



Qlik® Consulting Services Product Terms

These Consulting Services Product Terms (“Consulting Product Terms”) provide a description of services provided with the Qlik Consulting Services product offerings below. These Consulting Services product offerings are governed by these Product Terms as well as any existing services agreement between Qlik and the Customer which governs the provision of consulting services, or if none, the Consulting and Education Services Terms at www.qlik.com/legal-agreements (“Services Agreement”). In the event of any conflict between the Services Agreement and these Consulting Product Terms, these Consulting Product Terms will prevail.

1. Prepaid Consulting Services (Days)

Description. Prepaid Consulting Services refers to consulting services days that are paid in advance by Customer and delivered by providing the number of days set forth in an Order Form or as described in a Statement of Work (“SOW”). Prepaid Consulting Services rates are calculated based on the currency and location in which they are purchased. Prepaid Consulting days must be used within twelve months from the date of purchase and performed within the country of purchase.

2. Qlik Data Analytics Services

Implementation services for Qlik Data Analytics software may be purchased on a time-and-materials basis up to the quantity of hours indicated on an SOW or the quantity of hours prepaid on an Order Form.

- **Qlik Data Analytics - Technical Architect (“TA”).** Qlik “TA” will assist the Customer by providing Services pertaining to the architecture of Qlik software deployments. Services may include client needs assessment, corresponding architecture design and deployment, enablement on administration, review of existing Qlik software configurations, performance testing, delivery of technical documentation, and/or other services pertaining to the deployment, configuration, and use of Qlik software. Guidance and deliverables provided are based on significant technical depth leveraging Qlik deployment experience and leading practices.
- **Qlik Data Analytics - Senior Implementation Consultant (“SIC”).** Qlik “SIC” will assist the Customer by providing Services pertaining to the use of deployed Qlik software. Services may include the design and implementation of applications and dashboards using Qlik Sense and related Qlik Software, review and remediation of Qlik data architecture, facilitation of workshops on best practices focused on the use of Qlik software, review of existing Client Qlik applications, custom embedded analytics solutions based on the use of Qlik APIs, and/or other services pertaining to the use of deployed Qlik software. The SIC works collaboratively with the client’s project manager and business lead.

3. Qlik Data Integration Services

Implementation services for Qlik Replicate® and Qlik Compose® may be purchased on a time and materials basis up to the quantity of hours indicated on an SOW or the quantity of hours prepaid on an Order Form.

- **Qlik Data Integration – Implementation Assistance (Principal Consultant)** Consulting will be provided by a Senior Principal Consultant and may include the following assistance with implementation: i) Guide and assist with product installation and environment configuration; ii) Guide and assist with validation of customer requirements and verification of use cases; iii) Guide and assist with Implementation of use cases and discuss best practices; and iv) Guide and assist with troubleshooting and task monitoring sessions.
- **Qlik Data Integration – Implementation Assistance (Implementation Architect)** The Implementation Architect may provide the following assistance with implementation: i) Review use cases, strategy, goals, technical and business objectives, functional requirements; ii) Review non-functional requirements (e.g. performance, security, availability, disaster recovery) and advise on best practice; iii) Review overall enterprise architecture, advise on best practice for QDI architecture; iv) Review and refine technical design; v) Review current and future needs against product roadmap.
- **Qlik Data Integration – Implementation Assistance (Technical Delivery Manager).** The Implementation Architect may provide the following assistance with implementation: i) Definition of scope; ii) Identifying implementation activities; iii) Planning and scheduling implementation delivery; iv) Coordination of the required resources; v) Overseeing of delivery against implementation milestones; vi) Single point of escalation during implementation phase.
- **Gold Client – Implementation Assistance.** Consulting will be provided on a time and materials basis up to the quantity of hours indicated and may include the following assistance with implementation: i) Assist with Software installation and implementation; ii) Software framework configuration specific to the relevant SAP application version; iii) Custom table analysis and relevant Z table/custom framework configuration; iv) Transactional Data Sub-setting, Configure Framework for customer specific transactional data, Test extract of major Modules used by customer; v) Data validation with process owners; vi) Provide a new client in a non-production system with production master and transactional data (for Customers with Gold Client for ERP, CRM, SRM, MDG, EM, GTS and TM only).

4. Qlik Data Integration Startup Services

4.1. CDC Data Streaming, Data Lake (DL) or Data Warehouse (DW) Starter Service. Leveraging Industry best practice Qlik will work with the customer to provide enablement and implementation expertise and solution deployment for either stand-alone Data Streaming (Replicate) or Data Streaming together with Data Warehouse Automation or Data Lake Creation (Compose) in customer's environment. In addition, Qlik will work to integrate it with existing customer systems including environment promotion from non-production to production

4.2. Prerequisites for CDC Data Streaming & Data lake/Data Warehouse Starter Services.

Qlik will perform a remote "pre-assessment" prior to beginning implementation. All prerequisites for the pre-assessment must be met prior to commencing work. Services include the following:

- Remote customer environment pre-assessment.
- Qlik Data Integration Blended Learning for up to 2 attendees.
- An architecture review and subsequent development of a best practice design architecture.
- Replicate installation (1 prod environment).
- Enterprise Manager installation.
- Implementation assistance for the LogStream endpoint is limited to 2 targets.
- Replicate configuration:
 - o Up to three (3) source endpoints, one (2) target endpoint (for LogStream, please see above).
 - o Up to 10 transformations limited to timestamps and simple name changes.
 - o Up to 100 tables/2 TB initial load.
 - o Apply and store changes.
 - o Up to 7 tasks.
 - o Does not include SAP on Db2 (LUW, z/OS) and HANA. These sources can be accommodated but will require the purchase of additional consulting assistance due to the complexity of integration.
- Compose configuration (of either):
 - o Compose for Data Lakes configuration (Up to 20 calculations, up to 5 storage tasks, data refreshed).
 - or**
 - o Compose for Data Warehouse configuration (Up to 20 calculations, 1 data mart, 3 fact tables, 5 dimensions, 1 Model, 2 projects).
 - Limit of 20 tables for the model.
 - RDBMS Sources only (does not include SAP on Db2 (LUW, z/OS, iSeries) and HANA). These sources can be accommodated but will require the purchase of additional consulting assistance due to the complexity of integration.
 - Limit scheduler to 2 workflows
 - No non-Replicate sources.
- Configuration documentation.
- If desired, Qlik will perform a high-level pre-production health-check to help ensure readiness for production deployment.
- Up to 6 months implementation support access to a "QDI CSE" per the terms outlined in section 6.1. Customer Success Engineer "CSE".

5. Qlik Catalog Services

5.1. Qlik Catalog Quick Start

Qlik will provide an onsite/remote enablement session for up to 10 attendees to assist the Customer with the implementation to production per the configuration below, for of the Client-Managed Qlik Catalog product in the Customer's environment

Services include the following:

- **Discovery Workshop:** Qlik will conduct a workshop with Customer personnel to discuss Customer needs, gather requirements for the implementation. The duration of the workshop will be one contiguous session of up to eight (8) business hours unless otherwise mutually agreed and will be conducted remotely via virtual meeting platform (e.g., Zoom).
- **Architecture Design:** Based on the discussions in the Discovery Workshop, Qlik will develop and propose a design for the Catalog architecture in the Client's environment.
- **Product Installation:** Deployment of the Qlik Catalog software in two single-node Customer environments – one (1) Non-Production environment, and one (1) Production environment.
- **Basic Configuration:** Data Ingestion, Catalog Creation, and Configuration for up to three (3) data sources and one (1) supported publication target. Includes up to ten (10) Standard (non-enterprise) transformations. Use of complex connectors via custom scripting is not included.
- **Enablement:** Qlik will conduct one (1) training course for Administrators of Qlik Catalog for up to ten (10) students, and one (1) training course for End Users of Qlik Catalog for up to ten (10) students. Each course will be delivered in one contiguous increment of up to eight (8) business hours unless otherwise mutually agreed, and will be conducted remotely via virtual meeting platform (e.g. Zoom).
- **User Governance:** Basic onboarding of users and groups from a Customer's supported user directory service such as Microsoft Active Directory. Includes facilitation of user and group access to data sources and entities accommodated in the Qlik Catalog configuration.
- **Data Strategy Definition:** Enhance cataloged data by executing the initial import of business glossary terms and metadata tags from one (1) file in a supported file format and data structure.

Prior completion of all pre-requisites listed in the Qlik Catalog Single Node Installation Guide available at the following URL: https://help.qlik.com/enUS/catalog/August2021/Content/Resources/PDFs/QlikCatalog_August_2021_SingleNode_InstallGuide.pdf

6. Customer Success Engineer

6.1 Customer Success Engineer (CSE). A CSE or QDI CSE refers to a Qlik resource, who serves as a designated point of contact for up to six (6) technical contacts designated by a customer for technical support. CSEs are available to support either Qlik Data Integration Products (QDI) or Qlik Data Analytics products (QDA). CSE services are only available to customers who are current on their support or subscription obligations. Typical CSE activities include the following:

- Direct access to a CSE with knowledge of Customer's environment and priorities.
- Provide technical and solutions guidance to aid in the execution of the customers deployment.
- Conduct bi-annual platform reviews to provide recommendations on best practices.
- Provide ad-hoc assistance to address critical issues as they arise.
- Conduct a full Qlik Architecture review on a single production environment.
- Deliver standard Qlik workshops designed to provide insights and best practices on the Qlik platform. Standard workshops are typically 1-3 hours in duration.
- Provide basic install, config and upgrade guidance. No hands-on keyboard or live assistance during actual upgrade.

CSE's are available during local business hours. Each CSE is typically responsible for managing multiple customer accounts during the term of the contract.

6.2 Extended Customer Success Engineer (Extended CSE). An Extended CSE refers to a Qlik resource, who serves as a designated point of contact for up to six (6) technical contacts designated by a customer for technical support. CSE services are only available to customers who are current on their support or subscription obligations. Extended CSE's typically focus either QDA or QDI however, if customers require coverage for both, the resource can be split to accommodate this. Typical CSE activities include the following

- Direct access to a CSE with knowledge of Customer's environment and priorities.
- Provide technical and solutions guidance to aid in the execution of the customers deployment.
- Conduct up to 3 platform reviews per annum to provide recommendations on best practices.
- Conduct up to 2 Qlik Architecture reviews per annum on a single production environment.
- Deliver standard Qlik workshops designed to provide insights and best practices on the Qlik platform. Standard workshops are typically 1-3 hours in duration.
- Deliver Standard and Enhanced Qlik workshops designed to deliver insights on complex techniques and skills necessary to succeed with the Qlik platform. Enhanced Qlik workshops are typically 4 hours or more in duration.
- Provide basic install, config and upgrade guidance when needed.
- Deliver specialized technical knowledge, advanced troubleshooting, and coordination with additional Qlik resources, if needed, to facilitate problem resolution.
- Enhanced technical guidance and "hands on" assistance can also be provided through onsite visits and live interaction in support of technical issues resolution and upgrade/config support.

"Extended CSE" is available during regional business hours and are typically responsible for managing a select number of key strategic customer accounts during the term of the contract.

CSE and Extended CSEs. Two CSE options are available. A Customer Success Engineer "CSE" is available during regional business hours and are typically responsible for managing up to 6 customer accounts. The Extended Customer Success Engineer "Extended CSE" is available during regional business hours and are typically responsible for managing up to 3 customer accounts. In the event a CSE or Extended CSE is on leave or support is needed outside of regional business hours, inquiries will be directed to support specialists.

Supplemental Service. CSE services are intended to supplement and enhance Support Services and are not available on a standalone basis. CSE Services are offered for a twelve (12) month period, provided however, that the CSE Services shall automatically terminate in the event that Support Services (or subscription) are not renewed by the Customer or are otherwise terminated.

7. Qlik Cloud Starter Services

The Qlik Cloud Starter offerings are comprised of a combination of Professional Services and Education intended to assist clients who are new to the Qlik Cloud Services (QCS) or Qlik Government Services (GQC) SaaS Platforms.

7.1 Qlik Cloud Starter – New Qlik Client

Qlik Cloud Starter is intended for clients who are not currently active users of Client Managed Qlik Sense or QlikView and may include a combination of Consulting and Education Services. Any Education Services below are subject to the Education Services Terms at www.qlik.com/product-terms. Services may include the following:

Deploy and Administer Qlik Sense SaaS Training – Blended Training - Attendance by up to two client personnel of the 1-day public Deploy and Administer Qlik Sense SaaS Training Course.

Create Visualizations with Qlik Sense SaaS Training – Public training course for up to five (5) attendees for the Creating Visualizations in Qlik Sense for SaaS Training Course.

Data Modeling for Qlik Sense Training - Public - Attendance by up to two client personnel of the 3-day public Data Modeling for Qlik Sense Training Course.

Configuration of Tenant. Qlik will provide configuration of Customer's Qlik Tenant including user authentication either via the Qlik IdP or to accept a compatible Customer IdP without the use of custom coding, configuration of SMTP, and configuration of client user authorization for governing Space access. Qlik will also configure standard Monitoring Applications and standard Demonstration Applications and provide basic enablement to a Client user on the monitoring of their new Qlik environment. This does not include the deployment of a FORT.

Current State Review. Qlik will work with the Client personnel to define a target solution design and high-level migration roadmap with the customer. Qlik will assist with:

- A baseline inventory of existing BI applications or reports including relevant data sources and business use-cases. Inventory will include applications and reports associated with up to ten (10) business use-cases to be established and mutually agreed at the outset of the engagement.
- Identify and present opportunities, risks, and recommended mitigations for migration to Qlik Cloud consistent with leading practices.

Basic Application Development. Qlik will work with client business users to understand their needs and specific application requirements. Based on this work, Qlik will define a layout and use cases for the application to support and create an application based on these requirements, working with business users to refine the application based on business user feedback. The application will include data from one (1) data source, up to three (3) source tables, up to ten (10) master measures, and up to five (5) million rows. The implementation of row or column level security is not included.

Advisory Presentation – Leading Practices - Qlik will provide a presentation for basic enablement on the following topics:

- Application Access for End Users.
- Application Development Lifecycle including Publishing to Production.
- Onboarding New Users.

Pre-Requisites

- Acquisition of licenses for QCS or QGS SaaS platform.
- Customer will provide a named individual(s) for registration to the instructor led training.
- Customer will provide access to relevant resources (IdP administrator, existing BI administrator, business analysts, BI developers, database administrator, data architect, etc.) as needed through the project.
- Customer will configure IdP, data sources and existing deployments as needed in a timely manner to support implementation.
- Technical prerequisites and source/target setup instructions will be shared following purchase and the expectation is that those would be completed prior to engagement start.

7.2 Qlik Cloud Starter – Current Qlik Sense Client

Qlik Cloud Starter - Current Qlik Sense Client is intended for clients who are currently active users of Client Managed Qlik Sense and may include a combination of Consulting and Education Services. Any Education Services below are subject to the Education Services Terms at www.qlik.com/product-terms. Services may include the following:

Deploy and Administer Qlik Sense SaaS Training – Blended Training. Attendance by up to 3 client personnel of the 1-day public Deploy and Administer Qlik Sense SaaS Training Course.

Configuration of Tenant. Qlik will provide basic configuration of Customer's Qlik Tenant including user authentication either via the Qlik IdP or to accept a compatible Customer IdP without the use of custom coding, configuration of SMTP, and configuration of client user authorization for governing Space access. Qlik will also configure standard Monitoring Applications and standard Demonstration Applications and provide basic enablement to a Client user on the monitoring of their new Qlik environment. This includes configuration of multi-cloud on an existing compatible (see pre-requisites) Client-Managed Qlik Sense Deployment where a hybrid architecture will be used. This does not include the deployment of a FORT.

Current State Review. Qlik will work with the Client personnel to define a target solution design and high-level migration roadmap with the customer. Qlik will assist with:

- A Baseline inventory and basic analysis of existing Client Managed Qlik Sense applications in one production environment using a Qlik Consulting SaaS readiness utility.
- Identify and present opportunities, risks, and recommended mitigations for migration to Qlik Cloud consistent with leading practices.

Basic Application Development. Qlik will work with client business users to understand their needs and specific application requirements. Based on this work, Qlik will define a layout and use cases for the application to support and create an application based on these requirements, working with business users to refine the application based on business user feedback. The application will include data from one (1) data source, up to three (3) source tables, up to ten (10) master measures, and up to five (5) million rows. The implementation of row or column level security is not included.

Advisory Presentation – Leading Practices. Qlik will provide a presentation for basic enablement on the following topics:

- Application Access for End Users.
- Application Development Lifecycle including Publishing to Production.
- Onboarding New Users.

Advisory Presentation – Contextualized Capabilities Qlik will provide a presentation in the context of goals shared by the Client throughout the engagement on the capabilities and practices the client may wish to leverage on the QCS platform, and how the client might consider leveraging them to meet their objectives.

Pre-Requisites

- Acquisition of licenses for QCS or QGS SaaS platform.

- Customer will provide a named individual for registration to the instructor led training.
- Customer will provide access to relevant resources (IdP administrator, existing BI administrator, business analysts, BI developers, database administrator, data architect, etc.) as needed through the project.
- Customer will configure IdP, data sources and existing Qlik deployments as needed in a timely manner to support implementation.
- Technical prerequisites and source/target setup instructions will be shared at the start of the engagement and the expectation is that those would be completed prior to engagement start.
- Gather any documents which describe:
 - Your current analytics estate, including architecture, use cases and analytics applications.
 - Your data sources, data strategy and data roadmap.
 - An outline of what you plan to move to Qlik Cloud.
 - Your current processes and analytics operating model.
- Where a hybrid environment including a Client-Managed element of Qlik software will be used, Client will ensure:
 - Servers have internet connectivity to qlikcloud.com.
 - Qlik Sense Enterprise Client-Managed versions are either the current version or one of the previous two major releases.
 - The Qlik Sense SaaS Readiness application has been run.
 - The Qlik Operations Monitor applications has been run.

7.3 Qlik Cloud Starter – Current QlikView Client

Qlik Cloud Starter is intended for clients who are currently active users of Client Managed QlikView and may include a combination of Consulting and Education Services. Any Education Services below are subject to the Education Services Terms at www.qlik.com/product-terms. Services may include the following:

Deploy and Administer Qlik Sense SaaS Training – Blended Training. Attendance by up to two client personnel of the 1-day public Deploy and Administer Qlik Sense SaaS Training Course.

Create Visualizations with Qlik Sense Training – Private. Attendance by up to ten client personnel of the 2-day private Create Visualizations with Qlik Sense Training Course.

Data Modeling for Qlik Sense Training – Public. Attendance by up to two client personnel of the 3-day public Data Modeling for Qlik Sense Training Course.

Configuration of Tenant. Qlik will provide basic configuration of Customer's Qlik Tenant including user authentication either via the Qlik IdP or to accept a compatible Customer IdP without the use of custom coding, configuration of SMTP, and configuration of client user authorization for governing Space access. Qlik will also configure standard Monitoring Applications and standard Demonstration Applications and provide basic enablement to a Client user on the monitoring of their new Qlik environment. This includes configuration of multi-cloud on an existing compatible (see pre-requisites) Client-Managed QlikView Deployment where a hybrid architecture will be used. This does not include the deployment of a FORT.

Current State Review. Qlik will work with the Client personnel to define a target solution design and high-level migration roadmap with the customer. Qlik will assist with:

- A Baseline inventory of existing Client Managed QlikView applications in one production environment using a Qlik Consulting SaaS readiness utility.
- Identify and present opportunities, risks, and recommended mitigations for migration to Qlik Cloud consistent with leading practices.

Basic Application Development. Qlik will work with client business users to understand their needs and specific application requirements. Based on this work, Qlik will define a layout and use cases for the application to support and create an application based on these requirements, working with business users to refine the application based on business user feedback. The application will include data from one (1) data source, up to three (3) source tables, up to ten (10) master measures, and up to five (5) million rows. The implementation of row or column level security is not included.

Advisory Presentation – Leading Practices. Qlik will provide a presentation for basic enablement on the following topics:

- Application Access for End Users.
- Application Development Lifecycle including Publishing to Production.
- Onboarding New Users.

Advisory Presentation – Contextualized Capabilities. Qlik will provide a presentation in the context of goals shared by the Client throughout the engagement on the capabilities and practices the client may wish to leverage on the QCS platform, and how the client might consider leveraging them to meet their objectives.

Pre-Requisites

- Acquisition of licenses for QCS or QGS SaaS platform.
- Customer will provide a named individual for registration to the instructor led training.
- Customer will provide access to relevant resources (IdP administrator, existing BI administrator, business analysts, BI developers, database administrator, data architect, etc.) as needed through the project.
- Customer will configure IdP, data sources and existing Qlik deployments as needed in a timely manner to support implementation.
- Technical prerequisites and source/target setup instructions will be shared at the start of the engagement and the expectation is that those would be completed prior to engagement start.
- Gather any documents which describe:
 - Your current analytics estate, including architecture, use cases and analytics applications.
 - Your data sources, data strategy and data roadmap.
 - An outline of what you plan to move to Qlik Cloud.
 - Your current processes and analytics operating model.

- Where a hybrid environment including a Client-Managed element of Qlik software will be used, Client will ensure:
 - Servers have internet connectivity to qlikcloud.com.
 - Qlik Sense Enterprise Client-Managed versions are either the current version or one of the previous two major releases.
 - The Qlik Sense SaaS Readiness application has been run.
 - The Qlik Operations Monitor applications has been run.

8. Resident Analytics Developer

Resident Analytics Developer (“RAD”). RAD refers to a Qlik resource, who provides assistance on a scheduled cadence to Customers using Qlik Data Analytics (QDA) products within a designated area of focus (Track). The available RAD Tracks include a) Data Visualization, and b) Web & API. RAD services are only available to Customers who are current on their support or subscription obligations. RAD activities will depend on the selected Track and may include the following:

All RAD Subscriptions include:

- Scheduled access to a RAD with knowledge of Customer’s environment and priorities
- Hands-On assistance with development efforts
- Best Practice Guidance, Discussions, and Workshops

Data Visualization Track includes:

- Developing, reviewing, or enhancing analytics applications in Qlik Sense.
- Leveraging Qlik Sense add-ons products such as Qlik Alerting & Insight Advisor.
- Developing, reviewing, or enhancing a Qlik data architecture that supports the development of Qlik Sense applications.

Web & API Track includes:

- Leveraging Qlik APIs to embed analytics from Qlik Sense applications into other applications or web pages.
- Working with custom extensions to be used in native Qlik Sense applications or web sites.

A RAD is available during regional business hours at a regularly scheduled cadence to be mutually agreed between Qlik and the Customer. In the event an assigned RAD is on leave or otherwise unavailable during the appointed time, either an alternate RAD with a similar skillset will be substituted, or the call will be rescheduled as mutually agreed. RAD Services are offered for a minimum twelve (12) month subscription. However, RAD Services shall automatically terminate in the event that the underlying product subscription or support services are not renewed by the Customer or are otherwise terminated.

9. AutoML Starter Service

Qlik will engage with Client to deliver an enablement-focused engagement resulting in a ML model developed against a Client use-case in concert with Client-personnel.

9.1. Use-Case Selection: Qlik will work with the Client to identify a business use-case that is mutually agreed to be a good fit for modeling with Qlik AutoML. Specific activities will include:

- Assessment of desired use cases including the amount of data and complexity of data engineering required to achieve good results with an ML model will be carried out with the Client.
- Qlik and Client will agree on the use-case for this engagement (“Target Use Case”) based on a quick analysis of benefits to the business, feasibility, technical complexity, availability and viability of necessary data, and constraints of current software licensing. The selected use-case will be the focus of the creation of the Qlik AutoML Model (“Target ML Model”) to be delivered during this engagement.

Assumptions:

- Client has one or more business use-cases identified that they believe will benefit from the application of ML modeling using Qlik AutoML. Details about the use-case including expected benefits and impact as well as the necessary data sources and transformations should be available.

Start Criteria:

- A kickoff meeting between Qlik and all relevant Client stakeholders required to speak to the business and technical requirements, and other interested parties is scheduled at a mutually agreed upon time and duration.
- Client will have identified a individual(s) who will be primarily responsible for working with Qlik consultants on the creation of the “Target ML Model” and provided the necessary contact information prior to the start of the engagement.
- Client is currently using a licensed and fully functional instance of Qlik Cloud that has been configured and integrated to the extent required to conduct this engagement. Configuration of the Qlik Cloud SaaS tenant and integration with Client systems including IDP are out of scope for this engagement.

Acceptance Criteria

- The Target Use Case will be selected as mutually agreed between Qlik and Client following activities described in Section 3.1 of this document.

9.2. Enablement-focused ML Model Development: Qlik will work with the Client to establish a schedule for the presentation of enablement content pertaining to Qlik AutoML which Qlik will provide during the course of this engagement. Qlik and Client will iterate through the development of the “Target ML Model” such that model development activities will coincide with the most recent enablement content presented in a working session following the presentation of enablement content. The Client may take additional actions between working sessions to further develop the model, and Qlik will review progress and address questions, or issues encountered prior to presenting the subsequent enablement materials. Specific activities may include:

- Establish a mutually agreed-upon schedule for the presentation of structured online enablement content around the preparation and use of Qlik AutoML. The schedule may not exceed more than four (4) weeks in total duration unless otherwise mutually agreed.
- Iterative development of the “Target ML Model” through a series of working sessions of appropriate duration to complete the model development activities that correspond to the most recently consumed enablement content. The engagement may not exceed fifteen (15) working sessions. Working sessions will typically range from 30 to 60 minutes.
- Delivery and overview of the final working model with key Client stakeholders following the completion of all working sessions. The efficacy and accuracy of the model will be significantly dependent on the quality and relevance of the data provided to train the model. The “Target ML Model” will function as expected in relation to its ability to leverage training data to make predictions against an applied data set. The accuracy of the model in its ability to predict future outcomes cannot be guaranteed.

Assumptions:

- Client will make personnel with a working knowledge of relevant data and data sources available as needed through the course of the engagement to help ensure that the necessary data to train the model is available and appropriately engineered for consumption.
- Data engineering activities to manipulate or transform Client data are out of scope for this engagement. Qlik Professional Services has the ability to provide these services for an additional fee if desired.

Start Criteria:

- Completion of Use-Case Selection
- The assigned Qlik Resource has been provided sufficient access to the Client’s Qlik tenant and any data or business documentation necessary.

Acceptance Criteria

- The “Target ML Model” that conforms to the description in Section 3.2 has been developed in collaboration with Client personnel