BlackBerry Enterprise Consulting –

Annual Upgrade Program - BlackBerry Secure UEM and Productivity Suite - Up to 2 Servers

Program Description ("Annual Upgrade Program - BlackBerry Secure UEM and Productivity Suite - Up to 2 Servers" or "Project"), ("PS.UPG.AN2")

> 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.

ANNUAL UPGRADE PROGRAM - BLACKBERRY SECURE UEM AND PRODUCTIVITY SUITE - UP TO 2 SERVERS

INTRODUCTION

The BlackBerry Enterprise Consulting Program, Annual Upgrade Program - BlackBerry Secure UEM and Productivity Suite - Up to 2 Servers, is for customers looking for the experience and expertise to upgrade an existing single Good Dynamics or BlackBerry Enterprise Server (BES) or BlackBerry Unified Endpoint Manager (UEM) environment.

RESPONSIBILITIES AND KEY AREAS OF FOCUS

Throughout the Project a BlackBerry Technical Consultant will work with the Customer to ensure the following tasks are completed:

- Review of the existing infrastructure to determine the path to upgrade. The review considers suitability of current hardware, network placement of servers, database capacity and server sizing capacity
- Review of the existing configuration to determine how the upgraded UEM will be configured from current environment policies, applications, groups and which new UEM features, if any, are to be configured
- Development of the plan to upgrade the existing servers and, if used, changes to Direct Connect and Kerberos Constrained Delegation.
- Upgrade and testing of all servers and any necessary changes to existing configuration
- UEM administration training on the new features
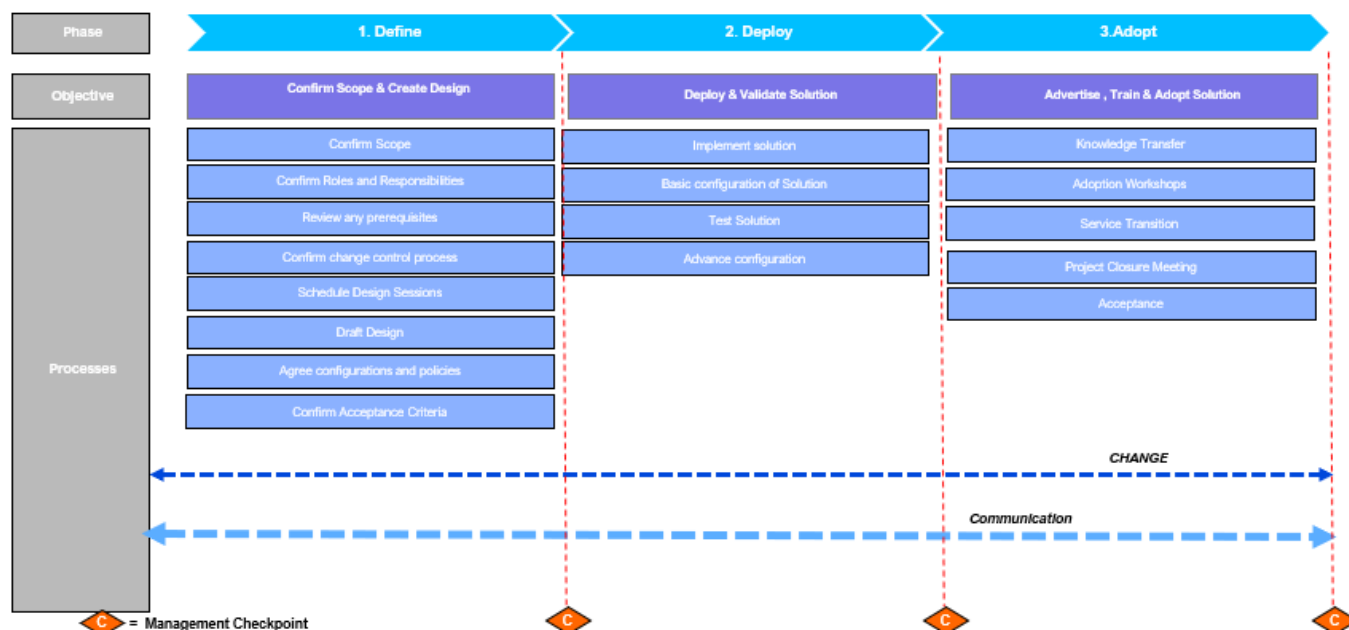- Documentation supporting the revised implementation

At the conclusion of the Project, customers upgrading to the latest UEM environment will have a production environment capable of supporting a wider range of devices to a deeper level of device management than the original BES, Good Dynamics or UEM environment.

If required, any database synchronization or merging will be carried out as part of the upgrade plan to enable the BlackBerry UEM features.

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 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 • 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. The Customer will allocate the resources to the design session to maximise the effectiveness of the session and enable the BlackBerry Technical Consultant to gather the information needed to design a Customer specific design document in the subsequent phase of the Project. To ensure Customer's optimal deployment of the upgraded platform, time is invested in designing a Customer specific upgrade plan. This upgrade plan will encompass all relevant licensed software, specific to the Customer's environment, with consideration for long-term scalability and same-site high availability (HA) solution or disaster recovery (cold standby) (DR) solution. During this phase, a BlackBerry Technical Consultant will: • Ensure that all current state issues and concerns are captured to baseline • Draft the Customer specific upgrade plan for the new UEM platform • Discuss current and planned enterprise messaging platforms and the UEM platform architecture. Microsoft Structured Query	Technical kick-off workshop Design session Prerequisites documented Upgrade plan

Phases	Task Description	Deliverable
	Language (MS SQL), Active Directory, network topology, virtualization, storage and relevant infrastructure • Determine design best practices based on the Customer's current Enterprise Management Mobility (EMM) configuration and policy requirements, industry standards, and long-term needs related to same site: (a) scalability planning; (b) extensibility; and (c) stability/HA/DR • Develop a detailed network architecture diagram, including HA or DR as applicable • Define and document permissions and configuration of any service accounts used for the installation, including Windows server permissions, database permissions, and required Secured Sockets Layer (SSL) certificates, as applicable • Review and define the Customer's IT policy requirements, including the general-purpose IT policies and commonly-modified IT policies • Upon Customer design acceptance, define, document and review UEM platform deployment prerequisites. (Note: The Customer is responsible for completing all prerequisites before installation tasks can begin) The final deliverable from this phase is an upgrade plan document capturing the upgrade approach and requirements for the target end state.	

2. Deploy	The BlackBerry Technical Consultant will lead the upgrade of the Customer's UEM platform, to design completion and acceptance during the preceding phase.
	
	This phase of the Project will include the following:
	
	• The BlackBerry Technical Consultant will review all prerequisite upgrade conditions, as communicated to the Customer during the preceding phase of the Project. This includes host server requirements, messaging server/Active Directory, Structured Query Language (SQL), application software requirements, and network requirements (such as firewall and IP address configuration)
	
	• Review and provide direction on necessary BlackBerry software licenses required for all product installations
	
	• Lead the Customer IT administration/installation team to install each of the applicable products
	
	• Server products to be upgraded (Note: license fees are not included in this Project and will be at an additional charge):
	
	    I. UEM Server
	    II. BlackBerry Dynamics (BlackBerry Control and BlackBerry Proxy)
	    III. BlackBerry Enterprise Mobility Server (BEMS)
	
	Perform the following configuration services:
	
	• Update the default IT policy/profile where required; with applicable consideration for Mobile Device Management (MDM) and Mobile Application Management (MAM) deployment requirements
	
	Update the default user group and assign the default IT policy/profiles to it
	
	Post installation, the BlackBerry Technical Consultant will:
		Prerequisite validation check
		
		Upgrade and any configuration of the platform to the specification in the approved upgrade plan
		
		Testing validation checklist for each deployed component
		
		Provide As Built document

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Phases	Task Description	Deliverable
	• Confirm that the upgraded servers are functioning per BlackBerry best practices, and consistent with the upgrade plan • 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 and select third party applications • Verify administration functions e.g. communications with devices • Ensure license information appears as expected • Ensure logging is working and target folders are correctly configured • Verify upgraded servers, as applicable, are functioning as expected, including confirmation that the Customer is able to view the provisioned users • Execute applicable same-site HA or DR tests for UEM, BlackBerry Dynamics and BEMS Provide the As Built document capturing Customer specific platform installation parameters in the Customer production environment.	
3. Adopt	The BlackBerry Technical Consultant will deliver half a day of BlackBerry Enterprise Mobility Suite knowledge transfer session(s) of the latest version of the UEM that has been upgraded. 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 Project Manager 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 Customer satisfaction survey • Resolve any issues that the Customer identified 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) days of the Project close as further detailed in the Professional Services Agreement.	Administration knowledge transfer session 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 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. 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 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. 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.

f. 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.