BlackBerry Enterprise Consulting –

Quickstart - BlackBerry Secure UEM and Productivity Suite - Freedom

Program Description (**"Quickstart - BlackBerry Secure UEM and Productivity Suite - Freedom" or "Project"), ("PS.QS.FS")**

> 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.

QUICKSTART - BLACKBERRY SECURE UEM AND PRODUCTIVITY SUITE - FREEDOM

INTRODUCTION

The BlackBerry Enterprise Consulting Program. Quickstart - BlackBerry Secure UEM and Productivity Suite – Freedom, is designed to help the Customer's organization deploy the licensed BlackBerry Secure UEM and Productivity Suite - Freedom software.

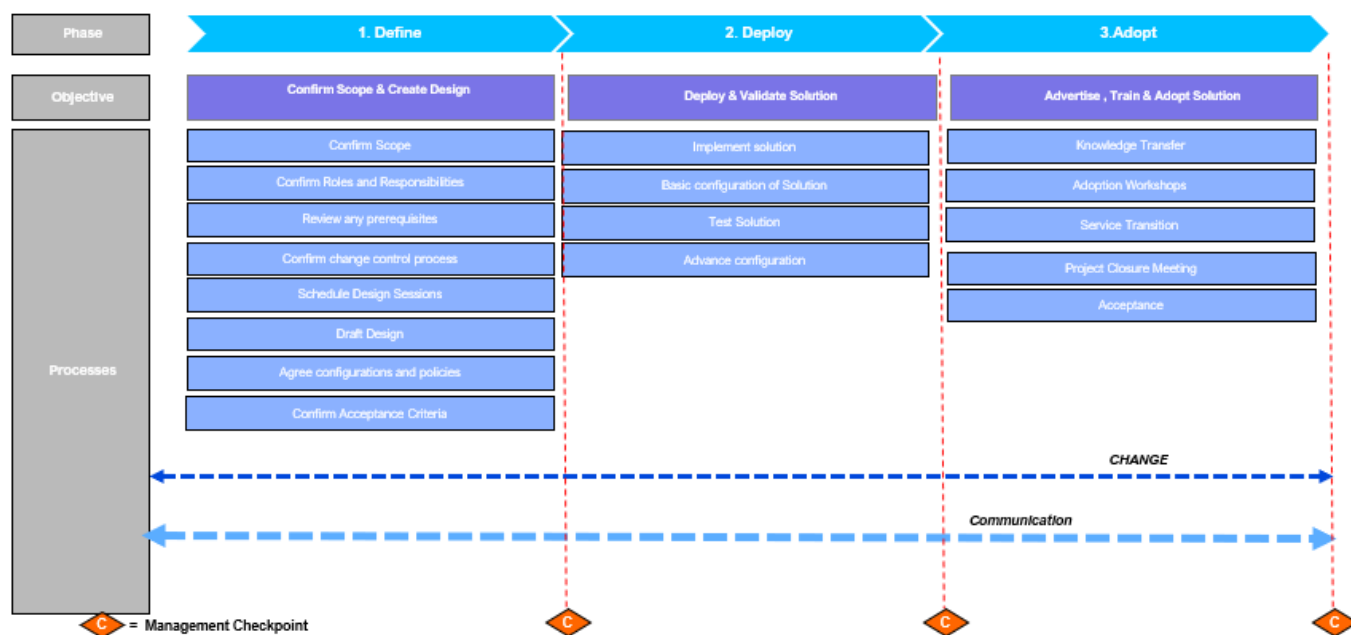### RESPONSIBILITIES AND KEY AREAS OF FOCUS

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, including same site high availability (HA)
- Implementation, configuration and testing of the platform
- Review of, and contribution to, end user communications and rollout plans
- Platform IT admin training
- Documentation supporting the Customer implementation

After the Project, the Customer will have deployed a scalable production environment as their Enterprise Mobility Management (EMM) solution.

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 have a call with the Customer post Project purchase to formally launch the Project. The agenda for the technical kick-off call will include: • Infrastructure discussion • Review prerequisites and next steps • A reference architecture diagram describing the environment will be produced and provided to the Customer and an appropriate architecture solution designed to fit the Customer's requirements will be defined. The aim of the technical kick-off call is to educate the Customer on the appropriate capabilities of the licensed technology purchased. A secondary objective of the call is to confirm the importance of the prerequisites being completed in advance of the install and configuration phase. Following the technical kick-off, the BlackBerry Project Manager will also set the date for the prerequisites validation check WebEx session.	Technical kick-off workshop Design session Prerequisites documented Reference Architecture Diagram
2. Deploy	The BlackBerry Technical Consultant will lead the installation of the Customer's implementation of the platform. This phase of the Project will include the following: • The BlackBerry Technical Consultant will review 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, Structured Query Language (SQL), application software requirements, and network requirements (such as firewall and IP address configuration);	Prerequisite validation check Installation and configuration of the platform to the specification in the approved ASD document Testing validation checklist for each deployed component

Phases	Task Description	Deliverable
	• Review and provide appropriate direction on necessary BlackBerry software licenses required for all product installations.	As Built document
	• Lead the Customer IT admin/installation team to install each of the applicable products	

	• Server products to be installed (license fees are not included in BlackBerry Enterprise Consulting fees):
	  I. BlackBerry Unified Endpoint Manager (UEM)
	      a. BlackBerry Dynamics
	  II. BlackBerry Enterprise Mobility Server (BEMS)
	      a. BEMS Push Notification Service
	      b. BEMS Docs
	      c. BEMS Connect	

	Perform the following configuration services:	
	• Create a new default IT policy/profile; with applicable consideration for Mobile Device Management (MDM) and Mobile Application Management (MAM) deployment requirements.	
	• Create a new default user group and assign the default IT Policy/Profiles to it.	
	Post-installation, the BlackBerry Technical Consultant will:	
	• Confirm that the configured servers are functioning per 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 applicable portfolio of BlackBerry Applications, such as BlackBerry Work, BlackBerry Access, BlackBerry Tasks, BlackBerry Notes, BlackBerry Edit, BlackBerry Bridge, custom apps, and Independent Software Vendors (ISV) applications.	
	• Verify administration functions e.g. communications with devices.	
	• 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.	
	• Execute applicable same-site HA tests for UEM, BlackBerry Dynamics and BEMS.	
	• Enable and setting up BlackBerry Analytics	
	Provide the As Built document capturing Customer specific platform installation parameters in the Customer production environment.	
3. Adopt	BlackBerry Enterprise Consulting will hold a workshop with Customer's marketing, communications and relevant mobility operational teams. The goal of this workshop is to identify and review Customer plans to communicate awareness and availability of the solution under development to its user community. BlackBerry Enterprise Consulting will also assist with best practices for defining the structure and timing of the specific platform user rollout. Where applicable, BlackBerry Enterprise Consulting will offer recommended enhancements to Customer provisioning and communications processes to ensure optimal end user experience and adoption. BlackBerry Technical Consultant will deliver a half (0.5) day of BlackBerry Secure UEM and Productivity Suite knowledge transfer	End user communication workshop Documented communications, rollout plan and recommendations Administration of knowledge transfer session(s)

BlackBerry Enterprise Consulting –Quickstart - BlackBerry Secure UEM and Productivity Suite - Freedom
Updated: January 20, 2020

Page 3 of 5

Phases	Task Description	Deliverable
	session(s). This will encompass UEM, BlackBerry Dynamics and BEMS. 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.	Receipt and acceptance email
	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 Workspaces is out of scope of this Project. Services for BlackBerry Workspaces may be purchased for a fee as an additional add-on to the scope of this 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.