BlackBerry Enterprise Consulting – Workspaces Unified Content Connector Add-on

Program Description ("Workspaces UCC Add-on" or "Project"), ("PS.ADD.WKS.UCC")

> **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.**

WORKSPACES UNIFIED CONTENT CONNECTOR ADD-ON

INTRODUCTION

The BlackBerry Enterprise Consulting Program, Workspaces Unified Content Connector (UCC) Add-on, offers integration into various Enterprise Content Management Systems (ECMS) by securely externalizing and mobilizing content from existing repositories without the need to replicate data.

RESPONSIBILITIES AND KEY AREAS OF FOCUS

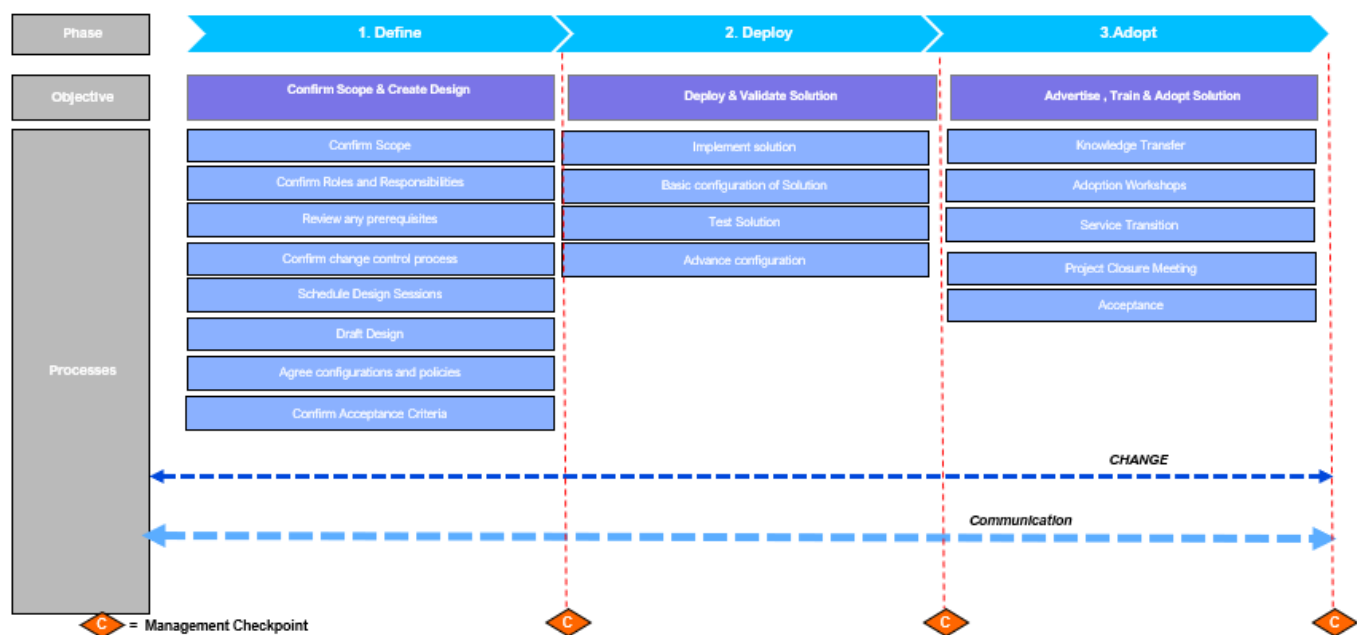The Workspaces UCC Add-on supports the following ECMS:

- SharePoint
- SharePoint Online
- OneDrive for Business
- Windows File Share (Common Internet File System or CIFS)

The Workspaces UCC Add-on offers a two-way sync between an original repository and BlackBerry Workspaces. Having the ECMS folders synced in BlackBerry Workspaces means that all the BlackBerry Workspaces benefits are then included (including, but not limited to Digital Rights Management (DRM), mobile access including Microsoft Office, editing in mobile and browser, annotations, file comments etc.). The integration of repositories with the Workspaces UCC Add-on are transient which means there is no content replication. All the content stored in the repositories is transferred in real-time, upon user access.

The Workspaces UCC Add-on is implemented either automatically as part of an existing BlackBerry Workspaces implementation or manually as a standalone on-premise connector to a BlackBerry Workspaces Cloud tenant. The BlackBerry Technical Consultant and Customer will decide the best approach at the technical kick-off workshop.

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
1. Define	The BlackBerry Technical Consultant will meet with the Customer post Project purchase to formally launch the Project. The agenda for the technical kick-off workshop will include: • 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 freezes • High-level review of prerequisites, to be confirmed during design session The objective of the technical kick-off workshop is to review Project structure and schedule. During the technical kick-off workshop, the team will also set the date for the technical platform design session and the Customer will allocate appropriate resources to the design phase of the project. During the design phase, a BlackBerry Technical Consultant will: • Describe how the Customer-specific implementation of the Workspaces UCC Add-on server will look. • Discuss integration with the current file storage architecture. Active Directory, network topology, virtualization, storage and relevant infrastructure are also reviewed in detail. • Develop a detailed network architecture diagram if applicable. • Define and document permissions and configuration used for the installation. The final deliverable from the design phase is the RFD.	Technical kick-off workshop Design session Reference architecture document (RFD)
2. Deploy	The BlackBerry Technical Consultant will lead the installation of the Customer's implementation of the Workspaces UCC Add-on. This phase of the Project will include the following:	Configure as per the RFD

Phases	Task Description	Deliverable
	• A review of all prerequisite installation conditions for the configuration, as communicated to the Customer during the design phase of the Project • Configuration of the Workspaces UCC Add-on server as required • Connect the Workspaces UCC Add-on to a CIFS • Connect the Workspaces UCC Add-on to a SharePoint site The BlackBerry Technical Consultant will confirm that the Workspaces UCC Add-on is functioning per BlackBerry Workspaces best practices, and consistent with the RFD; Perform the following validations: • Confirm that a document located on a CIFS can be viewed and opened from within BlackBerry Workspaces. • Confirm that a document located in a SharePoint site can be viewed and opened from within BlackBerry Workspaces.	Successful test confirmation
3. Adopt	As part of the post implementation review, the BlackBerry Technical Consultant and Customer will review Project accomplishments with regards to the BlackBerry Workspaces UCC Add-on. The BlackBerry Technical Consultant 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 Project scope defined herein The Customer will: • Complete the receipt and acceptance email and submit it to the BlackBerry Technical Consultant within three (3) days of the Project close as further detailed in the Professional Services Agreement.	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

a. 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.

b. Working time is defined as Monday to Friday (excluding local bank/statutory holidays), 9am-5pm, with a 60-minute break for lunch.

c. Multi-site business continuity (high availability and/or additional disaster recovery) is out of scope of this Project. This may be purchased for a fee as an additional add-on to the scope of the Program Description.

d. BlackBerry is not responsible for the installation, configuration, or validation of any third-party software, tools, or utilities.

e. 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.

f. 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.

g. 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

a. Making the necessary arrangements to allow BlackBerry to perform the Services.

b. 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.

c. Providing any requirements for screening or security clearance of key BlackBerry Consultants in advance of the Project start date.

d. 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.

e. Maintaining a valid BlackBerry Technical Support Services subscription with BlackBerry for the duration of the Project.

f. Providing BlackBerry with Project-relevant documentation in a timely manner upon request by BlackBerry.

g. Ensuring the Customer Project Manager and team members are assigned and available to meet for Project kick-off at Project start date.

h. Ensuring key stakeholders are available in a timely manner to undertake tasks such as change control and documentation review.

i. Ensuring any hardware requirements are met.

j. 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.

k. 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.

n. Providing end user education and enablement of end user mobile devices.

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.