



CLOUDBLUE

Service Description

EDUCATION SERVICES

Last Updated: March 1st, 2019



CloudBlue™

CloudBlue, an Ingram Micro Business
3351 Michelson Drive, Suite 100, Irvine, CA 92612 United States
Tel: +1 714-566-1000

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EDUCATION SERVICES - SERVICE DESCRIPTION

This Education Service Description (“**Service Description**”) describes the Education Services (“**Service**”). All capitalized terms in this description have the meaning ascribed to them in the Agreement (defined below) or in the Definitions section. This Service Description, with any attachments included by reference, is part of and incorporated into Customer’s signed agreement with Ingram Micro which governs the use of the Service, (herein after referred to as the “Agreement”).

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1. Education Services

Ingram Micro Education Services provides learning programs in the following formats: digital training, virtual instructor-led training, onsite instructor-led training.

1.1 Digital Training

Access to web-based, on-demand eLearning training modules or other online resources, covering the fundamentals required to work within the CloudBlue platform. Modular topics cover a range of features and functions of the platform.

eLearning is designed to supplement instructor-led training. It can be used to quickly onboard new platform users, embed into new-hire programs, provide just-in-time reference, and/or providing a foundation level training to those unable to travel or afford time away from the office.

eLearning is accessible from the [Ingram Micro Training platform](#). These training courses consist of:

- a. On-demand courses accessed asynchronously by individual learners, through the learning management platform
- b. Targeted role-based training, covering the basic operations per user. Learn through theory, guided simulations, and knowledge checks.
- c. Access is provided on a per-user basis. Individuals are granted access to the specific course(s) matched to their role and responsibility in the platform.

1.2 Virtual Instructor-Led Training

Access to live training courses, delivered remotely by a Certified CloudBlue trainer, covering the breadth and depth of the platform. Courses are presented in a modular format, covering a wide range of technology, features, and management of the platform.

These services are offered in the following formats:

- i. **Dedicated:** devoted to the needs of an individual customer. Content can be adjusted and focused to the needs of that individual customer, using customer environment to deliver the training, where possible. Dates and times are agreed with the customer.
- ii. **Open Enrolment:** open to any new or existing customer to attend. Content is generic, using a pre-configured training environment. Dates and times are decided by Ingram Micro – a calendar of such classes will be made available.

These courses consist of:

- a. Live instructor-led training, delivered using the Zoom webinar conferencing tool
- b. Targeted role-based training, covering the basic and/or advanced operations per user, plus additional course options for the management and configuration of services via the platform.
- c. Participants learn through theory, extensive demonstrations by the trainer, interaction, discussions, and knowledge checks

- d. Audience size is restricted to twelve persons per class. This allows the trainer to replicate a classroom environment, with appropriate teacher/student interactions and activities

1.3 Onsite Instructor-Led Training

Access to live training modules, delivered face-to-face by a Certified CloudBlue trainer, covering the breadth and depth of the platform. Courses are presented in a modular format, covering a wide range of technology, features, and management of the platform.

These services are offered in the following formats:

- i. **Dedicated:** dedicated to the needs of an individual customer. Content can be adjusted and focused to the needs of that individual customer, using customer environment to deliver the training, where possible. Dates and times are agreed with the customer. Training venue is provided by the customer. Ingram Micro is responsible for travel arrangements.
- ii. **Open Enrolment:** open to any new or existing customer to attend. Content is generic, using a pre-configured training environment. Dates and times are decided by Ingram Micro – a calendar of such classes will be made available. Training venue is provided by Ingram Micro. Customer is responsible for travel arrangements.

These courses consist of:

- a. Live instructor-led training, delivered at the customer's location or Ingram Micro office
- b. 50/50 hands-on/lecture experience. Participants learn primarily by doing, performing structured Lab activities in a pre-configured training environment/customer staging environment, with face-to-face expert guidance and support, interaction and discussions in a group setting
- c. Targeted role-based training, covering the basic and/or advanced operations per user, plus additional course options for the management and configuration of services via the platform.
- d. Option for Developer focused training, covering the processes, workflows, standards and best practices for creation and *management* of APS packages
- e. Audience size is restricted to twelve persons per class. This allows the trainer to effectively manage a traditional classroom environment, with multiple teacher/student interactions and activities

2. Service(s) Overview:

The services under Education Services are broken down into the following categories:

CloudBlue for Sales	Essential	Standard	Advanced
Digital Training	■	■	■
Virtual Instructor-Led Training: Dedicated		■	■
Virtual Instructor-Led Training: Open Enrolment	■	■	■
Onsite Instructor-Led Training		Optional Extra	■
CloudBlue for Finance-Billing	Essential	Standard	Advanced
Digital Training	■	■	■
Virtual Instructor-Led Training: Dedicated		■	■
Virtual Instructor-Led Training: Open Enrolment	■	■	■
Onsite Instructor-Led Training		Optional Extra	■
CloudBlue for Customer Service	Essential	Standard	Advanced
Digital Training	■	■	■
Virtual Instructor-Led Training: Dedicated		■	■
Virtual Instructor-Led Training: Open Enrolment	■	■	■
Onsite Instructor-Led Training		Optional Extra	■
CloudBlue for Product-Marketing	Essential	Standard	Advanced
Digital Training	■	■	■
Virtual Instructor-Led Training: Dedicated		■	■
Virtual Instructor-Led Training: Open Enrolment	■	■	■
Onsite Instructor-Led Training		Optional Extra	■
CloudBlue for Operations	Essential	Standard	Advanced
Digital Training	■	■	■
Virtual Instructor-Led Training: Dedicated		■	■
Virtual Instructor-Led Training: Open Enrolment	■	■	■
Onsite Instructor-Led Training		Optional Extra	■
APS Development	Essential	Standard	Advanced
Onsite Instructor-Led Training	Optional Extra	Optional Extra	■
Training Environment for Labs-Testing	Essential	Standard	Advanced
Generic platform sandbox outside training class	Optional Extra	■	■

Education Services Offerings Chart

2.1 Education Services – Essential Training Bundle

Essential Training Bundle provides:

- i. Up-to 20 individual users for access to Digital Training (any course) for up-to 1-year
- ii. 20 Training Credits to consume against available Services in the Essential Training Bundle

The Services available within the **Education Services – Essential Training Bundle** include the following:

- a. CloudBlue for Sales
 - i. Digital Training
 - ii. Virtual Instructor-Led Training: Open Enrolment
- b. CloudBlue for Finance-Billing
 - i. Digital Training
 - ii. Virtual Instructor-Led Training: Open Enrolment
- c. CloudBlue for Customer Service
 - i. Digital Training
 - ii. Virtual Instructor-Led Training: Open Enrolment
- d. CloudBlue for Product-Marketing
 - i. Digital Training
 - ii. Virtual Instructor-Led Training: Open Enrolment
- e. CloudBlue for Operations
 - i. Digital Training
 - ii. Virtual Instructor-Led Training: Open Enrolment

2.2 Education Services – Standard Training Bundle

Standard Training Bundle provides:

- i. Up-to 30 individual users for access to Digital Training (any course) for up-to 1-year
- ii. 40 Training Credits to consume against available Services in the Standard Training Bundle

The Services available within the **Education Services – Standard Training Bundle** include the following:

- a. CloudBlue for Sales
 - i. Digital Training
 - ii. Virtual Instructor-Led Training: Open Enrolment
 - iii. Virtual Instructor-Led Training: Dedicated
 - iv. Certification exam
- b. CloudBlue for Finance-Billing
 - i. Digital Training
 - ii. Virtual Instructor-Led Training: Open Enrolment
 - iii. Virtual Instructor-Led Training: Dedicated
 - iv. Certification exam
- c. CloudBlue for Customer Service
 - i. Digital Training

- ii. Virtual Instructor-Led Training: Open Enrolment
- iii. Virtual Instructor-Led Training: Dedicated
- iv. Certification exam
- d. CloudBlue for Product-Marketing
 - i. Digital Training
 - ii. Virtual Instructor-Led Training: Open Enrolment
 - iii. Virtual Instructor-Led Training: Dedicated
 - iv. Certification exam
- e. CloudBlue for Operations
 - i. Digital Training
 - ii. Virtual Instructor-Led Training: Open Enrolment
 - iii. Virtual Instructor-Led Training: Dedicated
 - iv. Certification exam
- f. Training Environment for Labs-Testing
 - i. Access to Pre-configured training sandbox for pre-agreed period of time, beyond the Instructor-led Training Service

2.3 Education Services – Advanced Training Bundle

Advanced Training Bundle provides:

- i. Up-to 40 individual users for access to Digital Training (any course) for up-to 1-year
- ii. 50 Training Credits to consume against available Services in the Advanced Training Bundle

The Services provided within the **Education Services – Advanced Training Bundle** include the following:

- a. CloudBlue for Sales
 - i. Digital Training
 - ii. Virtual Instructor-Led Training: Open Enrolment
 - iii. Virtual Instructor-Led Training: Dedicated
 - iv. Onsite Instructor-Led Training: Open Enrolment & Dedicated
 - v. Certification exam
- b. CloudBlue for Finance-Billing
 - i. Digital Training
 - ii. Virtual Instructor-Led Training: Open Enrolment
 - iii. Virtual Instructor-Led Training: Dedicated
 - iv. Onsite Instructor-Led Training: Open Enrolment & Dedicated
 - v. Certification exam
- c. CloudBlue for Customer Service
 - i. Digital Training
 - ii. Virtual Instructor-Led Training: Open Enrolment
 - iii. Virtual Instructor-Led Training: Dedicated
 - iv. Onsite Instructor-Led Training: Open Enrolment & Dedicated

- v. Certification exam
- d. CloudBlue for Product-Marketing
 - i. Digital Training
 - ii. Virtual Instructor-Led Training: Open Enrolment
 - iii. Virtual Instructor-Led Training: Dedicated
 - iv. Onsite Instructor-Led Training: Open Enrolment & Dedicated
- e. CloudBlue for Operations
 - i. Digital Training
 - ii. Virtual Instructor-Led Training: Open Enrolment
 - iii. Virtual Instructor-Led Training: Dedicated
 - iv. Onsite Instructor-Led Training: Open Enrolment & Dedicated
 - v. Certification exam
- f. CloudBlue APS Developer
 - i. Onsite Instructor-Led Training: Open Enrolment & Dedicated
- g. Training Environment for Labs-Testing
 - ii. Access to Pre-configured training sandbox for pre-agreed period of time, beyond the Instructor-led Training Service

3. SERVICE ACTIVATION:

Ingram Micro will activate the Services and provide the following deliverables including, among other items:

- a. Provide login credentials for Digital Training within thirty (30) Days of the SoW Effective Date
- b. Schedule a pre-training call within the Customer within thirty (30) Days of the SoW Effective Date to review chosen options
- c. Provide a customized training plan and schedule of Delivery within thirty (30) Days of the SoW Effective Date

4. SERVICE LIMITATIONS:

Prior to the start of scheduled training:

- a. Customer will indicate to Ingram Micro in writing, a person to be the point of contact. All project communications will be addressed to such point of contact. Customer contact has the authority to act for Customer in all aspects of the project and resolve conflicting Customer requirements, including:
 - i. Coordinate with appropriate resources and book facilities for the Delivery of Services
 - ii. Obtain and provide project requirements, information, data, decisions and approvals within three (3) working days of the request, unless both parties agree to a different response time

- iii. Provide accurate participant count, names and emails within two (2) weeks of scheduled Services
 - iv. Ensure Ingram Micro Trainers have reasonable and safe access to training facility, parking, telephone and internet connectivity and workspace, as required for Onsite Services
- b. The parties intend for Delivery of Services to be provided within one (1) year of SoW Effective Date. In the event Customer does not schedule and allow Ingram Micro to provide the Services within such one (1) year commencing on SoW Effective Date, Customer will remain liable for payment of the full amount of the Fees set out in this SoW. The Customer will also forfeit any Fees paid in advance and the Service will be considered fully delivered and accepted. Any unused entitlement for training days at the end of the one (1) year will be forfeited (will expire).
- c. Specific dates for Delivery of Services will be agreed by Customer and Ingram Micro. The following Services require at least forty-five (45) business days advance notification for delivery:
- i. Virtual Instructor-Led Training: Dedicated
 - ii. Onsite Instructor-Led Training: Dedicated
- d. Ingram Micro will provide a description of requirements for the Service Onsite Instructor-Led Training: Dedicated, including specifications for computer systems and/or internet connectivity. If required specifications cannot be provided by the Customer, the Service will be delivered in lecture only format, with no or limited practical activities.
- e. Agreed dates (e.g., scheduled training) will not be changed within less than two (2) calendar weeks' notice. To request a change, Customer must submit a Change Request. Ingram Micro will then assess the impact in terms of cost, timeline and scope and will revert back with an offer.
- i. Should Ingram Micro cancel any scheduled Services, Ingram Micro will use reasonable efforts to give Customer advance notice of cancellation and will endeavour to reschedule as agreed between Ingram Micro and Customer. If the Services are cancelled for reasons within Ingram Micro's control, and cannot reasonably be rescheduled, Ingram Micro will refund Customer's associated pre-paid training fees. The refund will be Customer's only recourse in the event of Ingram Micro's cancellation.
- f. All training materials provided by Ingram Micro in any form, whether printed or electronic, are the copyrighted works of Ingram Micro. Training materials are for the sole use of the participant enrolled in the training course, and may not be used by any other person, reproduced, distributed or modified without Ingram Micro's express written permission.
- g. If Ingram Micro cannot reach an agreement with Customer for the requirements listed above, Ingram Micro reserves the right to terminate the Services as described on the SoW.

Specific to Training Credits

- a. Training Credits are intended to give the Customer flexibility to select from across the range of Education Services, and allow Customer to customize their learning experience by choosing relevant and appropriate Services

- b. Training Credits excludes Digital Training Services. Each Training Bundle includes their own allocation of Digital Training Services.
- c. Customer works with Ingram Micro Training to redeem available Training Credits against the available Services for the Training Bundle they have selected. The type of Service needed determines how many credits are consumed.

Training Service	Training Credits Consumed
Virtual Instructor-Led Training: Dedicated	8 (per class)
Virtual Instructor-Led Training: Open Enrolment	1 (per student)
Onsite Instructor-Led Training: Dedicated	10 (per class)
Onsite Instructor-Led Training: Open Enrolment	2 (per student)
Training Environment for Labs-Testing	1 (per environment)

- c. Training Credits must be scheduled and redeemed within one (1) year of the SoW Effective Date
- d. Training Credits can only be redeemed for eligible Education Services, according to the latest catalog
- e. Ingram Micro will create a maintain a record of usage, and make this available to the Customer
- f. Additional Training Credits or standalone Services may be purchased as an add-on to chosen Training Bundle

Specific to Digital Training Services:

- a. Customer agrees to be responsible for ensuring there is no sharing of access or credentials to the Ingram Micro training site across multiple users. Ingram Micro reserves the right to revoke access for any user(s) at any time.
- b. Ingram Micro will not be held responsible for Customer completing this Service or for service delays/downtimes, if such failure, delay or downtime is on account of any reasons not attributable to Ingram Micro, including but not limited to, Customer's delay or failure to comply with their obligations or due to factors under Customer's control.

Specific to Virtual Instructor-led Training Services:

- a. Ingram Micro may refuse to provide Service if, in its reasonable opinion, providing the Service creates an unreasonable risk to Ingram Micro or Ingram Micro's Service providers or if any requested service is beyond the scope of Service. Ingram Micro is not liable for any failure or delay in performance due to any cause beyond its control, including Customer's failure to comply with its obligations under this Service Description.

Specific to Virtual Instructor-Led: Open Enrolment Training Services:

- a. A public calendar of these classes will be accessible from the Ingram Micro Training site.
- b. Individual users at the customer will register for relevant class(es) via the Ingram Micro Training site.

- c. To register for these classes, Customer will be issued with a 'voucher code'. Code to be entered during the checkout process on the Ingram Micro Training site. One code per student/class will be issued. Ingram Micro will provide Customer will full instructions on the associated process, and demonstration, if necessary.

Specific to Onsite Instructor-led Training Services:

- a. Ingram Micro may refuse to provide Service if, in its reasonable opinion, providing the Service creates an unreasonable risk to Ingram Micro or Ingram Micro's Service providers, or if any requested service is beyond the scope of Service. Ingram Micro is not liable for any failure or delay in performance due to any cause beyond its control, including Customer's failure to comply with its obligations under this Service Description.
- a. Customer is responsible for ensuring availability of the following Onsite training requirements:
 - i. Data projector/screen for presentations
 - ii. Separate whiteboard with markers
 - iii. Students have individual desktops/laptops to run labs
 - iv. Sufficient number of power outlets for all students
 - v. Internet connectivity to remotely access Ingram Micro's Education Services' training systems, preferably hard wire or very stable wireless. Lab exercises are dependent on a stable connection.
 - vi. A room of appropriate size to allow easy movement between all students
- b. Unless otherwise specified, the Parties acknowledge that any on-site Services are intended to be performed during Normal Work Hours. Normal Work Hours do not include weekends, public holidays (observed in the country in which Services are performed), or hours between 8 a.m. and 6 p.m. local time.
- a. Complete the questionnaire provided by Ingram Micro to Customer prior to delivery of the course

Post-Delivery of any Instructor-led Training Services:

- a. All students will be asked to complete a digital survey at the end o each event. Submissions are treated anonymously and information is only ever used to improve the Education Services Ingram Micro provides to Customers.

5. SERVICE EXCLUSIONS:

- a. Training for 3rd party systems or software
- b. Development of custom courseware, unless agreed in advance with Customer
- c. Implementation, configuration or operations of 3rd party systems or software except listed in the SoW
- d. The development of any intellectual property created solely and specifically for the Customer

- e. Ingram Micro will, at its sole discretion, determine the number of instructors and the appropriate skill sets necessary to conduct the training. Customer agrees that any Ingram Micro resource may be an employee or consultant of Ingram Micro and/or an Ingram Micro service provider.
- f. This Service Description does not confer on Customer any warranties which are in addition to the warranties provided under the terms of your Agreement.

6. SKU DESCRIPTIONS:

The following table defines Service Description, SKUs and metrics used in this document.

Standard Services	SKU #	Metric	Notes
Education Service – Essential Training Bundle	CB-EDU.SUB-ESS	One-Time	Recurring
Education Service – Standard Training Bundle	CB-EDU.SUB-CLA	One-Time	Recurring
Education Service – Advanced Training Bundle	CB-EDU.SUB-PRE	One-Time	Recurring
Optional add-ons or Standalone Services	SKU #	Metric	Notes
Sales role-based Instructor-Led Training: Dedicated	CB-EDU.SAL	One-Time	Per Class
Sales role-based Instructor-Led Training: Open Enrolment	CB-EDU.SAL-OE	One-Time	Per User
Sales role-based Digital Training	CB-EDU.SAL-EL	One-Time	Per User
Finance role-based Instructor-Led Training: Dedicated	CB-EDU.FIN	One-Time	Per Class
Finance role-based Instructor-Led Training: Open Enrolment	CB-EDU.FIN-OE	One-Time	Per User
Finance role-based Digital Training	CB-EDU.FIN-EL	One-Time	Per User
Customer Service role-based Instructor-Led Training: Dedicated	CB-EDU.CS	One-Time	Per Class
Customer Service role-based Instructor-Led Training: Open Enrolment	CB-EDU.CS-OE	One-Time	Per User
Customer Service role-based Digital Training	CB-EDU.CS-EL	One-Time	Per User
Product-Marketing role-based Instructor-Led Training: Dedicated	CB-EDU.PDM	One-Time	Per Class
Product-Marketing role-based Instructor-Led Training: Open Enrolment	CB-EDU.PDM-OE	One-Time	Per User
Product-Marketing role-based Digital Training	CB-EDU.PDM-EL	One-Time	Per User
Tech Operations role-based Instructor-Led Training: Dedicated	CB-EDU.OPS	One-Time	Per Class

Tech Operations role-based Instructor-Led Training: Open Enrolment	CB-EDU.OPS-OE	One-Time	Per User
Tech Operations role-based Digital Training	CB-EDU.OPS-EL	One-Time	Per User
Training Environment for Labs-Testing	CB-EDU.TENV	One-Time	Per Day, Per sandbox
Additional Training Credits	CB-EDU.CREDIT	One-Time	
APS Development Instructor-Led Training: Dedicated	CB-EDU.APSDEV	One-Time	Per Class
APS Development Instructor-Led Training: Open Enrolment	CB-EDU.APSDEV-OE	One-Time	Per User
Azure CSP Instructor-Led Training: Dedicated	CB-EDU.ACSP	One-Time	Per Class
Azure CSP Instructor-Led Training: Open Enrolment	CB-EDU.ACSP-OE	One-Time	Per User
O365 CSP Instructor-Led Training: Dedicated	CB-EDU.OCSP	One-Time	Per Class
O365 CSP Instructor-Led Training: Open Enrolment	CB-EDU.OCSP-OE	One-Time	Per User
Orchestrator: Dedicated	CB-EDU.ORB	One-Time	Per Class
Orchestrator: Open Enrolment	CB-EDU.ORB-OE	One-Time	Per User

7. DEFINITIONS:

Capitalized terms used in this Service Description, and not otherwise defined in the Agreement, have the meaning given below.

Capitalized term	Description
Dedicated PaaS	A dedicated platform environment setup, hosted, and managed by Ingram Micro on behalf of the customer in a specific geographical zone.
Operating Country	An Operating Country, generally Ingram Micro supports a single country, with additional Operating Countries added to the platform for an additional fee.
On-Premise	A dedicated platform environment setup, hosted, and managed by the customer, and hosted by a third-party or in their own Data Center facility.
Production Environment	A revenue-generating production platform environment
Shared PaaS	A shared platform environment setup, hosted, and managed by Ingram Micro on behalf of the customer in a specific geographical zone.
Staging Environment	A non-production, non-revenue-generating environment used by developers to model impacts to the Customer environment or test upgrades.
Operating Country	An Operating Country, generally Ingram Micro supports a single country, with additional Operating Countries added to the platform for an additional fee.