

## **What are the minimum system requirements? (ex: Operating Systems, browser versions)**

Internet Explorer 11+, Chrome, Firefox (most recent versions recommended)

OSX Tiger, Leopard, or Snow Leopard Safari 3.0 or higher

## **What is the Minimum Bandwidth Requirement?**

None, we recommend a LTE connection for mobile or some type of high speed internet for non-mobile.

## **Do the courses require Flash?**

No, most titles do not require Flash if played in HTML5 compatible browser.

## **Is the content optimized to run on Tablets, Phones?**

Yes, most titles are fully responsive and designed for mobile use.

## **Are there any URLs that need to be whitelisted to run your content?**

*(Not required in most instances)*

\*.bizlibrary.com

\*.devtechnology.com

SVL Application - <http://svl.bizlibrary.com/>\*, <https://svl.bizlibrary.com/>\*

RTMP Video Feeds - <rtmp://s31a5s5icxmyh.cloudfront.net/>\*, <rtmps://s31a5s5icxmyh.cloudfront.net/>\*, <rtmpe://s31a5s5icxmyh.cloudfront.net/>\*

HTTP Video Feeds - <http://d3cixdoymhalq4.cloudfront.net/>\*, <https://d3cixdoymhalq4.cloudfront.net/>\*

## **What is your completion criteria for a lesson (with or without a quiz)?**

80% or better on the quiz or without a quiz watching the video until the end.

## **Do all courses contain a final quiz?**

No, course codes ending with \_NQ or \_MO do not.

## **Is there a passing score? If yes, is the score passed back to the learning platform?**

Yes, 80% for items with a quiz and it passes back to the learning platform.

## **Is there a limit on the number of attempts on the quiz?**

No

## **What is your uptime SLA?**

We use commercially reasonable efforts to ensure that our Services are available at least 99% of the time, as measured by calendar month, subject to the exclusions such as events beyond our control, scheduled downtime, and any time necessary to implement updates, upgrades or other modifications to the Services.