BlackBerry Enterprise Mobility Suite – Application Edition Jumpstart

Program Description **("Application Edition")**

> This document provides a general description of the services to be provided. BlackBerry reserves the right to periodically change information in this document; however such changes will only apply to services contracted for after such change is made.

APPLICATION EDITION

INTRODUCTION

The BlackBerry Enterprise Consulting Jumpstart Project is designed to help the customer's organization deploy the licensed BlackBerry Enterprise Mobility Suite - Application Edition (EMS-AE) software as efficiently as possible and ensures the customer gets the quickest return on investment for its BlackBerry Software.

The Jumpstart Project is best suited for customers looking for the necessary experience and expertise to deploy and test the EMS-AE. With expert project management, administration knowledge transfer, end user change management and mobility adoption workshops, the Jumpstart Project will help the customer deliver upon its mobility strategy.

Throughout the Jumpstart Project, a BlackBerry Project Manager and Technical Consultant will work with the customer to ensure the following tasks are completed:

- Planning and design of a production class EMS-AE platform, including same site high availability (HA) or disaster recovery (cold standby)
- Implementation, configuration and testing of the EMS-AE platform
- Review of, and contribution to, end user communications and rollout plans
- EMS-AE platform IT admin training
- Documentation supporting the customer implementation

After the Jumpstart Project, the customer will have deployed a scalable and highly available or cold standby EMS-AE production environment as their Enterprise Mobility Management (EMM) solution.

FUNCTIONALITY

The following features are licensed with the EMS-AE. Where the customer's environment supports these features, BlackBerry Enterprise Consulting will deliver a Jumpstart Project to successfully deploy all applicable software and functionality.
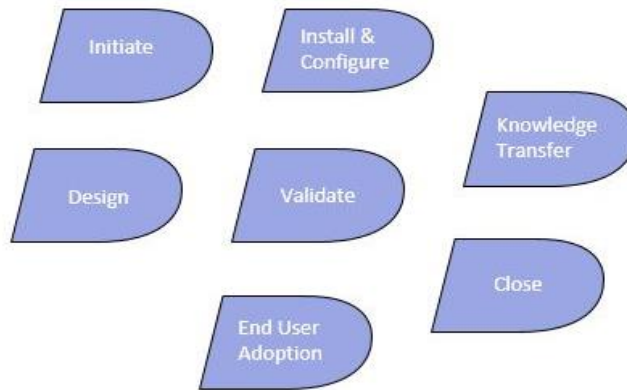
The core of the EMS-AE platform consists of the UEM and BlackBerry Dynamics server software, with functionality extensions via BlackBerry Workspaces and BlackBerry Applications. As the EMS-AE licenses allow the customer to use the BlackBerry Dynamics SDK, additional focus is spent on customer-specific application initiatives, via targeted developer led BlackBerry Dynamics SDK training. The Jumpstart Project is based on the customer only having a single server of each product.

BlackBerry Enterprise Mobility Suite

Feature	Description	Management Edition	Enterprise Edition	Collaboration Edition	Application Edition	Content Edition
Enterprise Content Security	Enable secure enterprise file sync and sharing with full document tracking and file-level DRM					✓
Mobile Identity & Access	Deliver integrated single sign-on to cloud services and secure app access with 2-factor authentication				✓	✓
App Analytics	Track metrics and gain insight into app activity to make better investment and productivity decisions				✓	✓
Secure Custom Apps	Develop and deploy secure custom apps with integrated security, platform and mobility services				✓	✓
Regulated Sector Controls	Access advanced security and policy controls (for regulated sectors and high-security use cases)			✓	✓	✓
Enterprise App Security	Deploy secure work apps and enable seamless app connectivity to back-end enterprise resources			✓	✓	✓
Secure Instant Messaging	Extend secure enterprise instant messaging and presence to mobile (Skype for Business, Jabber)			✓	✓	✓
Secure Document Collaboration	Provide secure document access (SharePoint, Box, OneDrive, file shares) and editing capabilities			✓	✓	✓
Secure Email & PIM	Deliver a modern and user friendly secure work email, calendar, contacts, and tasks experience		✓	✓	✓	✓
Secure Browser	Extend VPN-less secure browsing access to company intranet and web apps	✓	✓	✓	✓	✓
Unified Endpoint Management	Secure and manage all corporate and personal devices to ensure full policy compliance	✓	✓	✓	✓	✓

Containment: Operating Systems, Apps, Content

ENGAGEMENT STRUCTURE

The EMS-AE Jumpstart includes the following sequenced tasks to be delivered in agreement between customer and the BlackBerry Project Manager.

The Jumpstart Project phases are broken down as follows:

Phases	Task Description	Deliverable
1. Initiate	The BlackBerry Project Manager and Technical Consultant will meet with the customer post Jumpstart Project purchase to formally launch the Jumpstart Project. The agenda for the technical kick-off workshop will include: • Introduction of team members, and their roles and responsibilities • Review of customer's project objectives and success criteria • Review of project scope • High-level project milestones, including constraints, change approval and window process, and major change freeze • High-level review of prerequisites, to be confirmed during design session The objective of the Technical Kick-Off Workshop is to review the project structure and schedule. The customer will allocate the appropriate resources to the design session to maximise the effectiveness of the session and enable the BlackBerry Technical Consultant to gather the information needed to design a customer specific design document in the subsequent design phase of the Jumpstart Project.	Technical kick-off workshop Design session
2. Design	To ensure customer's optimal deployment of the platform, an appropriate amount of time is invested in designing a customer specific implementation of the platform. This design will encompass all relevant licensed software, specific to the customer's environment, with consideration for long-term scalability and same-site high availability solution or disaster recovery (cold standby) solution. During the design phase, a BlackBerry Technical Consultant will: • Draft what the customer specific platform implementation of EMS-AE platform will look like • Discuss current and planned enterprise messaging platforms and the EMS-AE platform architecture. MS SQL, Active Directory, network topology, virtualization, storage and relevant infrastructure are also reviewed in detail	Prerequisites documented Architectural Solution Design (ASD) document

Phases	Task Description	Deliverable
	- Determine design best practices based on the customer's current EMM configuration and policy requirements, industry standards, and long-term needs related to same site: (a) scalability planning; (b) extensibility; and (c) stability/high availability (HA)/disaster recovery (DR) - Develop a detailed network architecture diagram, including HA or DR as applicable - Define and document permissions and configuration of any service accounts used for the installation, including Windows server permissions, database permissions, and required SSL certificates, as applicable - Review and define the customer's IT policy requirements, including the general-purpose IT policies and commonly-modified IT policies - Upon customer design acceptance, define, document and review EMS-AE platform deployment prerequisites. (The customer is responsible for completing the prerequisites before installation tasks can begin) The final deliverable from the design phase is an Architecture Solution Design (ASD) document capturing design decisions and the target end state of a customer specific implementation.	
3. Install and Configure	The BlackBerry Technical Consultant will lead the installation of the customer's implementation of the platform, to the design completed and accepted during the preceding design phase. This phase of the project will include the following: - The BlackBerry Technical Consultant will review all prerequisite installation conditions, as communicated to the customer during the design phase of the Jumpstart Project. This includes host server requirements, messaging server/Active Directory, SQL, application software requirements, and network requirements (such as firewall and IP address configuration) - Review and provide appropriate direction on necessary BlackBerry software licenses required for all product installations - Lead the customer IT admin/installation team to install each of the applicable products - Server products to be installed (license fees are not included in Enterprise Consulting fees): I. BlackBerry Unified Endpoint Manager (UEM) + Enterprise ID & VPN Authentication - BlackBerry Dynamics (BlackBerry Control and BlackBerry Proxy) II. BlackBerry Enterprise Mobility Server (BEMS) - BEMS Push Notification Service - BEMS Presence Service - BEMS Connect Service (for Instant Messaging) - BEMS Docs Service Perform the following configuration services: - Create a new default IT policy/profile; with applicable consideration for MDM and MAM deployment requirements - Create a new default user group and assign the default IT policy/profiles to it	Prerequisite validation check Installation and configuration of the platform to the specification in the approved ASD document
4. Validate	Post installation, the BlackBerry Technical Consultant will:	Testing validation checklist for each

Phases	Task Description	Deliverable
	• Confirm that the installed servers are functioning per BlackBerry best practices, and consistent with design document • Walk through the successful provisioning and activation of three (3) devices (to be selected and provided by the customer); and the applicable portfolio of BlackBerry Applications, such as BlackBerry Work, BlackBerry Access and ISV applications • Verify administration functions e.g. communications with devices • Ensure appropriate license information appears as expected • Ensure logging is working and target folders are correctly configured • Verify deployed servers, as applicable, are functioning as expected, including confirmation that the customer is able to view the provisioned users • Execute applicable same-site HA or DR tests for UEM, BlackBerry Dynamics and BEMS Provide the "As Built" document capturing customer specific platform installation parameters in the customer production environment.	deployed component As Built document
5. End User Adoption	BlackBerry Enterprise Consulting will hold a workshop with customer's marketing, communications and relevant mobility operational teams. The goal of this workshop is to identify and review customer plans to communicate awareness and availability of the solution under development to its user community. BlackBerry Enterprise Consulting will also assist with best practices for defining the structure and timing of the specific platform user rollout. Where applicable, BlackBerry Enterprise Consulting will offer recommended enhancements to customer provisioning and communications processes to ensure optimal end user experience and adoption.	End user communication workshop Documented communications, rollout plan and recommendations
6. Knowledge Transfer	The BlackBerry Technical Consultant will deliver two (2) days of BlackBerry Enterprise Mobility Suite knowledge transfer session(s). This will encompass UEM, BlackBerry Dynamics and BEMS. For the course curriculum, please see Annex A of this document. The BlackBerry Developer Consultant will deliver a two (2) day BlackBerry Dynamics SDK training session. This is a course for enterprise mobile application developers who wish to learn the fundamentals of the BlackBerry Dynamics SDK, its APIs and use cases. This training is included in the EMS-AE Jumpstart Project and it is the customer decision if they would like to receive it during the applicable Jumpstart Project terms of use window. If the customer decides not to receive this training then they will be asked to accept the deliverable as delivered, or document that it is not to be used.	Administration knowledge transfer session(s) BlackBerry Dynamics SDK training session
7. Close	The BlackBerry Project Manager and customer will meet to: • Discuss final deployment configuration, where to locate additional product documentation and how to engage BlackBerry Technical Support • Send the customer the receipt and acceptance email, which includes satisfaction survey • Resolve any issues that the customer identifies within the Jumpstart Project, if the identified issues fall within the project scope defined herein The customer will:	Receipt and acceptance email Customer satisfaction survey

Phases	Task Description	Deliverable
	• Complete the receipt and acceptance email and submit it to the BlackBerry Project Manager within three (3) days of the Jumpstart Project close. *Please note: The Jumpstart Project will be deemed accepted, unless within three (3) business days of delivery of the receipt and acceptance email by BlackBerry to the customer, the customer formally rejects the deliverables, by returning the receipt and acceptance form stating that the deliverables do not meet the acceptance criteria and are rejected.*	

PROJECT MANAGEMENT

BlackBerry Project Management resource will be assigned throughout Jumpstart Project, but will not be allocated full-time.

Key roles and responsibilities:

- Run Jumpstart Project kick-off workshop
- Run end user communications and adoption workshop
- Run Jumpstart Project closure and transition to BlackBerry Technical Support workshop
- Maintain and communicate Jumpstart Project risks and issues log
- Weekly Jumpstart Project status meetings and engagement tracker

DELIVERABLE ACCEPTANCE CRITERIA

BlackBerry may present interim deliverables to the customer for review throughout the Jumpstart Project. Should BlackBerry present an interim deliverable, the customer will review, and either accept, or document specific corrective items in writing within three (3) business days. In the absence of any comments, deliverables produced by BlackBerry will be deemed accepted after three (3) business days.

LIMITATIONS & JUMPSTART EXCLUSIONS

- This Jumpstart Project covers the deployment of only EMS-AE licensed solutions. Additional Application Edition offerings may be purchased as add-ons, otherwise additional consulting work not contained in this Jumpstart Project is deemed out of scope.
- Working time is defined as Monday to Friday (excluding local bank/statutory holidays), 9am-5pm, with a 60 minute break for lunch
- Multi-site business continuity (high availability and/or additional disaster recovery) is out of scope of this Jumpstart Project. This may be purchased as an additional add-on, please speak to the BlackBerry account team for additional information.
- BlackBerry is not responsible for the installation, configuration, or validation of any third-party software, tools, or utilities.
- Only server software generally available at the time of the Jumpstart Project start will be in scope and deployed. There will be no upgrade provided where a new version of software is released during the Jumpstart Project. Where this is required the customer will need to engage with their BlackBerry account team to determine next steps and additional costs.
- Only third-party software and infrastructure identified during the technical kick-off and design phase will be in scope for deployment of the EMS-AE licensed solutions. There will be no change to design or implementation where third-party software or infrastructure has been changed by the customer during the course of the Jumpstart Project, or this will incur additional cost.

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CUSTOMER RESPONSIBILITIES

a. The customer must provide appropriate resources to attend technical kick-off and design session on the commencement date.

b. The customer must provide BlackBerry representatives with information and resources to successfully execute the Jumpstart Project. This can include, without limitation, providing access and credentials to systems, completing installation prerequisites, providing project resources, and attendance in planning, execution, or training meetings.

c. Customer will ensure resources are available in a timely manner to undertake tasks such as change control and documentation review.

d. Customer must ensure it has the necessary escalation and communication channels to resolve any blockers in a timely manner, including dependencies on third parties and customer's other vendors, suppliers, and consultants.

e. Where customer requires troubleshooting or issue resolution in excess of what is already allocated within each phase of the Jumpstart Project, then this will be handed over to the BlackBerry Technical Support team for further in-depth investigation as part of customer's technical support/maintenance subscription, and is deemed outside the scope of the Jumpstart Project. All cases pending with BlackBerry Technical Support will be documented at Jumpstart Project closure, however will have no bearing on Jumpstart Project closure or acceptance.

f. If BlackBerry Enterprise Consulting should travel to a customer location for the delivery of this Jumpstart Project, there will be additional travel and expense costs. These travel and expense costs can be paid for prior to the engagement, or at actuals, at engagement completion.

g. The customer shall provide at least forty-eight (48) hours' notice for the cancellation or postponement of any work already scheduled as part of the Jumpstart Project. In such scenario of a cancellation or postponement and/or if customer fails to meet or fulfil any of the specified customer responsibilities or requirements in this Jumpstart Project and such failure results in a delay in the Jumpstart Project in any way, BlackBerry reserves the right at its sole discretion to terminate the engagement without refund, or to charge the customer for additional resources at BlackBerry's current daily rate of $2,500 USD for the delay period.

h. Customer must have a right to use the software and licenses. This requires that the customer must have purchased, or have converted, the appropriate license rights to the target environment.

i. Hardware requirements are the responsibility of the customer, and it is the customer's responsibility to ensure the hardware requirements are met prior to the upgrade in accordance with BlackBerry's Software and hardware requirements to accommodate current version of BlackBerry Software being installed.

j. The customer is responsible for third-party software, hardware, or services outside of the BlackBerry software installer. The customer is responsible for installations/upgrades/configurations/etc identified by BlackBerry in the initiation phase. BlackBerry is not responsible for issues that result of the customer not completing the prerequisites for installation, or third-party service outages and issues that prevent the BlackBerry representative from performing the installation in accordance with BlackBerry standards.

k. End user education and enablement of end user mobile devices.

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BlackBerry Enterprise Mobility Suite – Admin Knowledge Transfer Curriculum

UEM Knowledge Transfer Syllabus
Connect UEM to a company directory
Obtain and register an APNs certificate
Set a login notice for the UEM consoles
Add an enrolment configuration for DEP
Describe the difference between directory groups and local groups
Create and manage user groups
Create and manage device groups
Create and manage administrator accounts
Configure the BlackBerry MDS Connection Service
Configure the BlackBerry Collaboration Service
Configure gatekeeping
Control the software release that users can install on BlackBerry 10 devices
Create and manage profiles
Describe the features and benefits of using IT policies
Create and manage IT policies
Manage apps
Create compliance rules
BlackBerry Dynamics Admin Knowledge Transfer Syllabus
BD System Fundamentals – Overview of the BD system fundamentals, architecture, and communication.
BD Preparation & Deployment – Attendees will use the training / build servers to review and prepare BD prerequisites and will deploy the BC/BP software.
Working with BC Web Console – Learn capabilities of BC Web Console and run exercises to create and manage users, applications, and policies.
BD Security – Attendees will use the BC Web Console to enforce security, provisioning, compliance, and application security policies. Review advanced security rules and BD configurations.
Get Users Started – Attendees will use exercises to provision users with BD-based applications and will support users through GC Web Console and User Self Service.
BD Tools – Learn and use common BD troubleshooting tools
High Availability, Disaster Recovery, and Best Practices – Examine High Availability setup, disaster recovery mechanisms and other best practices.
Implement Commonly Used Apps – Review BlackBerry Share & BlackBerry Connect, two commonly used BD applications.
Troubleshooting BD – Understand how troubleshoot common log, server, and handheld issues.
BlackBerry Enterprise Mobility Server Knowledge Transfer Syllabus
BEMS Fundamentals – Introduce BEMS and integration with external systems including BD, Microsoft Exchange, and Microsoft Lync
On-premises vs. Cloud-based (SaaS) Deployments – Review BlackBerry Control cloud-based implementations & support implications
BD+BEMS Integration – Review BD training with focus on supporting BEMS deployments

| BEMS Preparation & Deployment – Learners will use the training / build servers to review and prepare BEMS prerequisites and will deploy the BEMS software. |
| BEMS Configuration – Learners will configure the BEMS solution and integration with other systems |
| Troubleshooting BEMS – Understand how to troubleshoot common log, server, and handheld issues |

BlackBerry may subcontract all or a portion of the services and/or have the services performed by one of its affiliates.

BlackBerry Enterprise Consulting offers additional consulting and educational offerings. To learn more about these offerings, please go to: https://ca.blackberry.com/enterprise/enterprise-consulting
and https://www.blackberry.com/ca/en/services/professional-services/blackberry-cybersecurity-consulting

Note: the services described in this Program Description are subject to the terms and conditions of the Business Services by BlackBerry Terms at https://ca.blackberry.com/legal/technical-support-terms.

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