FTI TECHNOLOGY

Ringtail Certification Program Guide

Confidential and Proprietary

Confidentiality

This document was prepared by FTI Technology ("FTI"). It contains confidential and proprietary information. We submit the enclosed with the express understanding that it will be held in strict confidence and will not be disclosed, duplicated or used, in whole or in part, for any purpose other than as guide to the Ringtail Certification Program. All product or brand names are trademarks or registered trademarks of their respective owners.

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Program Overview

The Ringtail Certification Program offers training and certification on the Ringtail product suite, including user functionality, best practice strategies and administrative knowledge. Topics include areas for which end users most frequently request training, as well as the inner workings of the application. The program is designed to help Ringtail reviewers, case managers and administrators market their knowledge of Ringtail for career advancement and business development.

Ringtail offers qualified Ringtail reviewers, case managers and administrators versed in Ringtail software the opportunity to become certified Ringtail Reviewers, Ringtail Case Managers or Ringtail Administrators. The goal of the Ringtail Certification Program is to validate a Ringtail users' knowledge of Ringtail functionality that they leverage in their day-to-day work. Certification applies to the specific Ringtail version that a user was tested on. Therefore, in order to be certified on subsequent versions, a user must retest on new version for which certification is available.

Ringtail has been the industry leader in litigation support software for over a decade and it is in no small part due to the quality and success of our user community.

Program Benefits

- Ringtail knowledge validated by FTI;
- Certificate of completion and badge provided electronically;
- Access to eLearning training tutorials and other reference materials; and,
- Access to community of Ringtail certified users.

Certification Options

Ringtail certification is available in role-based categories that are in-line with the training courses offered by FTI. This model allows users to opt out of receiving training, if they have already attended Ringtail training, commensurate with the certification they wish to seek, or feel they have enough Ringtail working knowledge to opt out of training. FTI encourages all applicants to engage in formal Ringtail training, but will honor any applicant's request to opt out. Applicants who opt out of formal training understand and accept the possibility that some of the material covered may be unfamiliar to them.

Type of Certification	Program Description
Reviewer I	Reviewer I certification is designed for those who are generally responsible for first pass review, and whose primary responsibility is document review and coding. The Reviewer I course focuses on accessing cases and navigating Ringtail, reviewing case data, and leveraging various coding techniques and concept clustering.
Reviewer II	Reviewer II certification is designed for those who are responsible for overseeing reviews, searching for documents, conducting review quality control, generating reports, as well as strategic data analysis to build a case or conduct an investigation. The Reviewer II course focuses on leveraging Ringtail for data review and analysis, performing effective and accurate searches, leveraging Analytics (Cubes and Mines), generating reports, working with productions, as well as working with transcripts.
Case Manager	Case Manager certification is designed for those who are responsible for managing and administering Ringtail case access, setup and customization. The Case Manager course focuses on administering group security to manage functionality permissions and document access, managing database objects for coding documents, creating and managing Cubes and Mines for document analysis, setup and management of reviews, managing transcripts and productions, reporting on review progress and statistics, and performing general case administration (such as managing workspaces and templates) and preparing data for review (such as indexing, concept extraction, hashes, threading analysis, OCR and Tiff-On-the-Fly).
Ringtail Administrator	Ringtail Administrator certification is designed for those who are responsible for managing, administering and maintaining the entire Ringtail environment, which includes access to all cases within the environment. The Ringtail Administrator course focuses on how to generally configure and manage the Ringtail environment, create and setup cases, create and manage users and monitor job requests using the processing dashboard.
Data Import / Export (Add-on certification for Case Manager and Ringtail Administrator)	Ringtail Data Import / Export certification is designed for users who will import data, export data, and manage productions. The Ringtail Data Import / Export course focuses on using Ringtail to import Ringtail load files and delimited load files (such as Concordance), export data using load file templates (such as Concordance or Summation file formats), and create productions with specific requirements.

Steps to Certification

Achieving Ringtail User Certification is a simple process. Following are the steps required to completing your application and starting you down the path of obtaining Ringtail Certification:

Step 1. Read the Ringtail Certification Program Guide.

Step 2. Determine the type of certification best suited for you.

Step 3. Enroll in the Ringtail Certification Program.

Step 4. Register for one or more Ringtail online courses.

Step 5. If you have opted to take the exam without first attending Ringtail training, go to Step 7.

Step 6. If you have opted to attend a live, webinar training prior to taking the exam, select your preferred date/time(s) from the online Training Course Schedule. To reserve a seat in an upcoming Ringtail course, send an email to certification@fticonsulting.com.

Step 7. Attend live, webinar training or review online training tutorials.

Step 8. Take, and pass with a score of 80% or higher, the Ringtail certification exam.

Note: You will have two opportunities to complete and pass the certification exam.

Maintaining Certification

To keep pace with the continuous changes in technology and litigation practices, on-going certification and skills improvement are crucial. Ringtail Certified Users, whether Reviewers, Case Managers or Administrators, are strongly encouraged to maintain certification on new releases of Ringtail to ensure they are current on all new functionality and best practices.

Maintaining certification is a simple process that requires the following steps:

Step 1. Review the online eLearning tools, when new releases of Ringtail are made available.

Step 2. Complete exam on the current Ringtail release within 90 days of the exam being posted by the FTI Ringtail Certification Program Coordinator.

Step 3. Continue to abide by all terms and conditions of the Ringtail Certification Program Agreement.

Schedule of Fees

This section includes a schedule of fees that details the fee structure per applicant for each certification category, as well as important additional information related to the fee structure. Any single organization that submits three (3) or more applicants, who are accepted into the Ringtail Certification Program, will receive a 20% discount on program and recertification fees.

Note: The Exam Only options include access to the eLearning Library for self-study. The Exam and Course options include live training, in addition to access to the eLearning Library.

United States (USD)

Certification	Course Duration	Option 1: Exam Only Fee	Option 2: Exam and Course Fee	Recertification Fee (Exam Only)
Reviewer I	2 hours	$50	$150	$50
Reviewer II (Includes Reviewer I)	6 hours	$100	$250	$100
Case Manager (Includes Reviewer II)	14 hours	$100	$750	$100
Ringtail Administrator	3 hours	$100	$250	$100
Data Import / Export Add-On	4 hours	$100	$250	$100

Canada (CAD)

Certification	Course Duration	Option 1: Exam Only Fee	Option 2: Exam and Course Fee	Recertification Fee (Exam Only)
Reviewer I	2 hours	$65	$195	$65
Reviewer II (Includes Reviewer I)	6 hours	$130	$325	$130
Case Manager (Includes Reviewer II)	14 hours	$130	$985	$130
Ringtail Administrator	3 hours	$130	$325	$130
Data Import / Export Add-On	4 hours	$130	$325	$130

EMEA (GBP)

Certification	Course Duration	Option 1: Exam Only Fee	Option 2: Exam and Course Fee	Recertification Fee (Exam Only)
Reviewer I	2 hours	£30	£95	£30
Reviewer II (Includes Reviewer I)	6 hours	£65	£160	£65
Case Manager (Includes Reviewer II)	14 hours	£65	£480	£65
Ringtail Administrator	3 hours	£65	£160	£65
Data Import / Export Add-On	4 hours	£65	£160	£65

APAC (AUD)

Certification	Course Duration	Option 1: Exam Only Fee	Option 2: Exam and Course Fee	Recertification Fee (Exam Only)
Reviewer I	2 hours	$70	$200	$70
Reviewer II (Includes Reviewer I)	6 hours	$135	$240	$135
Case Manager (Includes Reviewer II)	14 hours	$135	$1,020	$135
Ringtail Administrator	3 hours	$135	$240	$135
Data Import / Export Add-On	4 hours	$135	$240	$135

Notes:

- All fees are subject to change with or without notice.

Payment Schedule

- **Program Fees:** Program fees are due upon acceptance into the Ringtail Certification Program.
- **Recertification Fees:** Recertification fees are due upon acceptance of the Recertification Application.

Terms and Conditions

A. Training Documents; Software

1. All documentation provided in connection with the Certification Program is intended for the exclusive personal use of the participant.

2. The participant acknowledges and agrees that FTI holds the copyright and exclusive rights in the Ringtail documentation and software.

3. FTI gives the participant the single and non-transferable right to use the Ringtail documentation and software for the limited purpose of participating in the Certification Program. The right to use the Ringtail documentation and software is limited to the length of the training session and is automatically rescinded on completion of the Certification Program and FTI is not required to provide notice of this rescission. The participant may only use the Ringtail documentation and software in connection with the training and shall not reproduce the Ringtail documentation and software or distribute such materials to any third parties. All know-how and processes provided by FTI to the participant in connection with the training shall be considered training documentation and shall only be used for such purposes.

B. Confidentiality

1. This document was prepared by FTI. It contains FTI confidential and proprietary information. The information contained herein will be held in strict confidence and will not be disclosed, duplicated or used, in whole or in part, for any purpose other than as guide to the Ringtail Certification Program. The participant further agrees that it will not use the information contained herein for his/her own purposes, nor shall participant conduct any internal or external training or certification exams with respect to Ringtail products.

2. All product or brand names are trademarks or registered trademarks of their respective owners. The participant may not remove, modify, or render unrecognizable copyright indications or indications of property rights.

3. The obligations set forth herein shall survive indefinitely are not limited to the training period.

C. Liability

1. FTI shall not be liable to the participant, regardless of legal grounds, for damages in excess of the fees paid to FTI hereunder. In no event shall FTI be liable for punitive, incidental or consequential damages of any kind.

D. Governing Law

1. The Certification Program and the training conducted thereunder shall be governed by the laws of the State of Maryland, without regard to its conflict of laws principles.

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About FTI Consulting

FTI exists to help companies and their stakeholders protect and enhance enterprise value in an increasingly complex economic, legal and regulatory environment. We are the trusted advisor entrenched in many of the game-changing events that make headlines, move markets and create business history.

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