

# DrivenBI Certified SRK Implementation Partner Program

DrivenBI Certified SRK Implementation Partner Program recognizes and rewards implementation partners that have achieved the technological and business expertise specific to SRK implementation.

## a) Partner Benefits

- Preparing for certification exams broadens your knowledge base
- Test partner skills & validate partner capabilities by engaging in real-world scenarios
- Branding as DrivenBI certified SRK implementation and utilize DrivenBI Certified SRK Implementation Support Program
- Receive ongoing product updates information
- Press Release to be preapproved by DrivenBI

## b) Requirements

- All prospective partners must apply for approval to the program and agree to the DrivenBI Certified Implementation Partner terms and conditions prior to initiating the certification process
- Complete SRK Business User training and SRK Advanced User training
- Pass the SRK Implementation Certification Exam
- Maintain a score of 8 out of 10 customer satisfaction level using DrivenBI's standard customer survey

Training	\$1500 up to 3 candidates
SRK public cloud subscription	50% discount off \$99 per month x minimum of 3 users = \$150 per month
Certification (SRK Implementer Support Program included for first year)	\$1500 up to 3 candidates
Renew SRK Implementer Support Program after first year	\$750

## I. SRK Implementer Certification Exam

### Part A

a) Duration:	60 minutes
Number of Questions:	40
Passing Score:	80%
Format:	Multiple Choice

### Part B

a) Duration:	30 minutes
Number of Questions:	5
Passing Score:	60%
Format:	Practical Exam

## Exam Topics:

- SRK Organization and User configurations
- Data Series and data loading
- Views and Reports
- Collaboration features
- Security and Access Control

Note: If a partner does not remain in compliance with the applicable certification requirements, DrivenBI reserves the right to revoke the certification at any time. Partner must notify DrivenBI of its non-compliance promptly, but in no event more than thirty (30) days after partner first becomes aware of its non-compliance. Upon receipt of such notice, partner may qualify for an extension of time in which to renew its compliance with the applicable certification requirements. Partner's failure to provide such notice may disqualify partner from receiving such an extension. If no extension is granted or if partner fails to comply with the certification requirements by the end of the extension period, DrivenBI reserves the right to revoke the applicable certification immediately.

# DrivenBI Certified SRK Implementation Support Program

## a) Support Hours:

- 9:00am-6:00pm Pacific Time, Mon – Fri, excluding holidays

## a) Response Times

- Initial = 4 business hours, Follow-up = 1 business day

## a) Number of incidents

- SRK support site

## d) Number of incidents

- 12 incidents per year

## e) Scope of Coverage

- Importer installation
- Configuration
- Usage
- Diagnosis

Does not provide support for:

- Product customizations or code development
- System and network design
- Undocumented features or functionality
- Uncertified platforms

## f) Partners support policy

- Implementation partners engaging SRK Support on behalf of an SRK customer should log any related support cases using the partner support protocol that follows.

## g) Support procedure:

- Prior to contacting support, DrivenBI recommends using the Knowledge Search Database of previous issues, because your question or issue may already be known and a solution may exist. If you still need to contact support, please provide the following information so DrivenBI can assist you:

### 1) Background information

- Partner Company Name
- Contact Name
- Email
- Phone Number

### 2) Define the issue

- Browser and version used during the time of the issue
- Detailed issue description
- Steps to reproduce the issue
- Steps you have already tried to resolve the issue
- Any changes have been recently made that could have triggered the issue
- Error messages and/or screen dumps will often help our support engineer to pinpoint the cause of error
- Steps you have already tried to resolve the issue

For after hours support, DrivenBI will contact you on the next business day

## h) Definition of general terms:

- **Incidents** are any and all cases logged with SRK Support system, including defects and feature requests. When a case is logged, our support engineer will attempt to reproduce the reported issue and provide the following services:
  - Ensure issues logged as cases by partners gain increased visibility and prioritization. Partners also have a single point of contact (the case owner) who can provide them with the latest information about the issue
  - Support may also confer with our Engineers and determine if a reported defect actually results from unintended use of product functionality, determine the appropriate solution, and provide it to the customer
  - Investigate possible workarounds for reported defects or product limitations
- **Initial response time** is the maximum amount of time between when a case is logged and it is acknowledged and assigned by our support engineer
- **Follow-up response time** is the maximum amount of time between communications on an existing open case that has the status of "in Progress."

## i) How SRK Customer Support Handles Requests

- All cases submitted are logged into our SRK support system. Once logged, they are assigned a unique number and routed to our Support Engineer. This number can be used to reference your case through our support web site. In addition, this number should be used when emailing DrivenBI regarding your case. The assigned Support Engineer will research your issue and respond with advice or additional questions to resolve your problem as quickly as possible. Our support team will often work together and with members of the SRK Product Engineering team to resolve your issue.