

# Training Service SOW

## 1 Goals

The goal of the Globalscape Training Service is to teach Globalscape products using a pre-defined agenda exclusively for the Customer. The training is delivered by a dedicated Globalscape Certified EFT Professional.

## 2 Deliverables

- Invitations for training to the attendees
- Implementation training

## 3 In-Scope Activities

The following are activities and limitations defined by service:

Service Feature	PS EFT Training Courses (Outlined Below)
Service Type	Fixed Price
Implementation	Conduct training activities to CUSTOMER personnel

Service Name	Duration per service
PS EFT Essentials Course	1 day
PS EFT Administrator Course	2 days
PS EFT Automation Course	1 day
PS EFT Security Course	½ day
PS EFT AWE Essentials Course	1 day
PS EFT AWE Advanced Course	2 day
PS EFT Integration Course	½ day
PS EFT Insight Course	½ day
PS EFT BAM Essentials Course	½ day
PS EFT Server Migration Tools Course	½ day
PS EFT Web-based Admin Essentials Course	½ day
PS EFT Server Administrator Certification Package	3 days
PS EFT Server Professional Certification Package	5 days

## 4 Out-of-Scope

Globalscape will not perform the following:

- Services or activities **not** mentioned on “In-Scope” section; these include – but are not limited to – the following:
- Any services or activity on non-Globalscape products, Network troubleshooting and/or reconfiguration

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- Customization of core product behavior or functionality.

## 5 Schedule

The schedule of the services shall be mutually agreed upon by both parties no later than one (1) week from execution of this SOW during the kickoff meeting. Both parties agree that at no time will the Schedule be altered without written permission from the other party. A minimum of **SEVEN** days' notice from CUSTOMER is required to plan and schedule the services.

## 6 Assumptions

CUSTOMER acknowledges and agrees to the following assumptions:

- Any changes in the content of training needs to be clearly defined and must be agreed in writing in advance between Globalscape and CUSTOMER.
- Each individual training course is designed to be delivered in consecutive day(s) or sessions, adjustment of the agenda, such as beginning, ending times and lunch breaks will be defined prior or at the beginning of the training. It is recommended to schedule a minimum of 4-5 hours per day to ensure maximum concentration during the training.
- Globalscape will use their own virtual EFT training lab and presentation materials to deliver this service. Training may be complemented with different training techniques upon request such as interactive demo, hands-on approach, Q&A, etc. to complement or enhance the delivery service.

### Terms and Conditions

Globalscape will perform this SOW in consideration for the payment of the Professional Services fees set forth in the Quotation that references and incorporates this SOW.

The Services described in this SOW will be provided by Globalscape, pursuant to and governed by Globalscape's Professional Services Terms and Conditions, which can be found at: <https://www.globalscape.com/documentation>.