BigID University Datasheet

Overview

This Datasheet outlines the terms for purchasing and using BigID University training credits and subscription seats, accessing and consuming BigID University classes and content, and using BigID University products and services.

1. Payment Options

BigID University offers the following options for payment of all education services:

- Training Credits: Each educational product in BigID University has a set credit cost. Your organization
 purchases a number of credits for the entire organization and assigns these credits to individual users
 based on their learning goals. Each user can use these credits to self-book their classes and labs
 directly; or
- Subscription Seats: Your organization purchases a number of subscription seats, and assigns specific
 users to these seats (each a "Seated User"). A Seated User can book any self-paced lesson, mixed
 instructor-led session, and/or certification exam, with no limits. Additionally, each Seated User is
 allocated a personal lab instance (a BigID sandbox instance for individual self-practice), and each
 subscription seat includes a limited number of credits that seated users can use for launching additional
 on-demand labs.

These two options can be purchased separately, or combined together. As some educational products (like on-demand labs and dedicated instructor-led classes) can only be paid for using training credits, we recommend purchasing some training credits, even if you intend to purchase subscription seats.

Training credits and subscription seats are non-cancelable and non-refundable, and are valid for the contract period.

2. Training Credits

- Usage: Training credits may be used for mixed instructor-led sessions, dedicated instructor-led classes, self-paced lessons, on-demand labs, and on-site travel. Eligibility and adjustments are at the discretion of the BigID University Admin.
- **Purchase**: Training credits are usually purchased in the initial contract or at renewal, but can be purchased at any time under a purchase order.
- **Expiration**: All training credits have an expiration date and cannot be used after that date passes. We recommend that customers monitor their credit usage and plan ahead to ensure all purchased credits are utilized before their expiration date arrives.
- Credit Management: Training credits are stored in a central customer or partner organizational
 account on the BigID University, and can be managed and assigned to users by the customer's or
 partner's organization administrators ("Org Admins"). The BigID University team can also help with
 credit assignment and release upon request.
- User Assignment: Users must log in to BigID University and accept the terms to be assigned credits.

3. Subscription Seats

Subscription Model: Under the subscription seats model, the customer purchases a set number of

assigned seats, and each subscription seat is designated to a specific user who can take unlimited mixed instructor-led and self-paced classes and receive a personal lab instance during the term of the contract.

- **Exams**: Seated users also have a limited number of attempts to complete all certification exams, but must clear all exam prerequisites before taking them.
- **Expiration**: All subscription seats have an expiration date. Access to training products and services included in the subscription will expire with the subscription.
- **Dual System**: Subscription users can also purchase additional credits for non-subscribed users and for services not included in a subscription.
- **Conversions**: Customers and partners with existing training credits can convert these training credits to subscription seats if needed (100 training credits can be converted to one subscription seat). To execute this conversion, contact the BigID University team for assistance.
- **Certification Exams**: Certification exams are included in the subscription, and follow a failure and cool-down policy to prevent unlimited attempts.
- Personal Lab Allocation: Each user in a seat gets one named lab system for personal use (this
 system is a BigID sandbox instance that can be used for self-practice and testing new features). This
 named lab is accessible with the same credentials as the BigID University account. Additional labs
 require credits.
- **Dedicated Classes**: Subscription plans do not include dedicated instructor-led classes. These must be paid for using credits.
- **Minimum Seats**: Subscription plans require a minimum purchase of 3 seats.
- **Seat Management**: Customer and partner Org Admins have the authority to assign specific users to subscription seats through a dedicated management screen.
- **User Assignment**: Users must log in to the University and accept the terms to be assigned to a subscription seat.
- **Seat Reassignment**: 20% of seats can be reassigned once annually if a user leaves the company or changes their role (1 change annually for 5 seats, 2 changes annually for 10 seats, etc.).
- **No-Show Policy**: Users missing more than two instructor-led classes will be blocked from future classes for one month to ensure optimal class sizes.
- Manual Renewal: Subscriptions do not auto-renew. Renewals will require a separate PO.

4. Education Formats

Big University offers the following educational formats:

- Mixed instructor-led classes: These paid training events are open for all customers and partners to
 enroll, based on available seats. Mixed instructor-led classes can be held onsite (at a BigID location) or
 virtually.
- Instructor-led dedicated classes: These private sessions are exclusive to one organization. This option provides the full academic experience with content tailored to your specific needs. Instructor-led dedicated classes can be held onsite (at a customer-chosen or partner-chosen location) or virtually.
- **Self-paced lessons**: These video-based learning modules are available for immediate booking at any time.

5. Mixed Instructor-Led Classes

- Scope: Limited and pre-defined by BigID University, open to all customers and partners to book based on availability.
- **Formats**: On-site (at a BigID location) or virtual.
- Materials: Provided electronically, with most classes also offering a personal lab instance for every learner.
- **Pricing**: If paying using training credits, payment is done per learner.
- Registration: Learners self-book their session, payment is done per person. Note: Enrollment details

- are never shared with others.
- Equipment: Learners are responsible for bringing their own laptops and for their Internet connection.

6. Dedicated Instructor-Led Courses

- **Scope**: Open to one organization, and other parties allowed by the organization.
- **Format**: Consultative with flexibility to customize course content within the scope of University offerings. A practice lab environment is offered for every learner. Note: dedicated courses are not designed to be project-based or delivered within an organization's environment.
- **Delivery**: On-site (at customer or partner site) or virtual.
- **Materials**: Provided electronically, with most classes also offering a personal lab sandbox for every learner, available for an agreed-upon duration (usually the duration of the session).
- **Scheduling**: Subject to instructor availability and must be booked directly with the BigID University team, with exact scope and expectations clearly documented.
- **Pricing**: Can only be paid using training credits. Payment is done per session, with no limit on number of learners joining.
- **Equipment**: Learners are responsible for providing their own internet connection and bringing their own laptops.

7. Dedicated On-Site Training Requirements

For all on-site instructor-led dedicated classes, the customer or partner must provide the following:

- A private room with stable internet connection for learners and trainer(s), projection capability, and facility access for the trainer.
- Food and beverages, as needed.
- Coverage of trainer(s) travel expenses is at a flat rate of 16 training credits per travel day.

8. Self-Paced Lessons Requirements

- **Access**: Learners have unlimited ongoing access to all self-paced lessons they booked. When self-paced lesson content is updated, learners will have automatic access to the new content.
- **Internet Connectivity**: Essential for all training formats; BigID University is not responsible for connectivity issues.
- **System Configuration**: Learners are responsible for their own system setup, including their browser through which the video-based content is consumed.

9. On-Demand Labs

- **Purpose**: For personal use and training only. You may not use BigID University labs to sell training services to others or for an actual implementation of a BigID service in your company environment.
- **Authentication**: Access to lab instances requires a BigID University account and uses the same credentials like BigID University.
- Data Privacy: BigID University labs are designed for educational purposes and do not have strict security controls. Lab instances should not scan or store any real sensitive data, and should not be used for any production work or business need other than BigID education.
- **Monitoring**: BigID University labs are monitored and collect real-time metrics to confirm proper usage and capture usability data.

10. Course Materials

• **License**: BigID University grants a limited, non-transferable license to use course materials solely by the learner for an unlimited duration. All rights to course materials remain with BigID University.

Usage Restrictions:

- No recording or unauthorized copying of materials.
- No reselling of the materials.
- No modifying the materials.
- o Ensure proper supervision and use of materials, including maintaining copyright notices.
- Prohibited from sharing materials without written consent from BigID University.

11. Exams and Certifications

- Requirements: Course completion does not guarantee certification; attendees must pass certification tests.
- Validity: BigID certifications are valid for 12 months, and need to be renewed after.
- Attempts: Learners are usually allowed to take a certification exam twice to pass.
- Badges: When courses are completed with a passing exam grade, learners are awarded with certification badges. These badges can be shared on social media. They also offer an online validation system to confirm certification validity.
- Cool Down Policy: Learners who are unable to successfully clear a certification exam after two attempts must wait 7 days before a third attempt will be permitted.

12. Personal Data and Data Sources

- Processing: In accordance with BigID University's Privacy Policy.
- **Sharing**: We may share attendance records and certification data with customer or partner managers upon request.

13. Cancellations

- **Mixed Instructor-Led Notice Period**: Booking a mixed instructor-led class can be canceled up to 24 hours before session start. Any credits used for the booking will be returned to the learner's account.
- **Dedicated Instructor-Led Notice Period**:Canceling a dedicated instructor-led session must be done at least 5 business days prior to the session start date for a credit refund. The customer or partner may still be charged for non-refundable travel expenses if applicable.
- No Shows: No refund for late cancellations or no-shows.
- BigID University may cancel courses and offer alternatives or refunds.

14. Termination

BigID University may terminate access and services immediately if the learner fails to pay fees, engages in inappropriate conduct, cheats, damages property, or breaches the terms of this Datasheet.

15. Miscellaneous

BigID University does not guarantee specific outcomes from its services and limits its liability to the course fees paid. The Datasheet is subject to periodic updates at BigID University's discretion.

This Datasheet was last updated on July 10, 2024.