BlackBerry Enterprise Consulting –

Jumpstart – Workspaces – On Premise

Program Description ("Jumpstart -Workspaces – On Premise" or "Project"), ("PS.JS.WKS")

JUMPSTART – WORKSPACES – ON PREMISE

INTRODUCTION

This BlackBerry Enterprise Consulting Program, Jumpstart – Workspaces – On Premise, is designed to help the Customer's organization deploy licensed BlackBerry Workspaces Secure Enterprise File Sync and Share (EFSS) software.

The Project is best suited for customers looking for the necessary experience and expertise to deploy a fully scalable BlackBerry Workspaces on-premise solution with high availability capability.

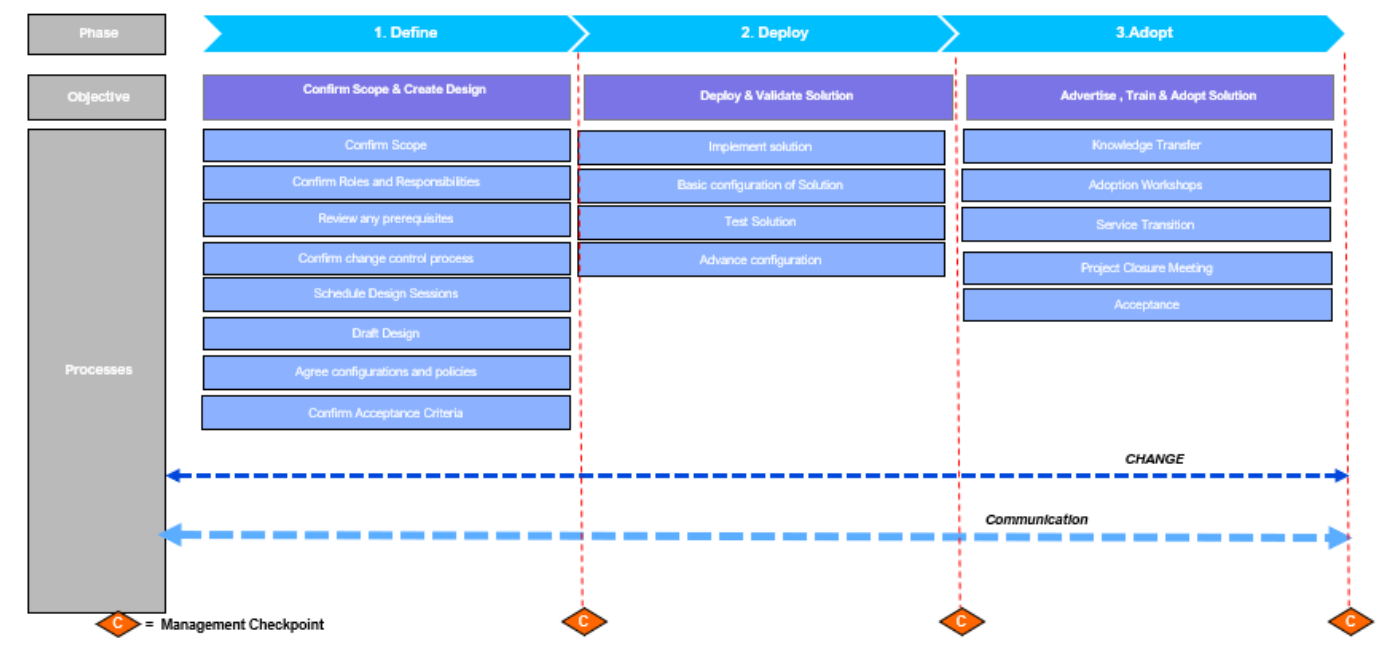### RESPONSIBILITIES AND KEY AREAS OF FOCUS

Throughout the 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 platform. (Note that this deployment relies on the use of BlackBerry Open Virtualization Format (OVF) templates within a VMWare environment)

- Implementation, configuration and testing of the scalable platform including high availability

- Configuration of the platform to match Customer user cases

- IT admin knowledge transfer sessions

- Review of, and contribution to, end user communications and rollout plans

- Documentation supporting the Customer implementation and transition to business as usual support

- Configuration and testing of the Active Directory Federation Services (ADFS) identity provider to provide single sign-on

- Configuration and testing of the BlackBerry Workspaces plug-in for BlackBerry Unified Endpoint Manager (UEM) to allow BlackBerry UEM customers to manage BlackBerry Workspaces users from the BlackBerry UEM console

After the Project, the Customer will have a BlackBerry Workspaces On-Premise instance as its EFSS solution.

PROJECT STRUCTURE

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

Phase	1. Define	2. Deploy	3. Adopt
Objective	Confirm Scope & Create Design	Deploy & Validate Solution	Advertise, Train & Adopt Solution
Processes	Confirm Scope	Implement solution	Knowledge Transfer
	Confirm Roles and Responsibilities	Basic configuration of Solution	Adoption Workshops
	Review any prerequisites	Test Solution	Service Transition
	Confirm change control process	Advance configuration	Project Closure Meeting
	Schedule Design Sessions		Acceptance
	Draft Design		
	Agree configurations and policies		
	Confirm Acceptance Criteria		

CHANGE

Communication

C = Management Checkpoint

The Project phases are broken down as follows:

Phases	Task Description	Deliverable
1. Define	The BlackBerry Project Manager and 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: • Introduction of team members, and their roles and responsibilities • Review of Customer's Project objectives and success criteria • Review of Project scope and the Customer use cases • High-level Project milestones, including constraints, change approval and window process, and major change freezes • Deliver to the Customer the reference architecture and prerequisites The objective of the technical kick-off workshop is to review the Project structure and schedule. During the technical kick-off workshop, the team will also set the date for the installation and configuration tasks. 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 solution high availability. During the design phase, a BlackBerry Technical Consultant will:	Technical kick-off workshop Design session Prerequisites documented Architectural Solution Design (ASD) document

Phases	Task Description	Deliverable
	• Discuss the planned implementation architecture, use of the BlackBerry Workspaces OVF templates, configuration of storage and file access • Discuss the implementation of add-ons, where required • Develop the ASD document including network architecture diagram • Upon Customer design acceptance, define, document and review the deployment prerequisites. (The Customer is responsible for completing the prerequisites before installation tasks can begin.) The final deliverable from the design phase is an ASD document capturing design decisions and the target end state of a Customer specific implementation.	
2. Deploy	The BlackBerry Technical Consultant will lead the installation and configuration of the Customer's implementation of the platform. This phase of the Project will include the following: • Review all prerequisite installation conditions, as communicated to the Customer during the design phase of the Project • Lead the Customer Information Technology (IT) administration/installation team to install and configure the applicable components The components to be installed and configured are: • BlackBerry Workspaces Advanced implementation comprising Main, Application, Front End, Orchestration and Conversion servers • BlackBerry Workspaces plug-in for BlackBerry UEM Post installation, the BlackBerry Technical Consultant will: • Verify administration functions e.g. notifications, access rights, accessibility from required browsers, correct document Digital Rights Management (DRM) conversion • 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 Provide the As Built document capturing Customer specific platform deployment parameters in the Customer production environment	Prerequisite validation check Installation and configuration of the platform to the specification in the approved ASD document Testing validation checklist for each deployed component As Built document
3. Adopt	The BlackBerry Technical Consultant or Trainer will deliver one (1) day of knowledge transfer. This knowledge transfer will focus on providing the IT administration staff the skills they need to manage the platform. 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. The BlackBerry Technical Consultant will hold an end user documentation workshop with Customer's marketing, communications and relevant mobility operational teams. The goal of this end user documentation workshop is to identify and review Customer plans to communicate awareness and availability of the solution under	End user documentation workshop Documented communications, rollout plan and recommendations Administration of knowledge transfer session(s)

Phases	Task Description	Deliverable
	development to its user community. The BlackBerry Technical Consultant will also assist with best practices for defining the structure and timing of the specific platform user rollout.	Receipt and acceptance email
	Where applicable, the BlackBerry Technical Consultant will offer recommended enhancements to Customer provisioning and communications processes to ensure optimal end user experience and adoption.	
	During the closure meeting the BlackBerry Project Manager and Customer will meet to: • Ensure there is an understanding of the final deployment configuration, where to locate additional product documentation and how to engage BlackBerry Technical Support and accessing the MyAccount Portal. • 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 Project Manager within three (3) business days of the Project close as further detailed in the Professional Services Agreement.	

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

d. 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.

e. BlackBerry Workspaces Unified Content Connector (BlackBerry Workspaces UCC) is out of scope of this Project. Services for BlackBerry Workspaces UCC may be purchased for a fee as an additional add-on to the scope of this Program Description.

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.