

Good Secure Management Suite 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 Secure Management Suite (GSMS) software as efficiently as possible.

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

- Planning and Design of a Production Class GSMS Platform, including same site High Availability (HA)
- Implementation, Configuration and Testing of the GSMS Platform
- GSMS Platform Training

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

2. Good Secure Management Suite Functionality

By purchasing the GSMS, the Customer is licensed to use the functionalities indicated in the table below. 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. The core of the Platform consists of the BES12 and Good Dynamics server software, with functionality extensions via the Good Secure Application, Good Access.

Good Secure Content Suite Functionality	
Supported OS + Licensed Functionality	iOS, Android, W10, Android for Work, BB10 Regulated, Samsung KNOX Workspace
MDM / MAM (BES12)	✓
Secure Browser (Good Access)	✓

3. GSMS Jumpstart Engagement Structure

The Good Secure Management Suite Jumpstart Program includes the following sequenced tasks to be delivered in agreement between Customer and Black Berry Professional Services Technical Consultant.

Phases	Task Description	Deliverable
All Customers		
Kick Off Call	<ul style="list-style-type: none"> • The Professional Services 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"> ○ Introduction of Team Members, and their roles and responsibilities ○ Review of Customer's project objectives and success criteria ○ 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. 	1) Kick Off Call 2) Scheduled Design Session
Platform Design	<p>To ensure Customer's optimal deployment of the GSMS 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"> • Draft what the Customer specific Platform implementation of GSMS Platform will look like. • Discuss current and planned enterprise messaging platforms and the GSMS Platform architecture. MS SQL, Active Directory, network topology, virtualization, storage and relevant infrastructure are also reviewed in detail. • 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 GSMS 	1) Documented Solution Prerequisites 2) Platform Design Document

Phases	Task Description	Deliverable
	<p>Platform deployment prerequisites. (The Customer is responsible for completing the prerequisites before installation tasks may begin).</p> <ul style="list-style-type: none"> The final deliverable from the Design phase is a Design document capturing design decisions and the target end state of a Customer specific GSMS implementation. 	
<p>Installation, Configuration of GSMS Platform</p>	<p>BlackBerry Professional Services will lead the installation of the Customer's implementation of the GSMS Platform, to the design completed and accepted during the preceding Platform Design Phase in this Jumpstart.</p> <p>This phase of the project will include the following:</p> <ul style="list-style-type: none"> 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 GSMS products. <p>Server Products and configurations to be installed (license fees are not included in Professional Services fees):</p> <ol style="list-style-type: none"> BES12 + Enterprise ID & VPN Authentication Good Dynamics (Good Control and Good Proxy) <ul style="list-style-type: none"> Perform the following configuration services: <ul style="list-style-type: none"> Create a new default IT Policy/Profile; with applicable consideration for MDM and MAM deployment requirements. Create a new default user group and assign Default IT Policy/Profiles to it. 	<p>1) Installation and Configuration of GSMS Platform to specification in Design Document.</p>
<p>Post-Installation Validation</p>	<p>Post installation, the BlackBerry Professional Services Technical Consultant will:</p> <ul style="list-style-type: none"> Confirm that the installed servers are functioning according to 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 Good Secure Application, Good Access Verify administration functions e.g. communications with devices; Ensure appropriate license information appears as expected; and Ensure logging is working and target folders are correctly configured. Verify deployed servers, as applicable, are functioning as expected, including confirmation that the Customer able to view the 	<p>1) Testing Validation Checklists for each deployed GSMS component</p>

Phases	Task Description	Deliverable
	<p>aforementioned provisioned users.</p> <ul style="list-style-type: none"> o Execute applicable same site High Availability tests for BES12 and Good Dynamics 	
GSMS Platform Admin Training	BlackBerry Professional Services Technical Consultant or Trainer will deliver two (2) days of Good Secure Mobility Suite training. This will encompass a two day best practices track for Good Dynamics and BES12.	1) Delivery of GSMS Platform Admin Training
Project Closure + Transition to Support Workshop	<p>BlackBerry Project Manager and Customer will meet to</p> <ul style="list-style-type: none"> o Review project accomplishments o Discuss final deployment configuration, where to locate additional product documentation and how to engage BlackBerry Technical Support. <ul style="list-style-type: none"> • 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. <p>The Customer will:</p> <ul style="list-style-type: none"> • Complete the project closing documentation and submit it to the BlackBerry Project Manager within 5 days of project close. <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>	<p>1) Project Closing Document</p> <p>2) Customer Satisfaction Survey</p>

4. Deliverable Acceptance Criteria

Interim deliverables will be completed and presented to the Customer 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 requesting corrections to specific items, 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 GSMS licensed solutions. Additional Professional Services offerings may be purchased as add-ons; otherwise additional consulting work not contained in this GSMS 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, GSMS 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 GSMS 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 or hardware, tools, or utilities.

6. Customer Responsibilities

- a. Customer Project Team Members must be 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 will ensure that it 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 have the appropriate type and number of 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 the current version of BlackBerry Software being installed.

- h. The Customer is responsible for Third Party software, hardware, or services outside of the BlackBerry software installation. 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

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>

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All services shall be deemed to be delivered, and in no event shall BlackBerry be obligated to deliver further services beyond sixty (60) days after the date specified on the Services Order form.

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