

BlackBerry Enterprise Consulting – Workspaces - On Prem Appliance Upgrade - 1 Server

Program Description (“Workspaces - On Prem Appliance Upgrade - 1 Server” or “Project”), (“PS.UPG.WKS.OP.AP1”)

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 - ON PREM APPLIANCE UPGRADE - 1 SERVER

INTRODUCTION

The BlackBerry Enterprise Consulting Program, Workspaces - On Prem Appliance Upgrade - 1 Server, is designed to help customers bring their licensed BlackBerry Workspaces AppX implementation (Advanced or Basic) to the latest version of BlackBerry Workspaces.

RESPONSIBILITIES AND KEY AREAS OF FOCUS

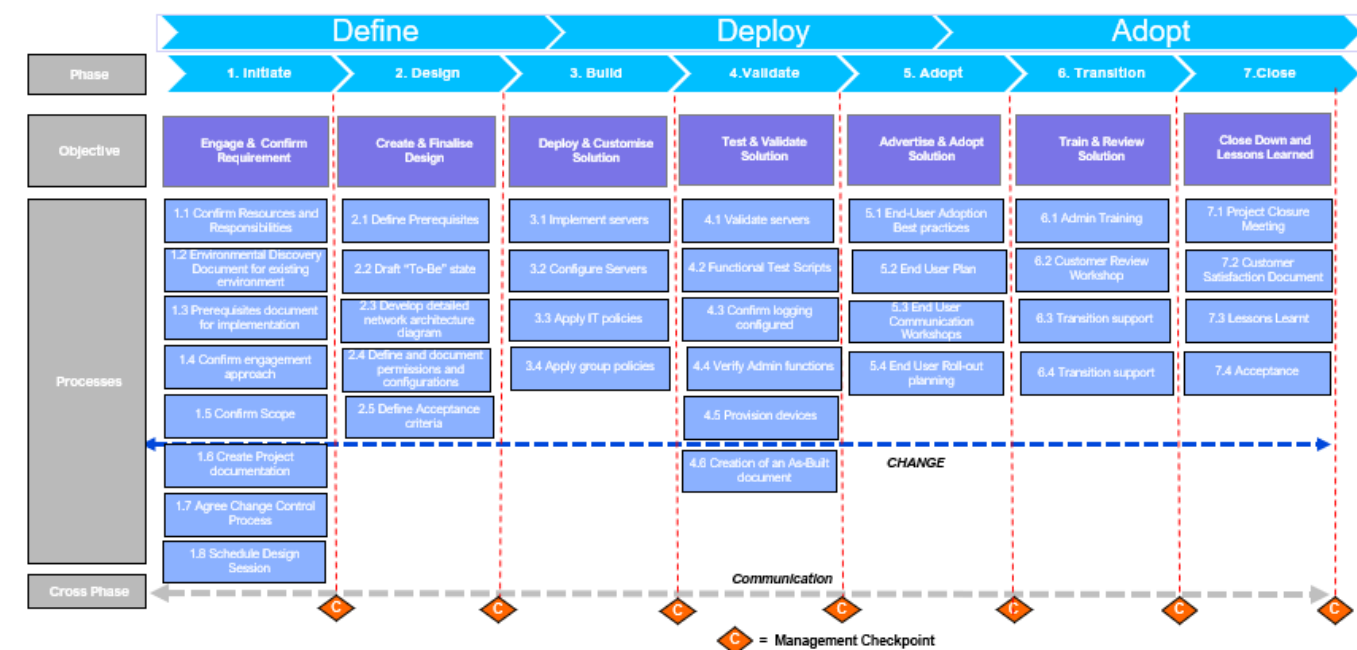
Throughout the Project, a BlackBerry Technical Consultant will work with the Customer to ensure the following tasks are completed:

- Review of the existing infrastructure to determine the path to upgrade. The review considers the suitability of current hardware, network placement of servers, database capacity and server sizing capacity
- Review of the existing configuration to determine if the BlackBerry Workspaces implementation, once upgraded, will require further configuration
- Development of an upgrade plan to identify the steps and corresponding requirements to be put in place
- Run the upgrade process:
 - check prerequisites
 - run the upgrade process across all servers
 - test device, workstation and server behaviours
 - repeat steps incrementally, as required
- Create an As Built document to record the process
- Review of, and contribution to, end user communications and rollout plans, as required

After the Project, the Customer will have in place the latest agreed version of BlackBerry Workspaces.

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	<p>The BlackBerry Technical Consultant will engage with the Customer post Project purchase to formally launch the Project.</p> <p>The agenda for the technical kick-off workshop will include:</p> <ul style="list-style-type: none"> Review of Customer's project objectives and success criteria Review of Project scope with consideration to the infrastructure and use of the existing BlackBerry Enterprise Server estate Review of the path for the upgrade Identify the prerequisites Identify the high-level Project milestones, including constraints, change approval and change window processes, including any major change freezes <p>During the design phase the BlackBerry Technical Consultant will:</p> <ul style="list-style-type: none"> Create the upgrade plan encompassing the Project objectives, scope, milestones and the path to upgrade Provide updated prerequisites 	<p>Technical kick-off workshop</p> <p>Review of scope, constraints and path to upgrade</p> <p>Prerequisites documented</p> <p>Upgrade plan</p>
2. Deploy	<p>This phase of the Project will include the following, the BlackBerry Technical Consultant will:</p> <ul style="list-style-type: none"> A review of all prerequisite conditions, as communicated to the Customer during the design phase of the Project. This includes, but is not limited to, host server requirements, application software 	<p>Prerequisite validation check</p> <p>Software upgraded to the latest version</p>

Phases	Task Description	Deliverable
	<p>requirements, and network requirements (such as firewall and IP address configuration)</p> <ul style="list-style-type: none"> Review and provide direction on necessary BlackBerry software licenses required for product upgrade Conduct the upgrade of each of the applicable products and components <p>After each upgrade phase the BlackBerry Technical Consultant will:</p> <ul style="list-style-type: none"> Confirm that the upgraded servers are functioning according to BlackBerry Workspaces best practices, and consistent with the original scope Verify administration functions e.g. communications with devices Ensure license information appears as expected Ensure logging is working and target folders are correctly configured Provide the As Built document capturing Customer specific platform installation parameters in the Customer production environment. 	<p>Testing validation checklists for each upgraded component</p> <p>Provide As Built document</p>
3. Adopt	<p>The BlackBerry Technical Consultant and Customer will have a call to discuss the following:</p> <ul style="list-style-type: none"> Review Project accomplishments Discuss any additional product documentation and how to engage BlackBerry Technical Support Discuss the receipt & acceptance email, which includes Customer satisfaction survey and Project sign off form Answer questions and/or provide guidance about the Project closing documentation Resolve any issues that the Customer identifies within the Project closing documentation, as long as the identified issues fall within the Project scope defined herein <p>The customer will:</p> <p>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.</p>	<p>Receipt and acceptance email</p> <p>Customer satisfaction survey</p>

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

- 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.
- 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.
- 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.
- 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.
- 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

- Making the necessary arrangements to allow BlackBerry to perform the Services.
- 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.
- Providing any requirements for screening or security clearance of key BlackBerry Consultants in advance of the Project start date.
- 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.
- Maintaining a valid BlackBerry Technical Support Services subscription with BlackBerry for the duration of the Project.
- Providing BlackBerry with Project-relevant documentation in a timely manner upon request by BlackBerry.
- Ensuring the Customer Project Manager and team members are assigned and available to meet for Project kick-off at Project start date.
- Ensuring key stakeholders are available in a timely manner to undertake tasks such as change control and documentation review.
- Ensuring any hardware requirements are met.
- 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.
- 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.
- 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>.

