Good Dynamics to BlackBerry Enterprise Mobility Suite Upgrade Jumpstart

Program Description (**"Good Dynamics to BlackBerry Enterprise Mobility Suite Upgrade"**)

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.

ENTERPRISE MOBILITY SUITE (EMS) UPGRADE

INTRODUCTION

The Good Dynamics to BlackBerry Enterprise Mobility Jumpstart Project is best suited for customers looking for the necessary experience and expertise to add BlackBerry Unified Endpoint Management (UEM) capability to an existing Good Dynamics (GD) infrastructure which manages up to 5,000 devices. The package includes the upgrade of existing Good Enterprise Mobility Servers (GEMS) to BlackBerry Enterprise Mobility Servers (BEMS).

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

- Review of the existing Good Dynamics infrastructure to determine the best path to upgrade. The review considers suitability of current hardware, network placement of servers, database capacity, use of BlackBerry Connectivity Nodes and sizing capacity
- Review of the existing configuration to determine how UEM will be configured from current GD IT policies, applications, groups and which new UEM features, if any, are to be configured
- Discuss the introduction of the UEM server(s), upgrade existing GEMS and remote Good Proxy servers, and, if used, changes to Direct Connect and Kerberos Constrained Delegation.
- Discuss the risks and mitigations of the cutover from Good Control management to UEM management
- Installation, upgrade and testing of UEM servers, BEM and BlackBerry Proxy servers, and changes to existing configuration
- UEM admin knowledge transfer
- Documentation supporting the revised implementation
- Review of, and contribution to, end user communications and rollout plans, as required

At the conclusion of the Jumpstart Project, the customer will have a robust and up-to-date production UEM environment capable of supporting a wider range of devices to a deeper level of device management than the original Good Dynamics environment. The functionality of the original Dynamics applications is maintained. Users and devices are managed from UEM.

Note that while this jumpstart is aimed primarily at BYOD customers without MDM it can be amended to accommodate customers who are currently using Good Dynamics MDM.

FUNCTIONALITY

By purchasing UEM, the customer is licensed to use the following features. Based on customer need and environmental ability to support these features, BlackBerry Enterprise Consulting will deliver a consulting engagement to ensure the functionality of all existing application software is retained.

Functionality	
Supported OS & licensed functionality	iOS, Android, W10, Android for Work, BB10 Regulated, Samsung KNOX Workspace
MDM/ MAM – (UEM)	✓
Dynamics applications	As before upgrade
Direct Connect	As before upgrade
Kerberos Constrained Delegation	As before upgrade

ENGAGEMENT STRUCTURE

This Jumpstart includes the following sequenced tasks to be delivered in agreement between customer and BlackBerry Project Manager.

Initiate → Design → Install & Configure → Validate → Knowledge Transfer → Close

Phase	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 will include: • Introduction of team members, and their roles and responsibilities • Review of customer's project objectives and success criteria • Review of project scope with consideration to the infrastructure and use of the existing Good Dynamics estate • Review the best path to UEM and GEMS upgrade. • 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 Jumpstart 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 an optimal deployment of UEM and upgrades to other servers 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 existing environment, with consideration for application scalability.	Prerequisites documented Architectural Solution Design (ASD) document

	During the design phase, a BlackBerry Enterprise Consulting Technical Consultant will: • Draft a revision of the existing environment design to show changes required in the hardware, software, networking and firewall configuration • Develop a detailed network architecture diagram; • 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; • Upon customer design acceptance, define, document and review the deployment and upgrade prerequisites. (The customer is responsible for completing the prerequisites before installation tasks may begin). The final deliverables from the design phase are: • an Architecture Solution Design (ASD) document capturing design decisions and the target end state of the implementation.	

3. Install and Configure	BlackBerry Technical Consultant will lead the installation of the customer's implementation of the platform, and upgrade relevant servers, to the design completed and accepted during the preceding design phase.
	
	This phase of the project will include the following:
	
	• The BlackBerry Technical Consultant review of all prerequisite installation conditions, as communicated to the customer during the design phase of the project. This includes, but is not limited to, 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 or upgrade each of the applicable products.
	• Server products to be installed or upgraded (license fees are not included in BlackBerry fees):
	   I. BlackBerry Unified Endpoint Manager (UEM) including upgrades to BlackBerry Dynamics components
	   II. BlackBerry Enterprise Mobility Server (BEMS) configured for BEMS Push Notification Service
	   III. Connectivity Node (BlackBerry Router or BlackBerry Proxy) as required
	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.
	Perform the synchronisation to cutover users and configuration from Good Dynamics to UEM and then:
	• Update read-only policies and configuration to read-write
	• Add new UEM profiles as designed
		Prerequisite validation check
		
		Installation and configuration of the platform to the specification in the approved ASD document

4. Validate	Post installation and prior to cutover, the BlackBerry Enterprise Consulting Technical Consultant will: • Confirm that the installed servers are functioning according to 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	Testing validation checklist for each deployed component As Built document

	applicable portfolio of BlackBerry Applications, such as BlackBerry Work and BlackBerry Access • Verify administration functions e.g. communications with devices; • Ensure appropriate license information appears as expected; and • 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.	
5. Knowledge Transfer	The BlackBerry Technical Consultant will deliver one (1) day 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. 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)
6. 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 project, if the identified issues fall within the Jumpstart Project scope defined herein The customer will: • 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.*	Receipt and acceptance email Customer satisfaction survey

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 licensed solutions. Additional Collaboration 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 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.

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.

ANNEX A

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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