

BlackBerry Enterprise Consulting – Elite Plan Technical Analyst

Program Description (“Elite Plan Technical Analyst” or the “Engagement”), (“PS.EP.TA”)

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.

ELITE PLAN TECHNICAL ANALYST

INTRODUCTION

The BlackBerry Enterprise Consulting Program, Elite plan Technical Analyst, provides a resource to help customers maximize the value of their BlackBerry Solution. By leveraging BlackBerry Subject Matter Experts and Technical Analysts, the Elite Plan Technical Analyst will assist customers in the deployment, use, and operation of their solutions. The solutions can include BlackBerry Unified Endpoint Manager (UEM), BlackBerry Dynamics, BlackBerry Enterprise Mobility Server (BEMS), BBM Enterprise, and BlackBerry Workspaces. The BlackBerry Enterprise Consulting Program, provides Elite Plan Technical Analyst resources on a fixed rate basis (the “Engagement”) with a pre-defined maximum number of days over the service term, as set out in the applicable order with BlackBerry (“Contract Term”).

RESPONSIBILITIES AND KEY AREAS OF FOCUS

Customer needs and focus will change. Having BlackBerry experts on the team enables additive and flexible resources to support multiple facets of an organization’s BlackBerry software deployment.

These resources are technically skilled to complete BlackBerry software implementation tasks autonomously and this is a hands-on infrastructure role.

BlackBerry shall provide resources to support the Customer’s operations and the optimization of BlackBerry licensed solutions, as determined by the mutually agreed plan for up to the maximum number of contracted days for the term of the Engagement (“Service Plan”). The BlackBerry resources will support the delivery of the mutually agreed Service Plan, outlining the Customer’s priorities and planned outcomes for the Engagement.

Governance

The activities of the assigned BlackBerry resource shall comprise one or any combination of the following areas to the extent applicable and as mutually agreed between BlackBerry and the Customer.

| Area | What | Description |
|------------|----------------------------|---|
| Governance | Quarterly Briefing Reviews | <ul style="list-style-type: none"> Organise the Quarterly Business Reviews (“QBRs”), which will involve the Customer stakeholders, the designated Customer contact and BlackBerry stakeholders. The agenda for the QBR will be as follows: <ul style="list-style-type: none"> Review of current activities, what has worked, what has not worked, lessons-learned Plan for the next quarter– what activities can be added, removed, expanded, or amended Any special requirements (innovation opportunities, new product features required, information about how other BlackBerry customers are innovating using BlackBerry software) |
| | Renewal Plan | <ul style="list-style-type: none"> Organise a renewal meeting towards the end of the Contract Term to develop the requirements for the coming year. |

Operational, User Experience, and Optimization

The Customer can choose from the standard BlackBerry services outlined below which can be delivered by BlackBerry Subject Matter Experts or Technical Analyst:

Operational Support

| Area | What | Description |
|--------------------|--------------------------|--|
| Operations Support | Issue Resolution | <ul style="list-style-type: none"> Working with BlackBerry's Customer Support Organization (CSO), the consultant is notified of all support tickets created by the Customer and will assist the Customer with advanced troubleshooting of the Customer's Critical & Serious issues. Internal Customer help desk oversight to improve issue resolution and response times. Act as Tier 3 technical resource, as needed. |
| | Quality Assurance | <ul style="list-style-type: none"> Conduct technical and quality assurance reviews for support tickets opened by the Customer along with the CSO. Create and maintain a Customer-specific BlackBerry platform operation manual. Coach and document on solution management and best practices Conduct end user self-service and provisioning optimization, with focus on rapid solution rollout and adoption. Arrange/provide BlackBerry licensed products health check, not to exceed one (1) health check per calendar year over the Contracted Term. |
| | Configuration Management | <ul style="list-style-type: none"> Document, track and maintain environmental information about the Customer's BlackBerry software. Support upgrades, migrations, new infrastructure implementation Deployment maintenance and readiness. Maintain documentation of the Customer environment. Frequently review the Customer's infrastructure to ensure integrity, compliance, and optimal runtime. Ongoing BlackBerry platform architecture and design consultation, including high availability/disaster recovery. Oversee and implement early access server and client releases. Plan and oversee server upgrades and new product training. Lead new technology and migration planning (UEM-BlackBerry Work and beyond). Operate and administrate BlackBerry platform test and production infrastructure, where applicable. |
| | Consultations | <ul style="list-style-type: none"> Attend remote meetings as requested by the Customer and advise on BlackBerry Solution planning initiatives within the Customer environment, including: <ul style="list-style-type: none"> Health/Monitoring functions Upgrade/Migration Consultation New solution introduction (BBM Meetings; Enterprise ID) Oversee and implement early access server and client releases. Plan and oversee server upgrades and new product training. Lead new technology and migration planning (UEM-BlackBerry Work and beyond). Share BlackBerry platform technical expertise with the Customer's staff and oversee deployment of BlackBerry Solutions specific to the Customer. Assure the Customer is following licensed BlackBerry software configuration management best practices. Oversee and plan deployment maintenance and readiness. |

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| | Benchmarking / Best Practices | <ul style="list-style-type: none"> Develop and maintain performance benchmarks for the Customer's environment. These benchmarks will be validated via ongoing environmental reviews. Oversee internal Customer help desk to improve issue resolution and response times, acting as Tier 3 technical resource, as needed. Create and maintain Customer-specific BlackBerry platform operation manual Coach and document solution management and best practices. Conduct end user self-service and provisioning optimization, with focus on rapid solution rollout and adoption. |
| | Third party Integration | <ul style="list-style-type: none"> Assist with understanding how Customer third party items can be integrated with the BlackBerry Solution. |

End User Experience

| Area | What | Description |
|---------------------|---------------|--|
| End User Experience | Best Practice | <ul style="list-style-type: none"> Contribute to best practices for end user adoption. Utilize BlackBerry industry specific best practices where applicable. |

Optimization

| Area | What | Description |
|--------------|--|---|
| Optimization | Standardize | <ul style="list-style-type: none"> Assist the Customer with standardizing the environment and on best practices to make rolling patches and changes easier. Ongoing BlackBerry platform design consulting, including high availability/disaster recovery. |
| | Release conformity | <ul style="list-style-type: none"> Work with the designated Customer resource to ensure regular updates provided on platform. Plan and oversee server upgrades and new product training. |
| | Continuous Service Improvement Plan (CSIP) | <ul style="list-style-type: none"> Provide a CSIP to ensure that the Customer's mobility becomes as easy to consume and manageable as possible. |

The Engagement is unstructured and has no deliverables attached.

LIMITATIONS & EXCLUSIONS

- Customer must use the Services set out in this Elite Plan Technical Analyst by the date set out in the applicable order or within twelve (12) 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.
- 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.
- Where the Customer requires troubleshooting or issue resolution, then this may be handed over to the BlackBerry Technical Support team for further in-depth investigation as part of the Customer's technical support/maintenance subscription. All cases pending with BlackBerry Technical Support will have no bearing on Engagement closure.
- If the Customer wishes to purchase additional consulting time and/or renew the Engagement, the Customer must make such purchase no less than thirty (30) days before the Expiry Date, otherwise BlackBerry cannot guarantee resource availability or continuity. Note, any subsequent purchase of resources may be at a different rate and subject to different terms per the then-applicable agreement between BlackBerry and the Customer.

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 Engagement 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 Engagement.
- f. Providing BlackBerry with Engagement-relevant documentation in a timely manner upon request by BlackBerry.
- g. Ensuring the Customer Engagement Manager and team members are assigned and available to meet for the Engagement kick-off at Engagement 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 Engagement.
- 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 Engagement 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 Engagement. 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>.