BlackBerry UEM Jumpstart

Program Description ("Jumpstart Program Description")

1. Introduction

The BlackBerry Enterprise Consulting Jumpstart Program is designed to help the Customer's organization deploy the licensed BlackBerry software as efficiently as possible. This Jumpstart focuses specifically on BlackBerry Unified Endpoint Manager (BlackBerry UEM) deployment.

Throughout the Jumpstart engagement, a BlackBerry Enterprise Consulting Project Manager and Technical Consultant will work with the Customer to ensure the following tasks are completed:

- Planning and Design of a Production Class BlackBerry UEM server, including same site High Availability (HA)

- Implementation, Configuration and Testing of BlackBerry UEM

- Review of, and Contribution to, End User Communications and Rollout Plans.

- BlackBerry UEM IT Admin Training

- Documentation supporting the Customer Implementation

At the conclusion of the engagement, the Customer will have deployed a scalable and highly available BlackBerry UEM production environment as their Unified Endpoint Management solution.

2. BlackBerry UEM Functionality

By purchasing the appropriate BlackBerry Software Platform licensing, the Customer is licensed to use BlackBerry UEM. Based on Customer need and environmental ability to support these features, BlackBerry Enterprise Consulting will deliver a consulting engagement to successfully deploy all applicable software and functionality. This solution is additive to an existing BlackBerry UEM implementation, or can be deployed as a standalone configuration.

3. BlackBerry UEM Jumpstart Engagement Structure

The BlackBerry UEM Jumpstart Program includes the following sequenced tasks to be delivered in agreement between Customer and Black Berry Enterprise Consulting Project Manager.

Phases	Task Description	Deliverable
	All Customers	
Kick Off Workshop	• The Enterprise Consulting Project Manager and Technical Consultant will meet with the Customer post Jumpstart purchase to formally launch the engagement. The agenda for the Kick-Off Workshop will include: o Introduction of Team Members, and their roles and responsibilities o Review of Customer's project objectives and success criteria o Review of Project Scope o High-Level project milestones, including constraints, change approval and window process, and major change freeze. o High-level review of Prerequisites, to be confirmed during Design Session • The goal of this workshop is to educate the Customer on the appropriate capabilities of the licensed technology purchased, as the first step towards deploying it. A secondary objective of the workshop is to review project structure and schedule. During the Kick Off, the team will also set the date for the BlackBerry UEM Design Session.	1) Kick Off Work shop 2) Scheduled Design Session
Platform Design	To ensure Customer's optimal deployment of BlackBerry UEM, appropriate time is invested in designing a Customer specific implementation of the solution. This design will encompass all relevant licensed software, specific to a Customer's environment, with consideration for long term scalability and same site solution High Availability. During the Design Phase, a BlackBerry Enterprise Consulting Technical Consultant will: • Draft what the Customer specific Platform implementation of BlackBerry UEM will look like. • Discuss current and planned enterprise messaging platforms and the BlackBerry UEM architecture. MS SQL, Active Directory, network topology, virtualization, storage and relevant infrastructure are also reviewed in detail.	1) Documented Solution Prerequisites 2) Platform Design Document

Phases	Task Description	Deliverable
	• Determine design best practices based on the Customer's current EMM configuration and policy requirements, industry standards, and long term needs related to same site: (a) scalability planning; (b) extensibility; and (c) stability/high availability. • Develop a detailed network architecture diagram; • Define and document permissions and configuration of any service accounts used for the installation, including Windows server permissions, database permissions, and required SSL certificates, as applicable; • Review and define Customer's IT policy requirements, including the general purpose of IT policies and commonly-modified IT policies; • Upon Customer design acceptance, define, document and review BlackBerry UEM deployment prerequisites. (The Customer is responsible for completing the prerequisites before installation tasks may begin). • The final deliverable from the Design phase is a Design document capturing design decisions and the target end state of a Customer specific BlackBerry UEM implementation.	

Installation, Configuration of BlackBerry UEM	BlackBerry Enterprise Consulting will lead the installation of the Customer's implementation of BlackBerry UEM, to the design completed and accepted during the preceding Design Phase.
	
	This phase of the project will include the following:
	
	• Technical Consultant review of 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, SQL, application software requirements, and network requirements (such as firewall and IP address configuration);
	
	• Review and provide appropriate direction on necessary BlackBerry software licenses required for all product installations.
	
	• Lead the Customer IT Admin/Installation Team to install each of the applicable BlackBerry UEM servers.
	
	• Perform the following configuration services:
	  o Create a new default IT Policy/Profile; with applicable consideration for MDM and MAM deployment requirements.
	  o Create a new default user group and assign the
		1) Installation and Configuration of BlackBerry UEM to specification in Design Document.

Phases	Task Description	Deliverable
	Default IT Policy/Profiles to it.	
Post-Installation Validation	Post installation, the BlackBerry Enterprise Consulting Technical Consultant will: o Confirm that the installed servers are functioning according to BlackBerry best practices, and consistent with Design Document; o Walk through the successful provisioning and activation of three (3) devices (to be selected and provided by the Customer) communications with devices o Ensure appropriate license information appears as expected; and o Ensure logging is working and target folders are correctly configured. o Verify deployed servers, as applicable, are functioning as expected, including confirmation that the Customer able to view the aforementioned provisioned users. o Execute applicable same site High Availability tests for BlackBerry UEM.	1) Testing Validation Checklists for each deployed BES12 Server
End User Communications and Adoption Workshop	BlackBerry Enterprise Consulting Project Manager will hold a workshop with Customer 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 BlackBerry UEM community. BlackBerry Enterprise Consulting will also assist with best practices for defining the structure and timing of the BlackBerry UEM 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.	1) Workshop 2) Documented Communications and Rollout Plan and Recommendations
BlackBerry UEM Admin Training	BlackBerry Enterprise Consulting Technical Consultant or Trainer will deliver two (2) days of BlackBerry UEM Admin training. For the course curriculum, please see Annex A of this Jumpstart Program Description.	1) Delivery of BES12 Admin Training
Build Documentation	Document capturing Customer specific BlackBerry UEM installation parameters in the Customer production environment.	1) BlackBerry UEM Build Document

Phases	Task Description	Deliverable

Project Closure + Transition to Support Workshop	BlackBerry Project Manager and Customer will meet to
	
	    o Review project accomplishments
	
	    o Discuss final deployment configuration, where to locate additional product documentation and how to engage BlackBerry Technical Support.
	
	• Send the Customer the project closing documentation, which includes satisfaction survey and project sign off form.
	
	• Answer questions and/or provide guidance about the project closing documentation; and
	
	• 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.
	
	The Customer will:
	• Complete the project closing documentation and submit it to the BlackBerry Project Manager within 5 days of project close.
	
	If the Customer does not complete the project closing documentation, including customer satisfaction surveys, and submit it to the Project Manager within 5 days, BlackBerry will deem this as project acceptance and close the project.
		1) Project Closing Document
		2) Customer Satisfaction Survey

Project Management	BlackBerry Enterprise Consulting Project Management resource throughout project. Key roles and responsibilities • Run Project Kick Off Workshop • Run End User Communications and Adoption Workshop • Run Project Closure + Transition to Support Workshop • Maintain and communicated Project Issues Log • Weekly Project Status Meetings and Reports	1) Project Issues Log 2) Weekly Status Report

4. Deliverable Acceptance Criteria

Interim deliverables will be completed and presented to the client for review at regular intervals throughout the project. The client will review, and either accept, or document specific corrective items in writing within 3 business days. In the absence of any comments, deliverables produced by BlackBerry will be deemed accepted after 3 business days.

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5. Limitations & Jumpstart Exclusions

a. This Jumpstart covers the deployment of only BlackBerry UEM licensed solutions. Additional Enterprise Consulting offerings may be purchased as add-ons, otherwise additional consulting work not contained in this BlackBerry UEM Jumpstart Program is out of scope.

b. If Customer Prerequisites and other Customer tasks are not completed within a timely manner as agreed to with the BlackBerry Project Manager at the Design Document sign-off milestone and, as a consequence, the BlackBerry UEM Jumpstart Program completion is delayed by greater than two (2) weeks or ten (10) business days, BlackBerry reserves the right at its sole discretion to terminate the engagement without refund, or to charge the Customer for additional resources at BlackBerry's current daily rate of $2500 USD for the delay period.

c. Multi-Site Business Continuity (Disaster Recovery) is out of scope of this Jumpstart Program. This may be purchased as an additional add-on, please speak to your BlackBerry Account Manager for additional information.

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

6. Customer Responsibilities

a. Customer Project Team Members are assigned and available to meet for project Kick Off at project start date

b. The Customer must provide BlackBerry Representatives with information and resources to successfully execute the project. This can include, without limitation, providing access and credentials to systems, completing installation prerequisites, providing project resources, and attendance in planning, execution, or training meetings.

c. Client will ensure resources are available in a timely manner to undertake tasks such as change control and documentation review.

d. Customer must have the necessary escalation and communication channels to resolve any project blockers in a timely manner, including project dependencies on third parties and Customer's other vendors, suppliers, and consultants.

e. If BlackBerry Enterprise Consulting has to travel to a customer location for the delivery of this Jumpstart Program, there will be additional Travel and Expense costs. These Travel and Expense costs can be paid for prior to the engagement, or at actuals, at engagement completion.

f. Customer must have a right to use the software and licenses. This requires that the Customer must have purchased or converted the appropriate number and type of licenses, and have appropriate license rights to the target environment.

g. Hardware requirements are a responsibility of the Customer, and it is the Customer's responsibility to ensure the hardware requirements are met prior to the upgrade in accordance with BlackBerry's Software and Hardware Requirements to accommodate current version of BlackBerry Software being installed.

h. The Customer is responsible for Third Party software, hardware, or services outside of the BlackBerry software installer. The Customer is responsible for installations/upgrades/configurations/etc. identified by BlackBerry in the Pre-Installation Conference Call/ Consult. BlackBerry is not responsible for issues that result of the Customer not completing the prerequisites for installation, or Third Party service outages

and issues that prevent the BlackBerry representative from performing the installation in accordance with BlackBerry standards.

i.   End User education and enablement of End User mobile devices

j.   Customer will provide BlackBerry's assigned Program Manager with email confirmation of receipt and acceptance of the services rendered on a weekly basis and promptly following the completion of the project. All services shall be deemed to be delivered, and on no account shall BlackBerry be obligated under to deliver further services beyond sixty (60) days after the date specified on the Services order form.

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In addition to this Jumpstart, BlackBerry Enterprise Consulting offers additional consulting and

educational offerings for the BlackBerry Dynamics Platform. To learn more about these offerings,

please go to: **http://us.blackberry.com/enterprise/products/support-services.html**

Annex A
BlackBerry UEM Platform Two Day Admin Training Curriculum

Over the two day training period, the following concepts will be covered:

- Connect BlackBerry UEM to a company directory
- Obtain and register an APNs certificate
- Set a login notice for the BlackBerry UEM consoles
- Add an enrollment configuration for DEP
- Describe the difference between directory groups and local groups
- Create and manage user groups
- Create and manage device groups
- Create and manage administrator accounts
- Configure the BlackBerry MDS Connection Service
- Configure the BlackBerry Collaboration Service
- Configure gatekeeping
- Create and manage profiles
- Describe the features and benefits of using IT policies
- Create and manage IT policies
- Manage apps
- Create compliance rules
- Control the software release that users can install on BlackBerry 10 devices

BlackBerry Corporation 6700 Koll Center Parkway, #200 Pleasanton, California USA 94566 Tel: (925) 931-6065 Fax: (925) 931-6061 Website: http://www.BlackBerry.com Email: info@blackberry.com	**BlackBerry Limited** 2200 University Ave. E Waterloo, Ontario Canada N2K 0A7 Tel: (519) 888-7465 Fax: (519) 888-6906 Website: http://www.BlackBerry.com Email: info@blackberry.com
BlackBerry UK Limited 200 Bath Road Slough, Berkshire United Kingdom SL1 3XE Tel: +44 (0)1784 477465 Fax: +44 (0)1784 477455 Website: http://www.BlackBerry.com Email: info@blackberry.com	**BlackBerry Singapore Pte. Limited** The Synergy Building, 2nd Floor 1 International Business Park Singapore 609917 Tel: +65 6879 8700 Website: http://www.BlackBerry.com Email: info@blackberry.com