing
- *esriJobMessageTypeError*: ERROR: Invalid products: <Product>
- Due to a typo, or LF product not available for the AOI requested
- *esriJobMessageTypeError*: ERROR 000735: Area of Interest: Value is required
- AOI list is missing
- *esriJobMessageTypeError*: ERROR: Input AOI did not fall within AK, HI, or CONUS
- AOI extent is fully outside of data areas
- *esriJobMessageTypeInfo*: ERROR: list index out of range
- Incomplete AOI (this error message indicates no products exist for the area requested)
- *esriJobMessageTypeInfo*: ERROR: Point: Input value is not numeric
- AOI has non-numeric characters in the list
- *esriJobMessageTypeError*: ERROR 000854: The value is out of the range. Values must be > 30 and <= 9999
- Requested an invalid resample resolution
- *esriJobMessageTypeError*: ERROR 999999: Error executing function. the input is not a geographic or projected coordinate system
- Used an invalid WKID
- *esriJobMessageTypeError*: Error in accessing environment <outputCoordinateSystem>
- Used an invalid WKT
- *esriJobMessageTypeError*: JSON ERROR: Invalid JSON
- Incorrectly coded Edit Rule
- *esriJobMessageTypeError*: Shapefile ERROR: No zip files were found. Zip doesn't exist: 'D:\arcgisserver\directories\arcgissystem\arcgisuploads\services\LandfireProductService.GPService\ibc1be833-ba24-4919-852d-35c79814da8d\Edit mask 1.zip'
 - Zip file error, it is no longer available or there are non-allowed characters in the zip folder name or the shapefile name
- *esriJobMessageTypeError*: JSON Mask ERROR: No mask attribute in json was found even though zip files were uploaded
 - The “mask” param was not included in the Edit Rule.
- *esriJobMessageTypeError*: Failed to execute (LcpClip)
- *esriJobMessageTypeError*: Failed to execute (LandfireProductService)
- *esriJobMessageTypeInfo*: Failed at Mon May 03 16:44:51 2021 (Elapsed Time: 13.94 seconds)
- *esriJobMessageTypeError*: Failed
- *esriJobMessageTypeError*: ERROR: compositing products into single GeoTIFF

- *esriJobMessageTypeError*: ERROR: Resampling GeoTIFF
- *esriJobMessageTypeError*: ERROR: Input AOI is out of range. Valid range is -188, 18, -66, 72
 - AOI requested does not fall within the range where products exist
- *esriJobMessageTypeError*: ERROR: Not modifiable product: <list of non-Surface and Canopy products will appear here>

User Assistance or Support - IT Service Desk

If you cannot connect to the LFPS site or if it is not functioning, contact the Earth Resources Observation and Science (EROS) Center’s IT Service Desk (erositservicedesk@usgs.gov) or phone (605)-594-8324.

After the service has received a request, a series of emails are presented including messages on the status of the process and error messages that can be reviewed to help determine what may have happened. This information will be reviewed as part of your contact with the EROS IT Service Desk.

The EROS IT Service Desk is the entry point for all LFPS service requests. Their general hours are Monday-Friday 7:00 a.m. – 4:30 p.m. CT zone, excluding Federal holidays (after hours information listed below).

NOTE: For information pertaining to the LFPS, the management of it, or product layers found therein, contact the LF Help Desk at helpdesk@landfire.gov. The LF Help Desk responds to LF program questions or requests.

After Business Hours

To report an event to the EROS IT Service Desk after business hours, call their phone number (605-594-8324) and follow the menu system to report the event to the respective group. When selecting the option for Network (1), Infrastructure (2), or Security (3), you will be routed to an individual assigned to respond to major outages. NOTE: Please be diligent on deciding the Severity Level (outlined in the table below) for your issue before making calls to the IT Service Desk. The table provides typical scenarios when using EROS IT Service Desk relative to the severity levels and estimated response times based on user needs.

Severity levels and estimated response times

| <i>Severity Level*</i> | <i>Communication Mode</i> | <i>Contact</i> | <i>Service Level Objective</i> |
|---|---------------------------|--|--|
| Level 4 Minor / Normal Requests | Phone Call | (605) 594-8324 (605) 594-TECH | 1 Day - First Response (Response within one day; weekly updates communication until closure) |
| | Emails | erositservicedesk@usgs.gov | |
| Level 3 Moderate / Normal Support | Phone Call | (605) 594-8324 | 4 Hours - First Response (Response within 4 hours; daily status updates communication until resolution) |
| Level 2 Emergency Support | Phone Call | (605) 594-8324 | 2 Hours - First Response (Response within 2 hours; daily status updates until resolution) |
| Level 1 Critical/System Outage | Phone Call | (605) 594-8324 | 1 Hour - First Response (Response within 1 hour; status updates every 4 hours until resolution) |