

## 2008 Websense® ChannelConnect Global Partner Program

## Introduction

This document supports the launch of the 2008 Websense ChannelConnect Global Partner Program. These frequently asked questions (FAQs) have been designed to provide a solid understanding of the ChannelConnect program framework and enhancements, as well as provide additional information on the ChannelConnect program requirements and benefits. The FAQs will be updated as program modifications are made. This information should be used to assist you with understanding the program at a high level.

Additional ChannelConnect program materials will be available on the ChannelConnect microsite at [www.websense.com/connect](http://www.websense.com/connect). If you require information on how to obtain these additional materials or if you have questions, please contact your Websense Channel Account Manager (CAM) or the Websense Channel Enablement team at [partner@websense.com](mailto:partner@websense.com) or 866.878.2345.

## FAQ Section Headings:

### General FAQs

### Marketing Support

### Sales Enablement and Compensation

### Training/Education

### Technical Support

## General FAQs

### Q. What is Websense ChannelConnect?

A. Websense ChannelConnect is a global channel program providing sales and marketing enablement offerings to its channel partner members. The Websense ChannelConnect Global Partner Program is available to all types of channel partners providing the tools to support end-user customers' business goals. The program is designed to grow channel partner revenue in the Web, messaging, data and hosted security markets by offering best-of-breed security solutions. The Websense ChannelConnect Global Partner Program combines the best program features from the former Websense ILP partner program and Websense channel partner program, as well as the SurfControl channel partner programs worldwide. The ChannelConnect program offers channel partners the flexibility to determine how they want to participate in the program under a single framework that scales from small- and medium-size business (SMB) to enterprise-focused channel partners. The ChannelConnect program hosts a rich set of benefits, such as marketing development funds, co-marketing tools, training and certification offerings, lead generation, and pre- and post-sales support to help enhance channel partner profitability and business growth. Our program benefits are provided to ChannelConnect partners based on their level of commitment and program participation.

### Q. Why did Websense create a new Websense ChannelConnect partner framework for 2008?

A. As Websense continues to evolve and deliver innovative market-leading security solutions to our mutual customers worldwide, we acknowledge the need to streamline our channel partner programs and create a single program uniting existing Websense and SurfControl channel partners. The new Websense ChannelConnect Global Partner Program

will offer our channel partners quality business opportunities and competitive advantages that will help grow business and drive increased revenue. The program was built with the flexibility to give entry to a world-wide audience of channel partners including Solution Providers, Authorized Training Partners, and Technology Alliance Partners. Later in 2008, we will formally launch additional channel partner types (i.e. Managed Service Providers, Service Providers and System Integrators) in North America. See graphic below.

The Websense ChannelConnect Global Partner Program is designed to meet the needs of our various growing partner communities and address innovative routes to market as new ChannelConnect partner types emerge. We empower ChannelConnect partners through a unique and efficient approach to business that balances profitability, go-to-market strategies, and customer satisfaction. Program benefits are aligned with the commitment and investments our channel partners decide to make and the results they achieve. It is our primary goal to make it easier to do business with us, identify customer opportunities, and sell and support Websense solutions and services.



### Q. Why should a reseller join the Websense ChannelConnect Global Partner Program?

A. Websense ChannelConnect is designed to support our channel partners' business needs. Websense is 100% committed to supporting its channel partners. We are dedicated to creating new business opportunities in the security marketplace and to increasing our channel partners' profitability. To support this commitment, Websense has created ChannelConnect to produce channel partnerships that are more profitable by following seven guiding principles:

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- Enable ChannelConnect partners to sell our products and services
- Build efficient processes to make it easier to do business
- Reward results and foster growth
- Provide thought leadership through technology innovation
- Create momentum through creative, demand-generating campaigns
- Respond quickly to channel partner needs
- Deliver world-class sales, marketing, training and technical support

Collaboratively, we address emerging Internet threats facing the security marketplace with industry-leading products and services. Our comprehensive product portfolio provides channel partners with the right solutions for securing customer value and business needs.

**Q. How is the Websense ChannelConnect Global Partner Program structured for Solution Providers?**

- A. Our largest community of channel partners, Solution Providers (aka VAR – Value Added Resellers, LAR – Large Account Resellers and DMR – Direct Marketing Resellers), are supported with three distinct tier designations designed to provide channel partners with membership flexibility. As a channel partner's business expands, they can move through the tiers gaining further benefits to match their level of participation. The infrastructure for solution providers of the Websense ChannelConnect Global Partner Program is based on three program tiers: Platinum, Gold, and Silver. Unlike some programs that have tiered levels based solely on revenue, the program is built to support channel partners according to their sales and technical competencies, business competencies, growth goals and customer coverage, covering both the value and volume a channel partner provides. Each tier has its own corresponding benefits and requirements. The more qualified the ChannelConnect partner becomes in the program the greater benefits they receive. A Silver ChannelConnect Partner is the entry level tier, requiring minimal achievement of program criteria. The next tier is Gold ChannelConnect Partner, requiring a moderate level of achievement of program criteria. The highest program tier is Platinum ChannelConnect Partner, requiring the greatest level of achievement of program criteria.

**Q. What level of the Websense ChannelConnect Global Partner Program is right for me?**

- A. The Websense ChannelConnect Global Partner Program is flexible enough for solution provider partners to determine what level of investment they want to make to meet their business goals and achieve one of the three tier designations. Requirements for each of the three tiers in the program are generally determined by regional coverage, various degrees

of sales and technical security-focused competencies, customer coverage model, and annual business goals, which vary by geographic regions and LAR/DMR accounts. Details on specific requirements and how to join the Websense ChannelConnect Global Partner Program can be found at <http://www.websense.com/connect>.

**Q. How does a prospective reseller become a Websense ChannelConnect partner?**

- A. To be considered as a Websense ChannelConnect partner, a prospective reseller must fill out the ChannelConnect partner program application available online at [www.websense.com/partner](http://www.websense.com/partner). Applicants are reviewed by the Websense partner management team and are promptly notified of their acceptance status.

**Q. Who determines what level a reseller firm will be designated to participate in the Websense ChannelConnect Global Partner Program?**

- A. All ChannelConnect partners will generally enter the program at the silver program tier. The channel partner should first determine what level of investment they want to make to achieve the designated tier level. They should then work with their Websense CAM or inside channel account manager (ICAM) to ensure that the required program criteria, as detailed in the program collateral found online at [www.websense.com/connect](http://www.websense.com/connect) are attained. The Websense channel partner management team will verify program level attainment and confirm it with the channel partner. Websense reserves the right to make final determination of level designation and corresponding benefits provided. The ChannelConnect program also offers fast track and back on track to help assist channel partners to meet their desired tier level. To find out more information about either of these two program offerings, please contact your ICAM or email [partner@websense.com](mailto:partner@websense.com).

**Q. Will new ChannelConnect partners automatically receive a tier-level designation?**

- A. Actual tier designation for Platinum ChannelConnect partners and Gold ChannelConnect partners will only occur once the program tier criteria have been met and confirmed by the Websense ChannelConnect partner management team.

**Q. What's inside the partner welcome kit?**

- A. The kit contains the ChannelConnect Global Partner Program overview, a success checklist detailing resources and programs available, sales tools and datasheets, a marketing campaign menu and sample co-marketing activities, and a 100-user license of the current not-for-resale (NFR) software for either internal use or customer demonstrations.

**Q. What are the requirements for a Solution Provider Partner (aka VAR) to become a Silver ChannelConnect, Gold**

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**ChannelConnect, or Platinum ChannelConnect Partner?**

- A. A Solution Provider Partner who would like to become a Silver ChannelConnect partner, Gold ChannelConnect partner or Platinum ChannelConnect partner must accept the online Websense Channel partner agreement found at [www.websense.com/partner](http://www.websense.com/partner). A solution provider who would like to resell our Data Security Suite, formerly Content Protection Suite (CPS) and information leak prevention (ILP), and/or hosted security services, formerly on-demand services (ODS), will also need to sign the respective product addendum. Channel partners must also meet the program qualifications to be accredited and authorized to sell products. Channel partners have 90 days to meet all program requirements to become authorized to sell products. Once requirements are met, Websense will verify, communicate and activate appropriate program tier status. Silver ChannelConnect partners, Gold ChannelConnect partners, and Platinum ChannelConnect partners meeting the requirements above will be enrolled into the program and any respective product authorizations will be recorded. Channel partners that would like to enroll in the ChannelConnect Global Partner Program can do so by registering online at [www.websense.com/partner](http://www.websense.com/partner). Look for “Become a Websense Partner.”

**Q. Does the Websense ChannelConnect Global Partner Program specifically address the needs and sales reach of large account resellers and direct marketing resellers in the program framework?**

- A. Yes, the Websense ChannelConnect Global Partner Program does address the specific needs of our large account resellers (LAR) and direct marketing resellers (DMR) solution provider partners. However, this is applicable only to North America, as other geographic regions within Websense do not yet have a significant concentration of LAR/DMR solution providers at this time. The tier requirements for LAR/DMR partners are consistent with the overall ChannelConnect program framework. There are programmatic requirements specific to Canada and to the United States that consist of the following areas: annual bookings targets plus the three C’s: Competencies, Commitment and Coverage. Program requirements vary between value added resellers (VAR) and LAR/DMR accounts to address the pure numbers of sales and technical representation among these individual organizations. The ChannelConnect program benefits offered to support the LAR/DMR accounts are consistent with almost all of the benefits offered to the VAR accounts and are categorized in these five focus areas: ChannelConnect Partner Support, Technical Support, Sales Enablement, Training and Education, and Marketing. The Websense product portfolio focus is slightly different between the LAR/DMR solution provider partners and the VAR solution provider partners. The LAR/DMR solution provider partners focus on selling Websense Web Security and messaging

security, where as the VAR Solution Providers sell Web Security and messaging security, and can become accredited to sell data security (CPS/ILP) and hosted security (ODS). For more information of the program tier model for the LAR/DMR solution providers, please review the slides and the recorded webcast from the January Channel Booster, the ChannelConnect Launch or speak to your Websense CAM.

**Q. What are the requirements to be a Silver, Gold or Platinum ChannelConnect Partner?**

- A. ChannelConnect program tier requirements are based on four fundamental areas: annual bookings, competencies, commitment, and coverage. Program tier requirements are outlined in the ChannelConnect Global Partner Program Overview brochure, which can be found at [www.websense.com/partner](http://www.websense.com/partner) and on the ChannelConnect portal.

**Q. Are there different US and Canadian requirements? What are the differences?**

- A. No, program tier requirements are the same for all North American VAR solution providers. However, the program tier requirements for LAR/DMR solution providers are different for the U.S. and Canada. Each country has determined the appropriate criteria required by product competency and business goals. The Canadian model has separate and distinct channel partner tier-designation requirements from the U.S. and is based on the channel partners’ business structures and markets in which they sell. Details on specific requirements for each country and how to join the Websense ChannelConnect program can be found on the Websense ChannelConnect portal or through your Websense CAM. For more details on the ChannelConnect program and the North American program tier requirements for VAR solution providers, please read Websense ChannelConnect Global Program Overview brochure and other program related materials, found at [www.websense.com/partner](http://www.websense.com/partner).

**Q. How will new channel partners be identified while they are pursuing a tier-level designation?**

- A. New channel partners that have completed the online enrollment process, have an approved contract, and are pending a tier-level designation will be in a provisional status for 90 days upon entering into the program or until all tier-level designation requirements are completed.

**Q. What does provisional status mean?**

- A. Provisional status means that the channel partner firm has accepted the Websense Channel Partner Agreement and if applicable, a specific product addendum for either hosted security services (ODS) or data security services (CPS/ILP) and begun the 90-day period to meet the basic program requirements and/or any product accreditation requirements as listed in the product addendums. The channel partner is also working toward meeting their self-selected tier

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designation requirements, which are outlined in the Websense ChannelConnect Global Partner Program Overview brochure, found at [www.websense.com/connect](http://www.websense.com/connect).

**Q Are the Websense ChannelConnect Global Partner Program tier designations of Silver, Gold, and Platinum awarded at a global level or are they country-specific?**

- A. Each geographic region will determine the appropriate Websense ChannelConnect Global Partner Program criteria required by product solutions and market coverage goals. There will be some difference in requirements and benefits. However, the basic tier designations, program framework and criteria structure will be as consistent as possible.

**Q Will channel partners have an annual revenue requirement in 2008?**

- A. Yes, all Platinum ChannelConnect Partners and Gold ChannelConnect Partners have annual revenue requirements in 2008. The annual revenue requirement can be attained by selling Websense products or services in one of two ways. First, for solution providers that address mostly the enterprise segment, a minimum annual revenue target is set and tracked based on the total dollar amount booked in one year for Websense products or services. Secondly, for solution providers that address mostly the small- and medium-sized segment (1000 nodes and below), a minimum number of total sales transactions (deals closed) target has been set and is tracked by totaling the number of sales opportunities that were closed and booked annually. These sales targets are meant to align with the type of markets our channel partners successfully serve. The requirements are separate targets and cannot be combined as counted toward one or the other requirement. The Websense CAM will work with the channel partner to develop the updated annual business plan to establish and agree on annual revenue targets, sales and marketing activities.

**Q What is the annual business plan?**

- A. The business plan is a formal document used to report previous sales progress and set annual marketing and sales goals. The business plan is for Platinum ChannelConnect partners. It is designed to be collaboratively developed by the Websense CAM, Websense channel marketing manager and the designated channel partner representative. The plan is developed for a full calendar year and completed in January 2008. It will also be reviewed and updated as needed on a quarterly basis. The business plan also incorporates a short quarterly business review worksheet that can be used to facilitate quarterly business planning meetings with the executive management teams (both at the channel partner site and within Websense). The business plan templates can

be found on the ChannelConnect portal or the template can be emailed to you by your CAM. Only completed business plans that have been reviewed and approved by the Websense channel partner management team will be considered for attainment towards the Platinum program requirements.

**Q When will criteria be established to determine tier requirements for 2008?**

- A. Platinum, Gold and Silver ChannelConnect partners all have detailed program criteria and benefits to determine tier placement in the Websense ChannelConnect Global Partner Program. The program details and criteria are available to our channel partners on our program launch date and are effective January 23, 2008 through the Websense CAMs or at the ChannelConnect portal at [www.websense.com/partner](http://www.websense.com/partner).

**Q What are the requirements to resell hosted security services and data security products that are in restricted (or direct) distribution?**

- A. Hosted security services (ODS) and data security (CPS/ILP) are both restricted product lines in that signed product addendums are required and the respective sales and technical certifications are also required in order to become accredited to sell and to participate in rebate and deal registration program benefits for these products. Requests for hosted security services and/or data security product addendums can be sent to [contracts@websense.com](mailto:contracts@websense.com).

**Q What are the major changes in the 2008 Websense ChannelConnect Global Partner Program?**

- A. The Websense ChannelConnect Global Partner Program provides a new comprehensive framework to assist our many different channel partners in driving investment and demand for Websense products and services worldwide. In addition, the ChannelConnect program rewards channel partners who meet consistently published objectives with incentives for meeting these objectives through various tool sets. The Websense ChannelConnect program consists of demand generation tools to assist channel partners in driving demand (i.e. MDF, Campaign Kits), sales-enablement tools to reward investment and results (i.e. deal registration, rebates), and fulfillment options, which give channel partners a choice in how they deliver product solutions and services to their customers. The Websense ChannelConnect program has been enhanced in 2008 to deliver consistent requirements and value-for-value benefits to our channel partners worldwide. Key enhancement areas include free online sales training, free instructor-led technical training and certification along with our channel partner resource and opportunity management Web site, the ChannelConnect portal.

**Q Is the new Websense ChannelConnect Global Partner Program a worldwide re-launch?**

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A. Yes. Websense has seen incredible worldwide growth over the past year, and we expect to continue to grow. We know it is imperative to have global efficiencies built into the program framework. Much of the new program structure will be leveraged worldwide with slight adjustments made to fit specific needs in each geographic marketplace. This document, however, pertains mostly to the North American (both the U.S. and Canada) region.

**Q. As an existing Websense channel partner, how does this transition affect me?**

A. Existing Websense Solution Provider Partners will work with their Websense CAM or inside channel account manager to make an assessment of your business goals and to plan a transition into the new program through Q1 2008. For more information on program details as well as tier requirements and benefits, please review the ChannelConnect Global Partner Program Overview brochure located on the ChannelConnect microsite at [www.websense.com/connect](http://www.websense.com/connect).

**Q. How will we be supporting existing SurfControl Partners who resell SurfControl products?**

A. SurfControl products will continue to be available through the pre-existing channels (alternative technologies and direct from Websense/SurfControl) and will also be made available from Ingram Micro beginning February 1, 2008.

**Q. Is the SurfControl Partner Program going away?**

A. The SurfControl Partner Program has been consolidated into the new 2008 Websense ChannelConnect Global Partner Program in an effort to streamline processes and program after our SurfControl acquisition in October 2007. Websense has extended written invitations to all current SurfControl channel partners to join the Websense ChannelConnect program. To date, we have seen a majority of the SurfControl channel partners already join the Websense program. We will be following up via our phone-based outreach campaign with the remaining SurfControl channel partners that have not yet joined the Websense ChannelConnect program. SurfControl channel partners that would like to find out more information on the Websense ChannelConnect program can review the ChannelConnect microsite at [www.websense.com/connect](http://www.websense.com/connect). SurfControl channel partners that would like to join the Websense ChannelConnect program can do so by completing the partner enrollment form at [www.websense.com/partner](http://www.websense.com/partner). Click on "Become a Websense Partner."

**Q. When existing SurfControl Channel Partners enroll in the Websense ChannelConnect Global Partner Program, will they lose their current SurfControl program designation or tier?**

A. The investment that existing SurfControl channel partners have made to date and continue to make in training

and selling SurfControl solutions will be rewarded and will continue to drive their level in the new Websense ChannelConnect program. We will strongly consider their current SurfControl program tier and achievements when SurfControl channel partners enroll in the Websense ChannelConnect program.

**Q. What is the Websense ChannelConnect Portal?**

A. The Websense ChannelConnect Portal replaces the Websense Partner Portal, the partner-restricted single Sign-on website used to simplify navigation, consolidate all systems' access into a single portal and to improve overall usability. Websense ChannelConnect Portal is the enhanced channel partner relationship management infrastructure that Websense ChannelConnect members use to share and collaborate with Websense. Websense ChannelConnect Portal is the Web portal that will empower our channel partners with quote status visibility, renewal visibility, product information and ordering (SKU) rules, deal registration visibility, and access to the Websense University to access product competency courseware learning paths for product authorization and certification status. Channel partners can access the Websense ChannelConnect Portal from [www.websense.com/partner](http://www.websense.com/partner).

**Q. Is there a fee to join the Websense Channel Connect Global Partner Program?**

A. No. All functions of the Websense ChannelConnect program are free; however, consideration for selected benefits is determined by approved partner-level designations.

**Q. Where can a Channel Partner firm go to find additional information about the program?**

A. Program details and access to the enrollment application are available online at [www.websense.com/partner](http://www.websense.com/partner) or on the ChannelConnect microsite at [www.websense.com/connect](http://www.websense.com/connect).

### Program Benefits—Marketing Support

**Q. What type of marketing support will channel partners have access to in the program?**

A. Websense is committed to helping its channel partners leverage the strong Websense brand. The Websense ChannelConnect Portal contains the most up-to-date sales and marketing tools available for every reseller in the program. If you do not have a portal password, you can request one by emailing [partner@websense.com](mailto:partner@websense.com).

In addition, channel partners are eligible for consideration of marketing dollars through Websense Marketing Development Funds (MDF) or Ingram Micro Customer Advantage Program (CAP).

**Q. What are Websense Marketing Development Funds (MDF)? Who is eligible?**

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- A. MDF is available to qualifying Platinum and Gold ChannelConnect partners who have created an approved business plan with their Websense CAM and channel marketing manager, as well as aligned marketing initiatives and dollars to support the planned marketing activities. Platinum ChannelConnect partners will receive priority to use MDF for qualified marketing activities. These funds are strictly used to promote Websense products to prospects/customers.

**Q. What is the Ingram Micro Customer Advantage Program (CAP)? Who is eligible?**

- A. All channel partners are encouraged to take part in co-marketing activities. If a channel partner is not eligible for MDF, then a channel partner can apply for CAP funds through Ingram Micro. The request form and requirements are available on the ChannelConnect Portal at [www.channel.websense.com](http://www.channel.websense.com) or speak to your Websense CAM, inside channel account manager or Ingram Micro sales representative for details.

**Q. What is happening with the SurfControl co-op program?**

- A. The SurfControl program is being phased out, and SurfControl channel partners that accrued co-op funding will be able to leverage those accrued funds under the Websense MDF program.

## Program Benefits—Sales Enablement and Compensation

**Q. What is Deal Registration?**

- A. Deal Registration is the process through which channel partners register opportunities to document their role in the opportunity. Websense uses the deal registration process to validate a channel partner's contribution and value-add to the opportunity. Deal registration provides financial incentives to reward channel partners for the pre-sales investment associated with securing new sales opportunities in target market segments. This offering provides the registration of channel partner deals and is designed to enhance Websense partner margins. The deal registration incentive is available to the qualified channel partner who is first to register an approved new business opportunity.

**Q. What is the Deal Registration process?**

- A. Once a channel partner registers a deal, the responsible Websense SMB representative researches the deal to ensure that it is valid net new business. If it is, the SMB rep approves it (usually within 48 hrs), and the deal goes into the 21-day first action phase during which the channel partner must do one of the 21-day actions or discuss other alternatives with their SMB rep. Once the 21-day action is complete and the channel partner notifies us, the SMB rep then changes the deal status to Approved – Initial Action Taken, and the channel partner has an additional 90-day period to close the deal. The channel partner can ask for one extension during

either the 21-day or 90-day period, but not both.

**Q. Who is eligible for deal registration?**

- A. All enrolled channel partners are eligible for deal registration.

**Q. Can a reseller that is not a Websense ChannelConnect partner register a new business opportunity and get the same incentives?**

- A. No, this is a program benefit reserved strictly for Websense ChannelConnect partners.

**Q. Where can I register a deal?**

- A. A channel partner can register a deal through the ChannelConnect Portal.

**Q. Where can I view my registered opportunities?**

- A. All registered deals can be viewed from the homepage of the ChannelConnect Portal. A channel partner manager will be able to see all of their organization's registered deals. A channel partner representative will only be able to see the deals he or she has registered.

**Q. Where can I find out more information on deal registration?**

- A. More information is available from the homepage of the ChannelConnect Portal.

## Program Benefits—Training/Education

**Q. What type of education and training can Websense channel partners receive?**

- A. Websense offers a wide variety of education and training to its channel partners, so that they are certified to sell and support our products. For sales representatives, we have sales training and certifications by Websense product family. Each of these consist of a series of short, Web-based, self-paced training modules, which include product overviews, competitive information, overcoming traps and objections, and a sales methodology designed to help you quickly build your pipeline. Registration is available at [www.websense.com/partner](http://www.websense.com/partner). You can review your progress and completed training/certification at any time through the portal on the Transcript tab.

**Q. What about technical certification?**

- A. Websense offers technical training and certification on each of the Websense product families as well. This training is available throughout the country in high-quality training rooms. They are taught by a skilled and certified Websense sales engineer using our authorized curriculum. All courses have an online certification exam that is available through Websense University. These courses will be held at various times throughout the year in multiple locations, and enrollment is free. The schedule can be found on [www.websense.com/partner](http://www.websense.com/partner). Online technical training leading to certification for some competencies will be available in early 2008.

**Q. What about other local education activities?**

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- A. Websense is committed to the success of its channel partners and understands the importance of training. Platinum ChannelConnect partners are eligible for onsite trainings and lunch-n-learns. These trainings can be scheduled through your Websense CAM. Gold and Silver ChannelConnect partners are encouraged to participate in the regular educational and training sessions available via channel partner Webcasts. Websense channel partners can find training schedules on [www.websense.com/partner](http://www.websense.com/partner).

**Q. What are the four new Websense product competencies outlined in the sales and technical learning paths? Which products are covered in each of the training competencies?**

1. Websense Web Security: Web Security Suite and Hosted Web Security
2. Websense Data Security: Data Security Suite and its family of products
3. Websense messaging security: Email Security Suite and Hosted Email Security
4. Hosted Security: Hosted Email Security and Hosted Web Security

**Q. If I have already achieved my online certification (or classroom) requirements under the old program, do I need to re-take these?**

- A. Certifications that were successfully completed on the followed versions are considered up to date for partner compliance:

Product and Release	Approx Date (Sales)
Websense Security Suite 6.1 or later	Late 2006
SurfControl Email 5.5 or later	Late 2006
SurfControl WebFilter 5.5 or later	Early 2006
any OnDemand Sales certification	2007

These will be considered acceptable for certification until the next major product release. All other certifications will need to be updated to the latest versions available on Websense University.

Existing Platinum and Gold channel partners should work with their Websense CAM to transition to the new Websense ChannelConnect Global Partner Program and ensure the program requirements are attained and maintained. Websense will determine what level has been achieved and will verify to the channel partner. Websense reserves the right to make final determination of level designation and corresponding benefits provided.

**Q. Where can I find more information about training & certification?**

- A. There are a number of ways to locate more about available course offerings, certifications, and the learning portal (Websense University) itself. Information regarding changes to the certification methodology and available competencies for 2008 may be found in the Websense ChannelConnect Global

Partner Program Overview brochure, which is located on the ChannelConnect Microsite at [www.websense.com/connect](http://www.websense.com/connect) or through your Websense CAM. Additional information on using the Websense University can be obtained by clicking on the Knowledge Bank tab located within Websense University. Finally, channel partners with specific questions around the training or certification program may send an email to [readiness@websense.com](mailto:readiness@websense.com).

**Q. How can I provide feedback to Websense regarding training & certification?**

- A. A brief course survey accompanies each online training course. After completing course materials and the associated course exam, we recommend that students take a few minutes to complete the course survey. Course surveys can be accessed through your "Transcript" tab. Additional feedback can also be sent to Websense by forwarding an email to [readiness@websense.com](mailto:readiness@websense.com).

**Q. What if I want to become a Websense Authorized Training Partner?**

- A. For requirements and benefits for becoming an Authorized Training Partner, see the program guide at [www.websense.com/watp](http://www.websense.com/watp).

### Program Benefits—Technical Support

**Q. How is technical support different under the new ChannelConnect Global Partner Program?**

- A. The new ChannelConnect program brings technical support benefits to a new level. It now offers an exclusive line for Platinum channel partners, allowing them to go directly to the front of the queue. All channel partners still get free online support.

**Q. How do Platinum ChannelConnect partners get their priority technical support?**

- A. Platinum channel partners receive free, unlimited 24 x 7 technical support on the priority line, a 1-800 number that automatically takes them to the front of the queue.

**Q. How do Gold ChannelConnect partners get their priority technical support?**

- A. Gold channel partners still receive free, unlimited support directly from Websense through the general number Monday – Friday 5 a.m. to 5 p.m. Pacific Time.

**Q. How does a Silver ChannelConnect partner get technical support?**

- A. Silver channel partners should utilize a distribution partner for technical support. Speak to your inside channel account manager for details.

**Q. What other technical support resources are available?**

- A. On <http://support.websense.com> you'll find:

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- A comprehensive online knowledge base;
- Tutorials to answer frequently asked questions;
- News on the latest protocol and database updates as well as new releases; and
- Access to all product documentation online.

On <http://mywebsense.com> you'll find:

- The ability to sign up for Tech Alerts, so you can receive proactive notification if a product issue occurs that affects a large segment of customers; and
- Access to support request history for all of your customers who have an active Websense subscription key.