Ringtail Certification Program Guide
Confidentiality

This document was prepared by FTI Consulting Technology LLC ("FTI"). It contains proprietary information. We submit the enclosed with the express understanding that it will not be 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.

Table of Contents

Confidentiality .........................................................................................................................................1
Program Overview .....................................................................................................................................2
  Program Benefits ............................................................................................................................2
  Program Description .......................................................................................................................2
  About Ringtail ................................................................................................................................2
Certification Roles ..................................................................................................................................3
Steps to Certification ..............................................................................................................................4
  Getting Certified ..........................................................................................................................4
  Staying Certified ..........................................................................................................................4
Schedule of Fees ...................................................................................................................................5
Terms and Conditions ...........................................................................................................................6
Program Overview

The Ringtail Certification Program offers training and certification on the Ringtail E-discovery platform, including user functionality, best practices and administrative knowledge. The program is designed to help Ringtail users and administrators demonstrate their Ringtail proficiency and expertise, bring greater value to their organization, and promote career advancement. This is achieved through testing of a participant’s knowledge of Ringtail, training on efficient and effective use of the software, and incorporation of best practice and use case scenarios in each course.

Certification is available in the areas of review, case management and administration. To maintain your certification status, you will need to complete the annual Ringtail recertification exam.

Program Benefits

By participating in the Ringtail Certification Program, Ringtail users and administrators will:

- Gain knowledge of best practices and strategies to maximize use of Ringtail;
- Validate their Ringtail knowledge and expertise;
- Receive an electronic badge and Certificate of Completion;
- Gain access to eLearning training tutorials and other reference materials; and,
- Gain access to a community of Ringtail certified users.

Program Description

Ringtail certification is available in role-based categories that are in-line with the training courses offered by Ringtail. 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. We encourage 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.

About Ringtail

Ringtail e-discovery software delivers a unique visual approach to the many phases of e-discovery - from early case assessments and investigations to document review and trial preparation – that enable law firms and their clients to master the details of any legal matter. With more than twenty years of experience delivering innovative features, superior performance and massive scalability Ringtail is uniquely qualified to handle today’s “big data” e-discovery challenges. With more than 50,000 users around the globe, Ringtail remains on the cutting edge of e-discovery.
## Certification Roles

<table>
<thead>
<tr>
<th>Certification Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ringtail Reviewer I</strong></td>
<td>Ringtail Reviewer I covers first-pass review, including document review and coding. Topics include accessing cases and navigating Ringtail, searching and browsing document sets, working with assignments, and leveraging various coding techniques and concept clustering.</td>
</tr>
<tr>
<td><strong>Ringtail Reviewer II</strong></td>
<td>Ringtail Reviewer II expands on Review I basics and prepares individuals for more advanced review tasks such as searching for documents, conducting review quality control, generating reports, as well as strategic data analysis to build a case or conduct an investigation. Topics include performing effective and accurate searches, leveraging Ringtail analysis tools for data review and analysis, generating reports, and working with productions and transcripts.</td>
</tr>
<tr>
<td><strong>Ringtail Case Manager</strong></td>
<td>Ringtail Case Manager covers managing and administering Ringtail cases. Topics include administering functionality permissions and document access with group security, configuring cases for effective document review and coding, configuring and managing document analysis tools, creating and managing productions, reporting on review progress and statistics, and performing general case administration (such as managing transcripts, workspaces and templates).</td>
</tr>
<tr>
<td><strong>Ringtail Administrator</strong></td>
<td>Ringtail Administrator covers managing, administering and maintaining the entire Ringtail environment, which includes access to all cases within the environment. Topics include configuring and managing the Ringtail environment, creating and setting up cases, creating and managing users, and monitoring job requests.</td>
</tr>
<tr>
<td><strong>Ringtail Data Import / Export</strong> (Add-on to Ringtail Case Manager and Ringtail Administrator)</td>
<td>Ringtail Data Import / Export covers data import and export. Topics include importing Ringtail load files and delimited load files (such as Concordance), preparing data for review (such as indexing and data enrichment, OCR and Tiff-On-the-Fly) and exporting to Ringtail and other load file formats.</td>
</tr>
<tr>
<td><strong>Ringtail Data Processing</strong> (Add-on to Ringtail Case Manager and Ringtail Administrator)</td>
<td>Ringtail Data Processing covers staging, processing, and ingesting electronically stored information (ESI) data into Ringtail. Topics include understanding and defining ingestions requirements, criteria and settings (such as deduplication, suppression, filtering and organizational options), managing and resolving errors and exceptions, and generating reports to manage project progress.</td>
</tr>
</tbody>
</table>
Steps to Certification

Getting Certified

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

Step 1. Read the Ringtail Certification Program Guide.
Step 2. Determine the Certification Role best suited for you.
Step 3. Enroll in the Ringtail Certification Program.
Step 4. If you have opted to take the exam without first attending Ringtail training, go to Step 7.
Step 5. If you have opted to attend a live, webinar training prior to taking the exam, log into Ringtail University to register for one or more sessions. All registration requests must be received by Wednesday at 5:00pm Eastern time the week prior. Registration requests will be processed within 1-2 business days.
Step 6. Attend live, webinar training or review online training tutorials.
Step 7. Take, and pass the Ringtail certification exam with a score of 80% or higher.
   Note: You will have two opportunities to complete and pass the certification exam.

Staying Certified

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 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. Recertification registration requires prior, successful completion of a Ringtail certification program in the same role recertification is being applied for. For example, recertification in Ringtail Reviewer I requires prior, successful completion of Ringtail Reviewer I certification.

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

<table>
<thead>
<tr>
<th>Certification Role</th>
<th>No. of Modules</th>
<th>Certification Exam Only</th>
<th>Training and Exam</th>
<th>Recertification Exam Only</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ringtail Reviewer I</td>
<td>2</td>
<td>$50</td>
<td>$150</td>
<td>$50</td>
</tr>
<tr>
<td>Ringtail Reviewer II (Includes: Reviewer I)</td>
<td>4</td>
<td>$100</td>
<td>$250</td>
<td>$100</td>
</tr>
<tr>
<td>Ringtail Case Manager (Prerequisite: Reviewer II)</td>
<td>6</td>
<td>$100</td>
<td>$750</td>
<td>$100</td>
</tr>
<tr>
<td>Ringtail Administrator</td>
<td>2</td>
<td>$100</td>
<td>$250</td>
<td>$100</td>
</tr>
<tr>
<td>Ringtail Data Import / Export (Prerequisite: Ringtail Case Manager or Ringtail Administrator)</td>
<td>3</td>
<td>$100</td>
<td>$250</td>
<td>$100</td>
</tr>
<tr>
<td>Ringtail Data Processing (Prerequisite: Ringtail Case Manager or Ringtail Administrator)</td>
<td>1</td>
<td>$100</td>
<td>$250</td>
<td>$100</td>
</tr>
</tbody>
</table>

Notes:

- All fees are subject to change with or without notice.
- All fees are due upon online registration for the Ringtail Certification Program.
- All fees are non-refundable. Fees may be transferred to another registrant in the same organization within five (5) business days of registration.
- Participation in live training must be rescheduled 48 hours prior to the course commencing.
- Failure to attend confirmed live, remote or in-person, training will constitute forfeiture of registration fees for that course.
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.