



[Data Insight eLearning Training]

SERVICE OVERVIEW

The SevOne Data Insight eLearning training course offers participants an engaging and interactive look at using SevOne Data Insight and its interaction with SevOne Data Appliance NMS. Participants will work independently at their own pace in completing all predefined course objectives. This course is self-paced and will provide each participant with a demonstrable, high-level understanding of the key features into SevOne Data Insight.

DELIVERABLE DESCRIPTION

The Data Insight training is comprised of the following course outline:

- What is Data Insight?
- Report Management
- Performance Metrics
- TopN
- Alert Summary and Details
- Flow
- URL
- Performance Metrics Trend Heatmap
- IP SLA Heatmap Matrix
- LiveMaps
- Topology
- Widget Development Kit and SevOne Solutions

SERVICE ENGAGEMENT PROCESS

- The start date for the provision of services set forth above shall be scheduled by the parties upon the receipt by SevOne of a customer purchase order.
- After approval, SevOne Training will work with the customer to schedule the timeframe for the training to begin and end.
- The customer will have access to the eLearning course for a total of 30 days.
- There will be a pre-call with SevOne Training, no later than one week in advance of the engagement to discuss the list of attendees and the process.
- After this call, SevOne Training will setup all participants into the system and send the instructions to the customer a few days before the training course start date.

APPLICABLE PRODUCTS

- SevOne Data Insight

TERMS AND ASSUMPTIONS

- Services will be invoiced upon delivery.
- This offering (TRNG-ELEARN INSIGHT) 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.
- Scheduling changes or cancellations must be made at least 14 days in advance of the agreed upon start date.
- All participants must have access to a computer and internet for the training.
- The customer will have access to the eLearning course for 30 days all consecutive days.
- Customer will make sure that all technical requirements specified for the delivery of training are met.
- SevOne is not responsible for any delays not caused by SevOne, such as network connectivity, and shall count hours 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.