

Purpose of the Support Team

This proposal is for on-chain funding of the Support Team through the period November 22nd, 2021 to February 22nd, 2022.

The Secret Network Discord and Telegram channels have been swamped with users requesting help basically from Secret Swap re-enabling their pools on October 5th [0](#) to now, with special emphasis on release periods. Between Reverse, Mr. Garbonzo, and I we are closing out between 15 and 20 tickets per day, every day, to say nothing of the help provided in the various support channels, and Telegram. This activity has made it clear that, while Mr. Garbonzo is incredible, he needs additional help.

The goal of this Support Team is to be a first line of defense for users on the Secret Network.

Target Deliverables in This Funding Period

Continual Deliverables

- Create, maintain, and organize support documentation across the Secret Network.
- Assist platforms on the network with their user support, including but not limited to: Secret Network Discord, Secret Community Telegram, and SecretSwap.

Project Deliverables

- Create an FAQ section of Secret Network Discord, similar to the Osmosis server channel. [1] This acts as a hub for answering questions which includes common questions answered, in addition to images to direct answers.
- Create a master support document to direct and streamline answering users' questions. This will be a public document that goes into more detail than the FAQ outlined above.
- Update build/docs.scrn.network as outlined in: [SNAC Proposal: Consolidate and Revamp docs.scrn.network and build.scrn.network 2](#). This proposal will supercede the SNAC Proposal (unaccepted) per mumuse's comment on having recurring funding, rather than a 1-off proposal. This proposal includes all

work outlined in the linked proposal.

Budget Request

The Support Team asks a budget for the compensated leadership roles and a discretionary budget for compensating those who are able to provide extended support.

Compensated Roles

Mr. Garbonzo (Lead) = \$8,000 / month | 40 hours per week

- Providing community support for Secret Network since the first block

Reverse Sigh = \$8,000 / month | 40 hours per week

- Customer service specialist with 10 years experience
- Secret Agent Program on-boarding and coordinator

schultzie | Lavender.Five Nodes = \$6,500 / month | 20 hours per week

- Senior Software Engineer with 8 years experience
- Authored more than a dozen technical and architectural documents, including authoring the [Web Map Specification](#) which standardizes 2D maps across all ESRI products and the Department of Defense, and had an advisory role on the 3D spec
- Member of the Secret Network Infrastructure team

Discretionary Budget

Discretionary Budget = \$2,000 / month

The team recognizes we can't be everywhere at once, and would like to be able to reward and recognize members of the community that are going above and beyond by providing support/help by offering them tips, at the team's discretion.

One Time Budget

Reverse and I would like to ask for funding for work completed over the course months of October through November, at the rate outlined above. There were several weeks Reverse and I worked in excess of 80 hours per week on a volunteer basis.

Reverse = \$8,000

schultzie = \$6,500

Included in the SNAC Proposal was a 1-time budget of \$350 to test an issue where new Intel processors have potentially fallen out of compliance/sync with the current SGX drivers, as discovered by Figment [2](#). I find this deeply

concerning, as it'd then effect the Spartan Proposal

. I want to provision a server and test to confirm compliance.

Provision and test Intel E-2388G Processor = \$350

Total Ask

Mr. Garbonzo = \$8000 / month

Reverse Sigh = \$8000 / month

schultzie | Lavender.Five Nodes = \$6500 / month

Discretionary Budget = \$2000 / month

Backpay = \$15500

Server cost = \$350

Final sum for 3 months: \$89,000

Volatility buffer of 20% [per governance]: \$17,800

Total Proposal Spend for 3 Months: \$106,800.00

/ 11900 SCRT (as an estimate - will be re-calculated when going on-chain)

Any feedback you can provide would be greatly appreciated.

Best,

schultzie, Reverse, and Mr. Garbonzo

[1]: Osmosis FAQ channel: [Osmosis](#)