

# Good Secured Application (Good Work) Jumpstart Program Description (“Jumpstart Program Description”)

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## **1. Introduction**

The BlackBerry Professional Services Jumpstart Program is designed to help the Customer's organization deploy the licensed Good Secured Applications (GSA) software as efficiently as possible.

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

- Planning and Design of a Production Class GSA Platform, including same site High Availability (HA)
- Implementation, Configuration and Testing of the GSA Platform
- Review of, and Contribution to, End User Communications and Rollout Plans.
- GSA Platform IT Admin Training
- Documentation supporting the Customer Implementation

At the conclusion of the engagement, the Customer will have deployed a scalable and highly available GSA production environment as their Enterprise Mobility Management solution.

## **2. Good Secured Application (Good Work) Functionality**

By purchasing the appropriate Good Secure Software Suite, the Customer is licensed to use Good Work and other Good Secured Applications. Based on Customer need and environmental ability to support these features, BlackBerry Professional Services will deliver a consulting engagement to successful deploy all applicable software and functionality. This solution is additive to an existing BES12 implementation, or can be deployed as a standalone configuration. The core server applications will be Good Dynamics (GD) and the Good Enterprise Mobility Server (GEMS), which are both used to support Good Work and other GSA.

### 3. GSA Jumpstart Engagement Structure

The Good Secured Application Jumpstart Program includes the following sequenced tasks to be delivered in agreement between Customer and Black Berry Professional Services Project Manager.

| Phases                   | Task Description  | Deliverable   |
|--------------------------|---|---|
| <b>All Customers</b>     |   |   |
| <p>Kick Off Workshop</p> | <ul style="list-style-type: none"> <li>• The Professional Services 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:               <ul style="list-style-type: none"> <li>○ Introduction of Team Members, and their roles and responsibilities</li> <li>○ Review of Customer's project objectives and success criteria</li> <li>○ Review of Project Scope</li> <li>○ High-Level project milestones, including constraints, change approval and window process, and major change freeze.</li> <li>○ High-level review of Prerequisites, to be confirmed during Design Session</li> </ul> </li> <li>• 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 Technical Platform Design Session.</li> </ul> | <ol style="list-style-type: none"> <li>1) Kick Off Work shop</li> <li>2) Scheduled Design Session</li> </ol>                |
| <p>Platform Design</p>   | <p>To ensure Customer's optimal deployment of the GSA Platform, appropriate time is invested in designing a Customer specific implementation of the Platform. 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.</p> <p>During the Design Phase, a BlackBerry Professional Services Technical Consultant will:</p> <ul style="list-style-type: none"> <li>• Draft what the Customer specific Platform implementation of GSA Platform will look like.</li> <li>• Discuss current and planned enterprise messaging platforms and the GSA Platform architecture. MS SQL, Active Directory, network topology, virtualization, storage and relevant infrastructure are also reviewed in detail.</li> </ul>  | <ol style="list-style-type: none"> <li>1) Documented Solution Prerequisites</li> <li>2) Platform Design Document</li> </ol> |

| Phases   | Task Description   | Deliverable   |
|--|--|---|
|  | <ul style="list-style-type: none"> <li>• 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.</li> <li>• Develop a detailed network architecture diagram;</li> <li>• 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;</li> <li>• Review and define Customer's IT policy requirements, including the general purpose of IT policies and commonly-modified IT policies;</li> <li>• Upon Customer design acceptance, define, document and review GSA Platform deployment prerequisites. (The Customer is responsible for completing the prerequisites before installation tasks may begin).</li> <li>• The final deliverable from the Design phase is a Design document capturing design decisions and the target end state of a Customer specific GSA implementation.</li> </ul> |   |
| <p>Installation, Configuration of GSA Platform</p> | <p>BlackBerry Professional Services will lead the installation of the Customer's implementation of the GSA Platform, to the design completed and accepted during the preceding Design Phase.</p> <p>This phase of the project will include the following:</p> <ul style="list-style-type: none"> <li>• 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);</li> <li>• Review and provide appropriate direction on necessary BlackBerry software licenses required for all product installations.</li> <li>• Lead the Customer IT Admin/Installation Team to install each of the applicable GSA products.</li> </ul> <p style="text-align: center;">Server Products to be installed (license fees are not included in Professional Services fees):</p> <p style="text-align: center;">1. Good Dynamics (Good Control and Good</p> | <p>1) Installation and Configuration of GSA Platform to specification in Design Document.</p> |

| Phases   | Task Description   | Deliverable   |
|--|--|---|
|  | <p>Proxy)</p> <p>2. Good Enterprise Mobility Server (GEMS)</p> <ul style="list-style-type: none"> <li>• GEMS Instant Messaging</li> <li>• GEMS Docs Service</li> <li>• GEMS Push Notification Service</li> <li>• GEMS Presence</li> </ul> <ul style="list-style-type: none"> <li>• Perform the following configuration services: <ul style="list-style-type: none"> <li>○ Create a new default IT Policy/Profile; with applicable consideration for MDM and MAM deployment requirements.</li> <li>○ Create a new default user group and assign the Default IT Policy/Profiles to it.</li> </ul> </li> </ul>  |   |
| <p>Post-Installation Validation</p>                  | <p>Post installation, the BlackBerry Professional Services Technical Consultant will:</p> <ul style="list-style-type: none"> <li>○ Confirm that the installed servers are functioning according to BlackBerry best practices, and consistent with Design Document;</li> <li>○ Walk through the successful provisioning and activation of three (3) devices (to be selected and provided by the Customer); and the applicable portfolio of Good Secure Applications, such as Good Work, Good Access and ISV applications.</li> <li>○ Verify administration functions e.g. communications with devices;</li> <li>○ Ensure appropriate license information appears as expected; and</li> <li>○ Ensure logging is working and target folders are correctly configured.</li> <li>○ Verify deployed servers, as applicable, are functioning as expected, including confirmation that the Customer able to view the aforementioned provisioned users.</li> <li>○ Execute applicable same site High Availability tests for BES12, Good Dynamics and GEMS.</li> </ul> | <p>1) Testing Validation Checklists for each deployed GSA component</p>                     |
| <p>End User Communications and Adoption Workshop</p> | <p>BlackBerry Professional Services 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 GSA solution under development to its user community. BlackBerry Professional Services will also assist with best practices for defining the structure and timing of the GSA user rollout.</p> <p>Where applicable, BlackBerry Professional Services will offer</p>  | <p>1) Workshop</p> <p>2) Documented Communications and Rollout Plan and Recommendations</p> |

| Phases   | Task Description  | Deliverable  |
|--|---|--|
|  | recommended enhancements to Customer provisioning and communications processes to ensure optimal end user experience and adoption.  |  |
| GSA Platform Admin Training                      | <p>BlackBerry Professional Services Technical Consultant or Trainer will deliver four (4) days of Good Secure Collaboration Suite training. This will encompass a two day track for Good Dynamics and GEMS, and two days for BES12.</p> <p>For the course curriculum, please see Annex A of this Jumpstart Program Description.</p>   | 1) Delivery of GSA Platform Admin Training                     |
| Build Documentation                              | Document capturing Customer specific Good Secure Collaboration Suite installation parameters in the Customer production environment.  | 1) GSA Build Document  |
| Project Closure + Transition to Support Workshop | <p>BlackBerry Project Manager and Customer will meet to</p> <ul style="list-style-type: none"> <li>○ Review project accomplishments</li> <li>○ Discuss final deployment configuration, where to locate additional product documentation and how to engage BlackBerry Technical Support.</li> </ul> <ul style="list-style-type: none"> <li>• Send the Customer the project closing documentation, which includes satisfaction survey and project sign off form.</li> <li>• Answer questions and/or provide guidance about the project closing documentation; and</li> <li>• 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.</li> </ul> <p>The Customer will:</p> <ul style="list-style-type: none"> <li>• Complete the project closing documentation and submit it to the BlackBerry Project Manager within 5 days of project close.</li> </ul> <p>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.</p> | 1) Project Closing Document<br>2) Customer Satisfaction Survey |
| Project Management                               | <p>BlackBerry Professional Services Project Management resource throughout project.</p> <p>Key roles and responsibilities</p> <ul style="list-style-type: none"> <li>• Run Project Kick Off Workshop</li> <li>• Run End User Communications and Adoption Workshop</li> <li>• Run Project Closure + Transition to Support Workshop</li> </ul>  | 1) Project Issues Log<br>2) Weekly Status Report               |

| Phases | Task Description   | Deliverable |
|--------|--|-------------|
|        | <ul style="list-style-type: none"> <li>• Maintain and communicated Project Issues Log</li> <li>• Weekly Project Status Meetings and Reports</li> </ul> |             |

#### 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.

#### 5. Limitations & Jumpstart Exclusions

- a. This Jumpstart covers the deployment of only the GSA licensed solutions. Additional Professional Services offerings may be purchased as add-ons, otherwise additional consulting work not contained in this GSA 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, GSA 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. Good Work and Good Access Single Sign On via Kerberos Constrained Delegation (KCD) is out of scope for this Jumpstart Program. This may be purchased as an additional add-on, please speak to your BlackBerry Account Manager for additional information.
- e. Direct Connect functionality for the GSA Platform is out of scope for this Jumpstart Program. This may be purchased as an additional add-on, please speak to your BlackBerry Account Manager for additional information.
- f. 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 has 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 Professional Services 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, 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 Good'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 Good 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 Professional Services offers additional consulting and educational offerings for the Good Secure Platform. To learn more about these offerings, please go to: <http://us.blackberry.com/enterprise/products/support-services.html>

## Annex A

### GSA Platform Admin Training Curriculum

#### **Day 1 - Good Dynamics Admin Training**

- GD System Fundamentals – Overview of the GD system fundamentals, architecture, and communication.
- GD Preparation & Deployment – Attendees will use the Training / Build servers to review and prepare GD prerequisites and will deploy the GC/GP software.
- Working with GC Web Console – Learn capabilities of GC Web Console and run exercises to create and manage users, applications, and policies.
- GD Security – Attendees will use the GC Web Console to enforce security, provisioning, compliance, and application security policies. Review advanced security rules and GD configurations.
- Get Users Started – Attendees will use exercises to provision users with GD-based applications and will support users through GC Web Console and User Self Service.
- GD Tools – Learn and use common GD troubleshooting tools
- High Availability, Disaster Recovery, and Best Practices – Examine High Availability setup, disaster recovery mechanisms and other best practices.
- Implement Commonly Used Apps – Review Good Share & Good Connect, two commonly used GD applications.
- Troubleshooting GD – Understand how to troubleshoot common log, server, and handheld issues.

#### **Day 2 – Good Enterprise Mobility Server**

- GEMS Fundamentals – Introduce GEMS and integration with external systems including GD, Microsoft Exchange, and Microsoft Lync
- On-premises vs. Cloud-based (SaaS) Deployments – Review Good Control cloud-based implementations & support implications
- GD+GEMS Integration – Review GD training with focus on supporting GEMS deployments
- GEMS Preparation & Deployment – Learners will use the Training / Build servers to review and prepare GEMS prerequisites and will deploy the GEMS software.
- GEMS Configuration – Learners will configure the GEMS solution and integration with other systems
- Troubleshooting GEMS – Understand how to troubleshoot common log, server, and handheld issues

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