This Service Description describes the scope of services (including associated Customer requirements and benefits) for the Databricks Training Service identified above (the "**Service**"), and applies to the Service under Customer's accepted Services Order.

Service Overview

Skills@Scale is a comprehensive training offering for large scale customers with 100s to 1000s of Students, that includes learning elements for every style of learning to drive the most integrated enablement experience that Databricks offers.

Often the biggest challenge in adopting a new technology is not the technology itself — it's the readiness of the people. Transformation to an open, unified and scalable data and AI platform requires investment in skills development to ensure that staff are not only capable of leveraging the power of the platform, but are able to do so while applying best practices. Databricks provides a range of training services to help drive this necessary talent transformation, so teams with different levels of experience can get what they need to reduce risk and to accelerate their data and AI initiatives.

Skills@Scale includes Blended Learning, live instructor-led sessions, private user group, and more!

Description of Services

Databricks will provide the Service as described below in delivering Skills@Scale. Frequency and level of adoption of Student Entitlements will vary, depending on Customer and Student-specific objectives.

Benefit Areas	Service Features
Overview *Comprehensive training offering for large organizations*	• **Duration**.The Service may be purchased for 1 or more annual periods. The Databricks Skills@Scale subscription entitlements described in this Service Description apply to each one-year subscription period purchased. • **Full Catalog Access**. Students have unlimited access to Blended Learning, private role-based onboarding classes, and public half-day classes • **Mix of Learning Elements**. Skills@Scale is a mixture of learning elements designed for all types of learning styles.

Benefit Areas	Service Features
Unlimited Access to Blended Learning *A blend of live and self-paced lessons to improve your Students' expertise*	• Unlimited access to our ***Blended Learning*** offering (more details can be found at http://databricks.com/professional-services/service-descriptions)

Unlimited access to Role-based Onboarding Classes
 	
Courses for data practitioners to get started with the Databricks Lakehouse Platform
	• **Access to live private instructor led training (ILT) for available onboarding courses** (see below)
	  o Must have at least 20 attendees/class
	  o Exclusively provided to Students at your company
	  o Must be requested 2-4 weeks in advance by completing this form
	
	• **Available onboarding courses** (subject to change):
	  o Get Started with Databricks for Business Leaders
	  o Get Started with Databricks Platform Administration
	  o Get Started with Data Analysis on Databricks
	  o Get Started with Data Engineering on Databricks
	  o Get Started with Machine Learning on Databricks

Public Half-Day Classes *Improve your knowledge of Databricks' product features*	• Unlimited access to all product feature classes offered via Databricks Academy • Each class is a half-day ILT

Custom Learning Portal (Databricks Academy as a Service)
 	
Manage training access and content, report on training status
	• **Databricks will provide customers with a dedicated Databricks Academy Learning Portal that offers:**
	  ○ Self-managed user onboarding and customized control over access to content (courses, learning plans, and catalogs)
	  ○ Customizable catalogs and learning plans
	  ○ Ability to add customer-created content
	  ○ Self-reporting on registrations, enrollments, learner progress, and course completions
	• Custom page of onboarding knowledge base articles to new customer admins to learn how to navigate their learning portal
	• If customer learning admins need assistance beyond onboarding, they should create a Training Support Ticket for additional support

Benefit Areas	Service Features
Private User Group *Promote cross-team collaboration and skill development*	• Customer receives its own private user group (i.e., message board) limited to its Students • A private user group may be used to promote cross-team collaboration, sharing of ideas, and support the skills development process, as well as to post announcements and drive awareness of upcoming events and/or classes
Certification Vouchers	• Customer receives one certification voucher per Skills@Scale Student (per annual period of the subscription) • Customer may distribute certification vouchers at its own discretion • Certification vouchers expire one year from date of issuance (with corresponding one year expirations for each year of multi-year contracts

Prerequisites

Throughout the engagement, Customer will assure that the following requirements are met, to enable the Services:

• **Academy Accounts.** Throughout the subscription term, all Students must have Databricks Academy accounts (for more information, visit customer-academy.databricks.com).

• **Student Pre-Registration.** Customer must provide Databricks its list of Databricks Academy user ids (email addresses) for each Student for whom you are purchasing a Skills@Scale license.

  • These user ids will be added to the allow-list granting each Student access to the Databricks catalogs during the subscription term.

Out of Scope

• Databricks does not guarantee that Students will pass a Databricks Certification Exam after participation and completion of a course.

• Licenses are not transferable, nor can they be shared/ used by anyone other than the Student. Sharing of a Student's credentials may void that license at Databricks' discretion.

• Lab environments cannot be used for production purposes, or any other purpose other than accessing and using labs including running approved practice exercises.

• Support cannot be used for troubleshooting of actual production issues and/or for technical support purposes, and training support tickets cannot be used to submit requests for technical support of Platform Services.

• Blended Learning does not include tailored or private classes, which are separately purchasable as Instructor Led Training.

- If a multi-year subscription is purchased, entitlements from one annual period cannot be pulled forward from a future period, and unused entitlements cannot be rolled over for use in a subsequent period.

- Instructor Led Training must be requested as set forth in this Service Description.

- Any scheduled classes or other requested Databricks Services must be consumed (delivered) during the purchased term of the Subscription.

Additional Definitions and Terms

- "**Agreement**" means your agreement with Databricks providing general terms for our Services.
- "**Services Order**" may be any of these mutually-accepted formats placed under your Agreement: an Order, Success Credit redemption request, written statement of work, or similar document
- "**Student**" means a named individual who is registered to access and use the Service (and who may also be referred to as a user or learner).
- "**we**", "**us**" or "**our**" means Databricks, Inc. or its Affiliates.
- "**you**" or "**your**" means the Customer organization that placed the Services Order