

Essentials



Course Sequence and Topic Learning Objectives

Module 1: Introduction To Machine Learning and BlackBerry Resources

- Explain machine learning in the context of artificial intelligence
- Explain the difference between supervised and unsupervised ML
- Describe how BlackBerry uses ML as a solution that provides prevention to endpoints
- Explain how BlackBerry Protect identifies malware to those not familiar with AI and ML using analogies
- Describe how to obtain diagnostic and support-related information using the BlackBerry management console
- Identify support resources provided by BlackBerry

Target Audience

- Partner MSSP / Support Personnel
- Subcontractor MSSPs
- Administrators Tasked with Supporting Multi-tenant Environments
- L1 / L2 Support Personnel

Overall Course Objective

Attendees will be able to explain BlackBerry technology in detail, enable attendees to participate in the BlackBerry MSSP program, and provide L1 and L2 support to customers.

Course Level: Introductory

The instructor-led live session is two, eight-hour days and combines lecture, interactive exercises, group discussion, and hands-on labs.

Module 2: BlackBerry Technology Overview and Platform Solutions

- Explain the main features of BlackBerry Protect
- Describe how BlackBerry Protect differs from traditional AV
- Describe the features of CylanceV™ and the use cases where it would be beneficial
- Explain the value proposition of BlackBerry Optics and how it integrates into a BlackBerry Protect environment
- Describe the EDR capabilities of BlackBerry Optics, what data is collected, and where it is stored

Module 3: Deployment and Installation

- Define a zone and how zones apply to devices
- Explain how to use zones to manage a group of devices
- Create a zone rule and describe how devices can be automatically grouped
- Explain zone best practices
- Describe where to configure policy settings
- Explain how to find information about various policy options
- Identify important installation options during a deployment
- Describe uninstallation settings

Module 4: Administration and Threat Management

- Explain the different user roles, when they are used, and how they differ
- Construct the Syslog / SIEM settings for exporting venue console events
- Demonstrate how to access your account settings and view the audit log
- Explain the graphical data on the dashboard
- Prioritize threats found in the environment
- Explain the three threat priorities and how the priority is calculated
- Describe the BlackBerry Confidence Score and the difference between unsafe and abnormal
- Describe how a file is scored when offline vs. online
- Explain how to download the Threat Data Reports and understand their importance
- Explain how to sort threats by priority
- Explain how to conduct basic threat investigation utilizing the Threat Details page

- Explain what threat indicators are and why they are important
- Describe how to view, waive, and quarantine threats on a specific device
- Explain how to view devices and assigned zones and policies
- Describe how and when the device communicates with the console

Module 5: Troubleshooting and Support

- Describe how to troubleshoot basic application and performance issues
- Explain what settings in device policy can cause application and performance issues
- Explain the three places that verbose agent logging can be enabled and when it should be enabled
- Identify top support scenarios and basic troubleshooting steps for those issues
- Describe how to gather logs and use the support collection tool in preparation for contacting support

About BlackBerry

BlackBerry (NYSE: BB; TSX: BB) provides intelligent security software and services to enterprises and governments around the world. The company secures more than 500M endpoints including 175M cars on the road today. Based in Waterloo, Ontario, the company leverages AI and machine learning to deliver innovative solutions in the areas of cybersecurity, safety and data privacy solutions, and is a leader in the areas of endpoint security management, encryption, and embedded systems. BlackBerry's vision is clear — to secure a connected future you can trust.

For more information, visit BlackBerry.com and follow [@BlackBerry](https://twitter.com/BlackBerry).

