XMA Limited

Salesforce Tableau Training

- Cloud Support - Digital Marketplace - Lot 3
- G-Cloud 14

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Salesforce Tableau Training Services

1. Service Description

1.1. Service Overview

Tableau strongly believes in user enablement and data literacy, as this not only makes sure the users and IT are using the product in the right way but also maximises the value of the investment made.

Through Training Services we enable our customers to become data-driven organisations. We offer a variety of options, including self-paced elearning, customised training solutions, private onsite workshops, classes delivered at regional training centres across the globe, and virtual classes that allow you to experience the same instructor-led curriculum from your own workstation.

1.2. Service Features

- Trainers, Skilled, Specialised
- Expert-led Courses, self-paced, eLearning, focused, facilitated, learning paths
- Structured, interactive, exercises, enablement, learning, hands-on.
- Combinations, material, associated, courses, delivered, focused
- Direct, targeted, preparation, certification
- Solutions, enable, skills, development, upskill, data, literacy.

1.3. Service Benefits

- Faster, route-to-adoption, success, ROI, time-to-value
- Flexible, offering, tailored, needs, learning, preferences
- Tableau, vendor, skills, delivered, ensure, validated, learning, best, practice
- comprehensive, skills, knowledge, transfer
- Ongoing, skills, development, success
- Independent, verified, skills, acquisition
- Wide range, Certification, career, development, progression.

1.4. Main components & Functions of this service

eLearning

eLearning is a scalable way to empower organisations of any size with the just-in-time training they need to be successful in their role.

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eLearning is for organisations that have users of varying skill levels, need affordable training that scales, and want to be able to learn just what they need when they need it.

- **Role-Based Learning Paths** - content organised into interactive courses that align to common data roles within an organisation so that customers can get more value out of Tableau quickly and on the fly.
- **Skills Badge**s - validation of learning through short, skills-based assessments.

Instructor Led Training

Comprehensive instructor-led training gets your customer up-to-speed quicker than ever. We offer In-Person, Live Virtual classes for both Public (open-registration) or Private (onsite and Virtual).

Public Training Classes: Virtual Instructor Led Training (VILT) public classes come with a 90 days of free access to eLearning, 150h content.

Days	Course
	Desktop I: Fundamentals
	Desktop II: Intermediate
	Desktop III: Advanced
	Prep I
	Visual Analytics
2-Day Courses	Server Architecture
	Server Administration
3-Day Courses	Desktop I & II: Accelerated

Benefits:
- Great for individuals who prefer learning in a classroom with an instructor
- Immersive Hands-On Activities
- Available in-person or live virtual
- Network with other learners from different companies/industries

Private Training Increases | Virtual & Onsite (maximum 15 students)

All standard training allows up to 15 students per class. Virtual Instructor Led Training (VILT) private classes. All standard training allows up to 15 students per class. Additional capacity can be purchased.

Benefits:
- Great for* organisations training users who prefer learning in a classroom setting
- Immersive Hands-On Activities
- Located at customer site or in a live virtual environment

- Cost effective for companies with 7-15 learners per class
- Can support self-registration & multiple payments within org
- Tableau can furnish facility and catering services as an additional service

Custom Private Training Courses (Virtual or onsite):

Custom Training content will be scoped by a certified Tableau instructor. Development will be charged at an hourly rate for all net new content created for the engagement plus a daily delivery fee for each teaching day.

Salesforce Learning Credits (Valid for 12 months from the date of the purchase)

Tableau Learning Credits support businesses' education needs by providing a universal learning currency that can be purchased upfront and used when needed. Organisations can lock in their annual budget and manage all their education needs throughout the year, ensuring their employees have the right skills to effectively deploy, manage and use Tableau products and services.

Training credits investment benefits:

- Spend Learning Credits throughout the year as needed
- Build training plans and make modifications as requirements change. Choose from a variety of training courses, eLearning and certification to build your data culture.
- Users require training at various levels and modalities. Provide your users the right training at the right time to tailor to their skill level and learning preference.

Tableau Certifications

When an organisation invests in certification, they are holding their users accountable and rewarding them for their proven Tableau skills. No more guessing whether someone is working to their maximum potential - let Tableau Certification do the vetting for you. Tableau offers a variety of certifications:

- Tableau Desktop Specialist
- Tableau Certified Data Analyst
- Tableau Exam Readiness Certification
- Tableau Server Certified Associate

Benefits:

No matter where your career takes you, Tableau Certification will be relevant anywhere in any industry or role. Tableau Certification can give you a competitive advantage against other candidates, more job opportunities, a higher pay scale, and job security. Certification title holders all get access to the exclusive benefits shown below.

- Digital Badge to prove your skills
- Recognition in Certification Directory
- PDF eCertificate for download

- Continuing Education Credit
- Exclusive access to Certifiably Tableau swag

2.   Information Assurance

Does not apply.

3.   Data Backup / Restore and Disaster Recovery

Data Backup does not apply to training services.

4.   On-Boarding

Public Scheduled Courses:

The dates for public schedules courses can be found on our website:

[Trailhead Academy](#)

The Trailhead Account Executive can also assist in finding and scheduling the right training and can support with questions related to custom training.

Private Workshops:

Customer provides 2 - 3 preferred training dates, Training Account Executive will check and confirm trainer availability. Date will then be held provisionally until the customer can either confirm or will release the date. On confirmation of dates, a signed order form and / or a soft copy Purchase Order are required before training dates can be confirmed and the Trainer can be booked.

Billing details:

Customer confirms billing details below and Trailhead Account Executive Creates order form for signature. Signed order form constitutes acceptance of our Cancellation Terms & Conditions

Purchase Order:

A Customer issues a purchase order (where applicable). If customers do not use a Purchase Order system the signed order form is sufficient to confirm training bookings. Training can be drawn down against the Purchase Order as needed.

Attendee details - Public Workshops:

Attendee details (name, email address & mobile phone number) are required at time of booking.

Attendee details - Private workshops:

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Attendee details are required 10 working days before training commences. The Training Account Executive will send an Attendee Request Form to the customer.

For private training and custom training - please refer to customer responsibilities (in above).

5.   Off-Boarding

Details of training termination options and implications are contained in our Salesforce Supplier Terms. For technology services, the supplier would never terminate except for buyers material breach of the Call-Off Contract and the Salesforce Supplier Terms.

6.   Pricing Summary

Comprehensive pricing details can be found in our separate pricing document.

7.   Service Constraints

Here are some key considerations we wish to highlight; a full list is contained in our Supplier Terms.

Custom Trainings:

Custom training requires scope and the workshop activities need to be defined. Training topics need to be agreed between the customer and Tableau. Tableau will charge for a trainer's preparation time if required. Where possible, please allow a 6 week lead time for the training delivery . Customer provides 2 - 3 preferred training dates, Training Account Executive will check and confirm trainer availability. Date will then be held provisionally for 48 hours until the customer can either confirm or release the date.

Learning credits:

Please note: A customer has 12 months from the date of purchase to use the Learning Credits. All training must be taken before the expiration date. eLearning must be purchased before the Learning Credit expiration date. Access to eLearning is valid for 12 months from the date of purchase.

Billing details:

Customer confirms billing details below and Training Account Executive Creates order form for signature. Signed order form constitutes acceptance of our Cancellation Terms & Conditions

Purchase Order:

A Customer issues a purchase order (where applicable). If customers do not use a Purchase Order system the signed order form is sufficient to confirm training bookings. Training can be drawn down against the Purchase Order as needed. Purchase orders must include each product line item separately with quantity, unit price and total.

Attendee details - Public Workshops:

Attendee details (name, email address & mobile phone number) are required at time of booking.

Attendee details - Private workshops:

Attendee details are required 10 working days before training commences. The Training Account Executive will send an Attendee Request Form to the customer.

8. Customer Responsibilities

For Private Workshops and Private Custom Training it is the customer's responsibility to engage with Tableau the following information:

- Course name and description
- Language
- Preferred start date
- Number of attendees including their names and email addresses, so we can send the course info directly. Email addresses will be shared with the instructor for daily follow-up and homework assignments, as necessary

In addition, we will ask for the following:

Installation of Tableau Desktop Software: Version of Tableau Desktop software being used:

- We currently offer materials to match version 2018.2 and above. Please confirm which version your organisation uses.
- All attendees must use the same software version as training materials are specific to the version being used and generally are not backwards compatible. You can find previous versions of Tableau in the following page: https://www.tableau.com/support/releases
- For virtual training, materials are provided electronically only (i.e., soft copy).

Confirmation of access to software (Y/N):

- Each attendee will need their own copy of Tableau Desktop software.
- A 14-day trial of the latest version of Tableau can be downloaded here (https://www.tableau.com/products/trial) for any attendee who does not yet have a copy installed. You can find previous versions of Tableau in the following page if your organisation is not using the latest version: https://www.tableau.com/support/releases (https://urldefense.com/v3/__https:/protect-us.mimecast.com/s/wXuVCn5NYxs5O85MuzzsZR?domain=tableau.com__;!!DCbAVzZNrAf4!VzCKuoesASesJGVT1MN0_AkKE4VNJUcNAjP125kdfuSkWJScoN2EIKZblslEetf2x38z$)

Confirmation of access to Tableau's file-sharing site (Y/N):

- We use file-sharing sites to distribute course files and materials. Please confirm your access to Egnyte via this test link (https://tableau.egnyte.com/fl/7s7yaQEI28/Customer_Test_Link_#folder-link/) (https://urldefense.com/v3/__https:/tableau.egnyte.com/fl/7s7yaQEI28/Customer_Test_Link_*folder-

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link/__;Iw!!DCbAVzZNrAf4!VzCKuoesASesJGVT1MN0_AkKE4VNJUcNAjP125kdfuS kWJScoN2EIKZblsIEehpquD3U$). We will later send you a custom link depending on the version of Tableau being used.

Customer Satisfaction

- You know that Tableau loves data. Help us improve our training by submitting a survey at the end of your engagement.
- Access your survey here: https://www.tableau.com/training-csat (https://urldefense.com/v3/__https:/protect-us.mimecast.com/s/jiGeCqxMV7IW0qWmsgohbs?domain=tableau.com__;!!DCbAVzZNrAf4!VzCKuoesASesJGVT1MN0_AkKE4VNJUcNAjP125kdfuSkWJScoN2EIKZblsIEeliCMdv6$). Your class code is: (Assignment number)

Please note: In the event that you need to make a change to the schedule, please refer to our cancellation policy here (https://mkt.tableau.com/files/tableau-proserv-training-cancellation-policy-2015-04-24.pdf).

9.   Client-side Technical Requirements

Client-side Technical Requirements do not apply to Training Services

10.   Planned Maintenance Windows

Planned Maintenance Windows do not apply to Training Services

11.   Training

We provide webinar-based and instructor led training for the majority of our services.

More information can be found here:

https://www.tableau.com/learn/training/elearning

https://www.tableau.com/learn/learning-paths

https://www.tableau.com/learn/classroom/virtual?course=desktop_i_fundamentals_virtual

https://www.tableau.com/learn/classroom

https://www.tableau.com/learn/certification

12.   Data Centre Locations

Does not apply.

13.   Performance

Full details are contained in our Salesforce Supplier Terms, however, Performance is not relevant to Training Services.

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