

# BlackBerry Enterprise Consulting – PS - Add-on - UEM - Kerberos Constrained Delegation (KCD) and Single Sign-On (SSO) Assessment

## Program Description (“Add-on UEM - KCD and SSO Assessment” or “Project”), (“PS.ADD.KCD”)

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. For the purposes of this Program Description “Customer” means the entity receiving the services.

## PS - ADD-ON - UEM - KCD AND SSO ASSESSMENT

### INTRODUCTION

The BlackBerry Enterprise Consulting Program, PS - Add-on - UEM - KCD and SSO Assessment, provides the Customer with an assessment of KCD and SSO requirements for the Customer's environment.

KCD enables the Customer's end users to have access to enterprise resources without having to enter their network credentials. KCD uses service tickets that are encrypted and decrypted by keys that do not contain the end user's credentials.

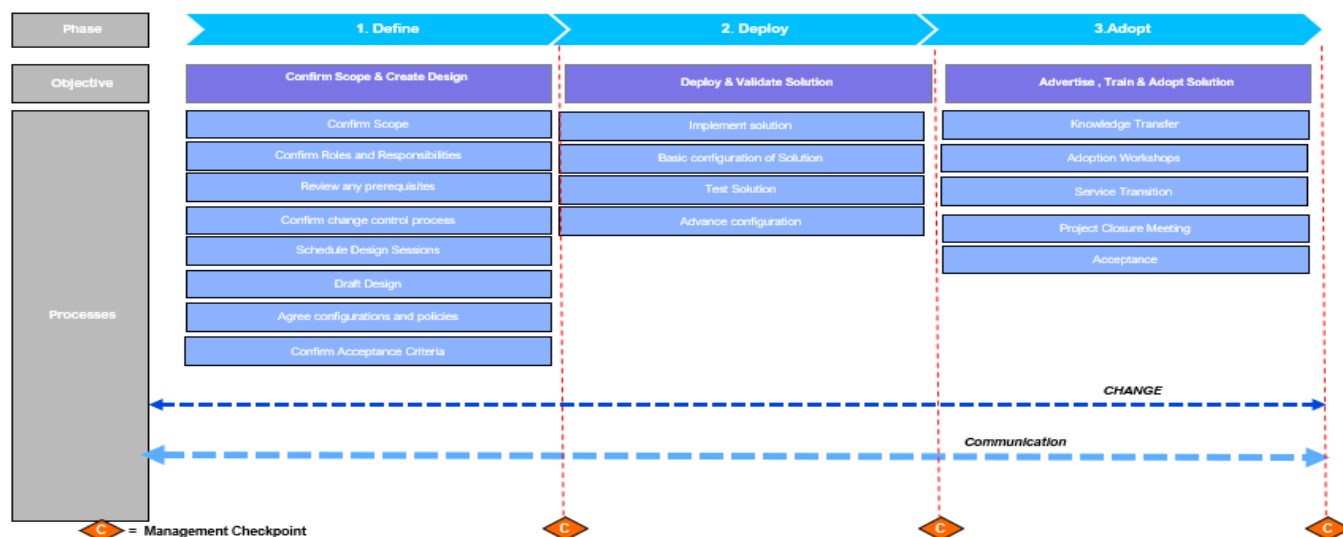
### RESPONSIBILITIES AND KEY AREAS OF FOCUS

Two (2) mechanisms of KCD are: i) delegation and; ii) the ability to constrain the accessed resources. When the delegation mechanism is configured, the application delegates authentication to the BlackBerry Control application (BC) to act on its behalf to request access to an enterprise resource. The mechanism for the ability to constrain the accessed resources, enables administrators to limit the network resources that are accessible. This is accomplished by configuring the account under which the delegate (the BC) runs as a trusted only for specific services.

This Project covers the KCD assessment. This Project is not an implementation of KCD.

### PROJECT STRUCTURE

The Project includes the following sequenced tasks to be delivered in agreement between Customer and the BlackBerry Project Manager:



The Project phases are broken down as follows:

Phases	Task Description	Deliverable
<b>1. Define</b>	<p>The BlackBerry Technical Consultant will meet with the Customer post Project purchase to formally launch the Project.</p> <p>The agenda for the technical kick-off workshop will include:</p> <ul style="list-style-type: none"> <li>Review of KCD</li> <li>Review of Project scope</li> <li>Assessment of KCD configuration at the Customer location. Note: This Project is not an implementation of KCD.</li> <li>High-level Project milestones, including constraints, change approval and window process, and major change freeze.</li> </ul> <p>The objective of the technical kick-off workshop is to review Project structure and schedule.</p>	Technical kick-off workshop
<b>2. Deploy</b>	<p>The BlackBerry Technical Consultant will lead the KCD assessment.</p> <p>This phase of the Project will include the following:</p> <ul style="list-style-type: none"> <li>Review Customer SSO requirements for BlackBerry Work and BlackBerry Access</li> <li>Interview key KCD technical stakeholders to understand Customer environment as it pertains to KCD requirements</li> <li>Review Customer Active Directory (AD) and relevant infrastructure per KCD requirements for the BlackBerry platform</li> </ul> <p>Provide a KCD assessment, via email communication, capturing the requirements for the Customer's specific environment parameters.</p>	SSO reviewed Interviews AD reviewed KCD assessment
<b>3. Adopt</b>	<p>As part of the post KCD assessment review, the BlackBerry Technical Consultant and Customer will meet to:</p> <ul style="list-style-type: none"> <li>Deliver a document of environment and pass/fail summary of KCD readiness. If Customer environment cannot support KCD, the document will state limitations as to why</li> <li>Send the Customer the Project closing documentation, which includes satisfaction survey and Project sign off form</li> <li>Answer questions and/or provide guidance about the Project closing documentation</li> <li>Resolve any issues, that are within the Project scope, that the Customer identifies within the Project closing documentation</li> </ul> <p>The Customer will:</p> <ul style="list-style-type: none"> <li>Complete the receipt and acceptance email and submit it to the BlackBerry Technical Consultant within three (3) business days of the Project close as further detailed in the Professional Services Agreement.</li> </ul>	Receipt and acceptance email Customer satisfaction survey

## DURATION

Customer must use the services set out in this Program Description by the date set out in the applicable order or within six (6) months of purchase ("**Expiry Date**"), as tracked and reported on by BlackBerry. Any services not used by the Expiry Date, shall be forfeited and no refunds or credits will be provided. BlackBerry's ability to perform services is subject to Customer fulfilling the obligations set out below. A more detailed Project timeline will be confirmed during the Define Phase.

## PROJECT MANAGEMENT

BlackBerry Project Management resource will be assigned to the Project as required to perform the following:

Key roles and responsibilities:

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

## LIMITATIONS & EXCLUSIONS

- This Project covers the deployment of only the licensed solutions. Additional offerings may be purchased as add-ons, otherwise additional consulting work not contained in this Program Description 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.
- 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 Project start will be in scope and deployed. There will be no upgrade provided where a new version of software is released during the Project. Where this is required the Customer will need to complete a change request which will include any additional fees.
- Where Customer requires troubleshooting or issue resolution in excess of what is already allocated within each phase of the 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 Project. All cases pending with BlackBerry Technical Support will be documented at Project closure, however will have no bearing on Project closure or acceptance.
- Only third-party software and infrastructure identified during the technical kick-off and design phase will be in scope for deployment of the 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 Project, or this will incur additional cost.

## CUSTOMER RESPONSIBILITIES

- Making the necessary arrangements to allow BlackBerry to perform the services.
- If the services are performed at Customer's site, providing necessary access to its site including, but not limited to, appropriate access to Customer premises, computer systems and other facilities. In addition, Customer will provide all equipment required in the execution of duties i.e. laptop, desk, secure working space with suitable seating arrangements.
- Providing any requirements for screening or security clearance of key BlackBerry Consultants in advance of the Project start date.
- Appointing a contact person to supply BlackBerry with any necessary or relevant information and who shall have the authority to make decisions or obtain decisions from others expeditiously.
- Maintaining a valid BlackBerry Technical Support Services subscription with BlackBerry for the duration of the Project.
- Providing BlackBerry with Project-relevant documentation in a timely manner upon request by BlackBerry.
- Ensuring the Customer Project Manager and team members are assigned and available to meet for Project kick-off at Project start date.
- Ensuring key stakeholders are available in a timely manner to undertake tasks such as change control and documentation review.
- Ensuring any hardware requirements are met.
- Providing full and free access, remote or otherwise, to the system elements of Customer's system which are within scope, together with such information and assistance as is reasonably required by BlackBerry to enable it to perform its obligations under the Project.
- Ensuring adequate backup copies are made of data, operating and application software such that the Customer's system and files may be restored in the event of corruption or other similar loss due to the performance of the Project or for any other reason, howsoever caused.

- l. Unless expressly stated otherwise, restoring all data, operating and application software in the event of system failure or virus attack, regardless of the cause.
- m. The Customer shall provide at least five (5) business days' notice for the cancellation or postponement of any work already scheduled as part of the Project. BlackBerry reserves the right to charge additional fees to Customer for any time lost due to cancellation or postponement resulting from Customer not meeting their responsibilities as defined herein.

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

Note: The services described in this Program Description are subject to the terms and conditions of the Professional Services Agreement at <https://www.blackberry.com/us/en/legal/professional-services-agreement>.