

[Data Platform and Data Insight- 10 Day Remote User Training]

SERVICE OVERVIEW

The SevOne Data Platform and Data Insight 10-Day remote training course offers participants an engaging and interactive look at the SevOne Data Platform and Data Insight. Participants will work independently, as well as in small groups to solve real world issues while completing all predefined course objectives. This course will provide each participant with a demonstrable, high-level understanding of the key features in the SevOne Data Platform from an administrator's perspective and Data Insight. Following completion of this course, participants will be equipped with all the necessary knowledge to configure and administrate a SevOne Data Platform implementation. SevOne provides the world's largest CSPs, MSPs and Enterprises with the most comprehensive technology portfolio to collect, analyze and visualize network & infrastructure performance data to deliver actionable insights to compete and win in a connected world. This course will equip learners with a high-level understanding of the SevOne Data Platform and its features, so they can support their business goals.

DELIVERABLE DESCRIPTION

The Training is comprised of the following course outline:

- What is SevOne? - Overview
- Device, Object, and Indicator Model
- Grouping
- User Admin
- Data Collection
- Reporting
- Alerting

SERVICE ENGAGEMENT PROCESS

- The start date for the provision of services set forth above shall be scheduled by the SevOne Education Department upon the receipt by SevOne of a customer purchase order.
- After approval, SevOne Training will schedule the dates for the Open Enrollment training to commence.
- Training will take place remotely for 10 days at 4 hours a day.

APPLICABLE PRODUCTS

- SevOne Data Appliance NMS
- SevOne Data Appliance DNC

TERMS AND ASSUMPTIONS

- Services will be invoiced upon delivery.
- This offering (TRNG-USER-10D) is governed by the applicable terms and conditions available at <https://www.sevone.com/sites/default/files/sevone-professional-services-terms-and-conditions.pdf> (the "Agreement"), the terms of which are incorporated by this reference. Notwithstanding anything to the contrary, if there is a mutually signed agreement (not including any purchase order or similar document) between SevOne and Customer expressly covering the sale of professional services as of the date of this offering, then the express terms of that agreement will govern and will be deemed the Agreement.
- All participants should bring a laptop to the training class to access the lab portion of the training.
- All training delivery will be consecutive days.
- To accommodate maximum material coverage, class size is limited to 10 students.
- SevOne is not responsible for any delays not caused by SevOne, such as network connectivity, and shall count hours worked around such issues. SevOne will bring delays to the customer's attention immediately, and no later than the same day. The customer may then choose to suspend work at the end of a working day.