

SNOWFLAKE

SERVICE DEFINITION

DOCUMENT – LOT 3

PREPARED FOR: G-CLOUD 15 FRAMEWORK

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SNOWFLAKE TRAINING AND PROFESSIONAL SERVICES OVERVIEW

This document sets out a high-level overview of the Snowflake training and professional services (service delivery and education services) that are available. For the avoidance of doubt, full scope of any relevant service delivery and education services are set out in the terms of the applicable SOW.

SNOWFLAKE SERVICE DELIVERY AND EDUCATION SERVICES

Snowflake provides technical expertise and training through its Global Service Delivery and Education teams. These specialists work alongside a network of certified partners to ensure customers adopt the platform effectively. The team includes over 400 certified consultants and 40 trainers operating across the Americas, EMEA, and APAC regions.

The primary goal of these services is to facilitate a smooth transition to Snowflake. The teams focus on four key areas:

- **Knowledge Transfer.** Onboarding internal teams so they can manage the platform independently.
- **Time-to-Value.** Accelerating implementation to ensure the organisation realises business benefits quickly.
- **Productivity.** Establishing design standards that ensure efficient credit consumption and high performance.
- **Capability Building.** Expanding the technical proficiency of both in-house staff and delivery partners.

SNOWFLAKE EDUCATION SERVICES

Snowflake has multiple education and training options:

- Snowflake University has highly interactive, self-paced, online courses for learners new to Snowflake or new to data work. Each lesson starts with a short video, followed by a hands-on lab with sample data. Short knowledge-check quizzes follow the labs.
- There are many live-instructor-led classes, such as Snowflake Fundamentals Training. This four-day course covers design considerations and best practices intended for key stakeholders working on the Snowflake Cloud Data Platform.
- Snowflake Advanced Training covers advanced Data Movement, Performance, Security, Agile Development and Data Sharing design considerations, and best practices in the Snowflake Cloud Data Platform.

The Education team provides several learning paths to suit different technical requirements. These include:

- **On-Demand Learning:** Students can access a library of self-paced modules and instructional videos through Snowflake University.
- **Self-Directed Training:** Experienced users can utilise a comprehensive knowledge base containing reference guides and architectural scripts.
- **Instructor-Led Training (ILT):** Snowflake offers structured courses delivered virtually or on-site. The Snowflake Fundamentals course lasts four days, while Snowflake Advanced takes three days. These sessions provide hands-on experience in a controlled environment.

Details of available education services SOWs are set out in Appendix 1, below.

SERVICE DELIVERY MODELS

Snowflake's delivery managers and solutions architects provide structured engagements to assist with platform deployment.

Migration Assessment Architects conduct workshops to evaluate a customer's existing data environment. They identify the necessary roles, estimate the timeline, and define the scope for a successful migration.

QuickStart Service This service consists of a series of workshops designed to establish best practices. It covers database management, data ingestion techniques, and cost-control strategies to prevent budget overruns.

Security Consultation Technical experts provide guidance on building a robust security framework. This includes defining authentication protocols and designing a Role-Based Access Control (RBAC) model tailored to the organisation's hierarchy.

Resident Architect For long-term support, Snowflake offers a 12-month engagement with a dedicated advisor. The architect oversees solution design and ensures that new use cases align with Snowflake's architectural standards.

Details of available professional services SOWs are set out in Appendix 1, below.

QUICKSTART PROGRAM FOR PUBLIC SECTOR

Snowflake offers Quick Start Packages for the Public Sector. Three offers, Quickstart, Quickstart+, and Accelerator, are available with fixed pricing.

- The Quickstart package serves as the basic entry-level starter offer, and includes:
 - Access to +30 on-demand Snowflake Training Modules
 - 1 seat in Snowflake Fundamentals Course
- The Quickstart+ package is a more enhanced, mid-tier offering for customers, and includes:
 - Access to +30 on-demand Snowflake Training Modules
 - 2 seats in Snowflake Fundamentals Course
 - QuickStart Accelerator
- The Accelerator is the most comprehensive and top-tier package available.
 - Access to +30 on-demand Snowflake Training Modules
 - 3 seats in Snowflake Fundamentals Course
 - QuickStart Accelerator

QuickStart Accelerator is a 2 week series of interactive workshops led by a Snowflake Professional Services Solutions Architect, designed to begin implementing a customer's primary use-case on Snowflake and build customer confidence.

Appendix 1 – Part A: Professional Services SOWs

Professional Services SOWs		
Name	Short Description	SKU
Best Practices SOW	This firm-fixed-price package is designed to help customers quickly understand Snowflakes best practices through development of customized best practice documentation.	SVC-BSTPRACT
Partial Resident Solutions Architect SOW	This is a 6 month package that provides for a Snowflake Resident Solutions Architect (RSA) to be available for up to 10 hours per week.	SVC-PRSA-10-6M
	This is a 12 month package that provides for a Snowflake Resident Solutions Architect (RSA) to be available for up to 10 hours per week.	SVC-PRSA-10
	This is a 12 month package that provides for a Snowflake Resident Solutions Architect (RSA) to be available for up to 20 hours per week.	SVC-PRSA-20
	This is a 12 month package that provides for a Snowflake Resident Solutions Architect (RSA) to be available for up to 30 hours per week.	SVC-PRSA-30
Migration Readiness SOW	This firm fixed-price package is designed to provide advice to customers who are planning and preparing to migrate to Snowflake through development of customized migration readiness documentation.	SVC-MIGRDAMT

Professional Services SOWs		
Name	Short Description	SKU
QuickStart SOW	This firm fixed-price package is designed to assist customers with initial setup of Snowflake through development of customized QuickStart documentation.	SVC-QCKSTRT
Resident Solutions Architect SOW	This is a 12 month package that provides for a Snowflake Resident Solutions Architect (RSA) to be available for a fixed number of hours roughly equating to a FTE.	SVC-RSA
Security Consultation SOW	This firm fixed-price package is designed as a series of workshops to provide advice relating to Snowflake security design, security implementation design and initial configuration approach documentation.	SVC-SECCON
Snowflake 360 SOW	This firm fixed-price package is designed to assist customers efforts to effectively utilize Snowflake, including training on Snowflake features and functionality through the development of customized Snowflake Health Check documentation.	SVC-S360

Appendix 1 – Part B: Training Services SOWs

Training Services SOWs		
Name	Short Description	SKU
2 Day Data Analyst Training SOW	Training - Public 2 Day Data Analyst Training. Participation of one student in a shared, public course covering topics that may include how to explore, load, visualize and extract insights from Snowflake.	EDU-DA-PUB
	Training - Private 2 Day Data Analyst Training. A private course for up to 15 students covering topics that may include how to explore, load, visualize and extract insights from Snowflake.	EDU-DA-PVT
2 Day Fundamentals Training SOW	Training - Private 2 Day Fundamentals Training. A private course for up to 15 students designed to provide a basic understanding of the Snowflake architecture before diving deeper into design considerations, implementation approaches and Snowflake best practices.	EDU-FUND-PVT-2D
3 Day Performance Automation and Tuning Training SOW	Training - Public Performance Automation and Tuning. Participation of one student in a shared, public course covering Snowflake performance topics that may include key performance capabilities, best practices and tuning techniques designed to that help students to use the Snowflake Cloud Data Platform to develop diverse high performance workloads.	EDU-PERF-PUB
	Training - Private Snowflake Performance Automation and Tuning. A private course for up to 15 students covering Snowflake performance topics that may include key performance capabilities, best practices and tuning techniques designed to that help students to use the Snowflake Cloud Data Platform to develop diverse high performance workloads.	EDU-PERF-PVT

Training Services SOWs		
Name	Short Description	SKU
3 Day Administering Snowflake Training SOW	Training - Public 3 Day Administering Snowflake Training SOW. Participation of one student in a shared, public course designed to provide an in-depth look at what a Snowflake administrator manages and may include topics such as DDL, DML & the transaction model, designing a role hierarchy, agile development, and advanced performance tuning.	EDU-ADMIN-PUB
	Training - Private 3 Day Administering Snowflake Training SOW. A private course for up to 15 students designed to provide an in-depth look at what a Snowflake administrator manages and may include topics such as DDL, DML & the transaction model, designing a role hierarchy, agile development, and advanced performance tuning.	EDU-ADMIN-PVT
3 Day Advanced Training SOW	Training - Public 3 Day Advanced Training. Participation of one student in a shared, public course covering topics that may include Advanced Performance, Security and Data Sharing.	EDU-ADV-PUB
	Training - Private 3 Day Advanced Training. A private course for up to 15 students covering topics that may include Advanced Performance, Security and Data Sharing.	EDU-ADV-PVT
3 Day Data Engineer Training SOW	Training - 3 Day Data Engineer Training. Participation of one student in a shared, public course designed to provide a basic understanding of Snowflake key concepts, features, considerations, and best practices intended for stakeholders who will be accessing, developing, querying datasets for analytic tasks and building data pipeline in Snowflake.	EDU-DE-PUB

Training Services SOWs		
Name	Short Description	SKU
	Training - Private 3 Day Data Engineer Training. A private course for up to 15 students designed to provide a basic understanding of Snowflake key concepts, features, considerations, and best practices intended for stakeholders who will be accessing, developing, querying datasets for analytic tasks and building data pipeline in Snowflake.	EDU-DE-PVT
3 Day Data Science Training SOW	Training - Public 3 Day Data Science Training SOW. Participation of one student in a shared, public course designed to provide the key concepts, features, considerations, and Snowflake best practices for people building data science solutions with Snowflake. The course covers how to source, integrate and make available data for building, evaluating and deploying models using Snowflake native and external applied engineering solutions	EDU-DS-PUB
	Training - Private 3 Day Data Science Training SOW. A private course for up to 15 students designed to provide the key concepts, features, considerations, and Snowflake best practices for people building data science solutions with Snowflake. The course covers how to source, integrate and make available data for building, evaluating and deploying models using Snowflake native and external applied engineering solutions	EDU-DS-PVT
3 Day Fundamentals Training SOW	Training - Private 3 Day Fundamentals Training SOW. A private course for up to 15 students designed to provide a basic understanding of the Snowflake architecture before diving deeper into design considerations, implementation approaches and Snowflake best practices.	EDU-FUND-PVT-3D

Training Services SOWs		
Name	Short Description	SKU
4 Day Fundamentals Training SOW	Training - Public 4 Day Fundamental Training. Participation of one student in a shared, public course designed to provide a basic understanding of the Snowflake architecture before diving deeper into design considerations, implementation approaches, and Snowflake best practices.	EDU-FUND-PUB-4D
	Training - Private 4 Day Fundamental Training. A private course for up to 15 students designed to provide a basic understanding of the Snowflake architecture before diving deeper into design considerations, implementation approaches, and Snowflake best practices.	EDU-FUND-PVT-4D
SnowPro Core On-Demand Certification Prep SOW	Training - Snowflake's SnowPro Core On-Demand Certification Preparation. On-Demand Course access for one user pursuant to the SnowPro Core On-Demand SOW. This self-paced course consists of on-demand exam preparation content hosted on Snowflake's learning management system.	EDU-SNOWPRO-CORE-ONDEMAND
T3 Training Materials SOW	Allows an approved Trainer to provide their authorized internal participants access to certain Training Materials pursuant to the T3 Training Materials SOW located at www.snowflake.com/legal . Training Materials may only be used by approved Trainers who have successfully completed the T3 Instructor Training (which must be procured separately). Training Materials are priced per seat.	EDU-T3-MATERIALS-PER-SEAT
T3 Instructor Training SOW	T3 Instructor Training will provide instruction on how to use Snowflake Training Materials to provide Snowflake's 4 Day Fundamentals Training or Snowflake's 3 Day Advanced Training courses pursuant to the T3 Instructor Training SOW located at www.snowflake.com/legal . Training Materials	EDU-T3-INSTRUCTOR

Training Services SOWs		
Name	Short Description	SKU
	are not provided pursuant to this SOW and must be procured separately from Snowflake.	
Training Funds SOW	Training Funds - Pre-Paid Funds. Training Funds a pre-paid training funds valid for 1 year from the purchase date. Training Funds can be redeemed for training products including private training class(es), public training seat(s), certification exam(s), on-demand course enrollment(s), given that sufficient funds exist. All redeemed training must be completed prior to the Training Funds expiry date.	EDU-TRAINING-FUNDS
N/A (SnowPro Advanced Certification Exam)	A Test Pass may be used for the twelve month period commencing from the Order Form Effective Date and each Test Pass code can be used for a single registration for any role based exam in the SnowPro Advanced Certification series administered through Snowflake's exam delivery vendor. The Test Pass has no cash or monetary value and may not be used for any other purpose.	EDU-CERT-SP-ADV
N/A (SnowPro Core Exam - Online via Proctor)	The Test Pass code is valid for the twelve month period commencing from the Order Form Effective Date and each Test Pass code can be used for a single registration for the SnowPro Core Certification Exam administered through Snowflake's exam delivery vendor. The Test Pass has no cash or monetary value and may not be used for any other purpose.	EDU-CERT-SP-CORE-OP
N/A (SnowPro Core Recertification Online Exam)	A Test Pass may be used for the twelve month period commencing from the Order Form Effective Date and each Test Pass code can be used for a single registration for the SnowPro Core Recertification exam administered through Snowflake's exam delivery vendor. The Test Pass has no cash or monetary value and may not be used for any other purpose. The SnowPro Core	EDU-CERT-SP-CORE-RECERTIFICATION

Training Services SOWs		
Name	Short Description	SKU
	Recertification exam may only be taken by individuals who currently hold status as SnowPro Core Certified at time of the scheduled exam date.	
N/A (Additional Seat)	Training - Private Additional Student - Additional student attending a private course, priced per day of training.	EDU-ADD-SEAT-PVT
N/A (Instructor Swap)	Customer may replace a Trainer designated pursuant to a T3 Instructor Training SOW. This newly designated Trainer is authorized to receive all of the Technical Services provided to a Trainer pursuant to the T3 Instructor Training SOW previously procured by Customer.	EDU-T3-INSTRUCTOR-SWAP