

[Data Appliance PLA – 1 Day Training]

SERVICE OVERVIEW

The SevOne Data Appliance PLA1-Day training course is a comprehensive training course for the SevOne log analytics offering. Participants will be led through every part of the Data Appliance PLA user interface including alerting, troubleshooting, reporting, and administration. This course will provide each participant with demonstrable, high level knowledge of the operation and administration of Data Appliance PLA. Following completion of the course, participants will be well equipped to use the Data Appliance PLA to aid their day to day job duties, saving time and effort for them and their business.

DELIVERABLE DESCRIPTION

The Data Appliance PLA training is comprised of the following course outline:

- Data Collection
- Event Configuration
- Discover
- Investigate
- Application Keys
- Volume Management
- Multi-Tenancy
- Miscellaneous Settings

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 dates for training to commence.
- There will be a pre-call with SevOne Training, no later than one week in advance of the engagement to discuss the delivery method, a list of attendees, and the desired outcome(s).
- After this call, SevOne Training will provide the necessary technical pre-requisites to setup the customer environment for the training engagement.

APPLICABLE PRODUCTS

- SevOne Data Appliance PLA

TERMS AND ASSUMPTIONS

- Services will be invoiced upon delivery.
- This offering (TRNG-PLA-1D) 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.
- If training will be held at the customer's site, actual cost for reasonable travel and expenses shall be invoiced to customer.
- Scheduling changes or cancellations must be made at least 14 days in advance of the agreed upon start date. Any change that results in additional travel expenses will be billed to the customer at cost, and any cancellation within 14 days of training will be billed to the customer in full.
- All participants must have access to a computer for the lab portion of the training.
- All training delivery will be consecutive days. If the customer will need gaps in the delivery days, 50% daily rate will apply if within the same week and T&E charges for these days will be invoiced back to the customer.
- In order to accommodate maximum material coverage, class size is limited to 12 students.
- Customer shall make necessary personnel and systems available for SevOne's provision of training.
- Customer will make sure that all technical requirements specified for the delivery of training are met prior to the trainer coming on premise.
- 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.