BlackBerry Enterprise Mobility Suite – Collaboration Edition Jumpstart

Program Description, August 2017
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Introduction

The BlackBerry Enterprise Consulting Jumpstart Program is designed to help the Customer’s organization deploy the licensed BlackBerry Enterprise Mobility Suite (BEMS) Collaboration Edition software as efficiently as possible and ensures the customer gets the quickest return on investment from your BlackBerry software. Jumpstart Program implementations are intended to support up to 2,000 users.

The Jumpstart Program is best suited for customers looking for the necessary experience and expertise to deploy and test the BlackBerry Enterprise Mobility Suite (BEMS) Collaboration Edition. With expert project management, knowledge transfer to IT Admin, Support and Operations teams, end user change management and mobility adoption workshops, the Jumpstart Program will help you deliver upon your mobility strategy.

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 BEMS Collaboration Edition Platform, including same site high availability (HA) or Disaster Recover (cold standby)
- Implementation, configuration and testing of the BEMS Collaboration Edition platform
- Review of, and contribution to, end user communications and rollout plans
- BEMS Collaboration Edition platform IT admin training
- Documentation supporting the customer implementation

After the engagement, the customer will have deployed a scalable and highly available or cold standby BEMS Collaboration Edition production environment as their Enterprise Mobility Management (EMM) solution.
## Functionality

The following features are licensed with the BEMS Collaboration Edition. Where the customer’s environment supports these features, BlackBerry Enterprise Consulting will deliver an engagement to successfully deploy all applicable software and functionality. The Jumpstart is based on the customer only having a single server of each product.

### BlackBerry Enterprise Mobility Suite —Collaboration Edition Functionality

<table>
<thead>
<tr>
<th>Supported OS &amp; licensed functionality</th>
<th>iOS, Android, W10, Android for Work, BB10 Regulated, Samsung KNOX Workspace</th>
</tr>
</thead>
<tbody>
<tr>
<td>MDM/ MAM – (UEM)</td>
<td>✓</td>
</tr>
<tr>
<td>Secure Browser – (BlackBerry Access)</td>
<td>✓</td>
</tr>
<tr>
<td>Secure Connectivity</td>
<td>✓</td>
</tr>
<tr>
<td>Secure Email/PIM (BlackBerry Work)</td>
<td>✓</td>
</tr>
<tr>
<td>Secure ISV Apps Distribution</td>
<td>✓</td>
</tr>
<tr>
<td>Secure SharePoint, File Shares (BlackBerry Share)</td>
<td>✓</td>
</tr>
<tr>
<td>Enterprise IM (BlackBerry Connect)</td>
<td>✓</td>
</tr>
<tr>
<td>Document Editing</td>
<td>✓</td>
</tr>
</tbody>
</table>
## Engagement Structure

The BlackBerry Enterprise Mobility Suite Collaboration Edition Jumpstart includes the following sequenced tasks to be delivered in agreement between Customer and BlackBerry Enterprise Consulting Project Manager.

The Jumpstart engagement phases are broken down as follows:

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<thead>
<tr>
<th>Phases</th>
<th>Task Description</th>
<th>Deliverables</th>
</tr>
</thead>
</table>
| Initiate | The BlackBerry Enterprise Consulting Project Manager and Technical Consultant will meet with the customer post Jumpstart purchase to formally launch the engagement. 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 freeze.  
• 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. During the Technical Kick-Off Workshop, the team will also set the date for the technical platform design session and the customer will allocate appropriate resources to the design phase of the project. | Technical Kick Off Workshop  
Scheduled Design Session |
| Design   | To ensure customer’s optimal deployment of the platform, an appropriate amount of time is invested in designing a customer specific implementation of the platform. This design will encompass all relevant licensed software, specific to the customer’s environment, with consideration for long term scalability and same site high availability or disaster recovery (cold standby) solution.  
During the design phase, a BlackBerry Enterprise Consulting Technical Consultant will:  
• Draft what the customer specific platform implementation of BEMS Collaboration Edition will look like.  
• Discuss current and planned enterprise messaging platforms and the BEMS Collaboration 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/DR.  
• Develop a detailed network architecture diagram, including HA or DR as applicable; | Documented Prerequisites  
Architectural Solution Design (ASD) or Design Document |
<table>
<thead>
<tr>
<th>Phases</th>
<th>Task Description</th>
<th>Deliverables</th>
</tr>
</thead>
</table>
|                | • 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 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 BEMS Collaboration Edition deployment prerequisites. (The customer is responsible for completing the prerequisites before installation tasks may begin).  

The final deliverable from the design phase is an Architecture Solution Design (ASD) document capturing design decisions and the target end state of a customer specific implementation.  

BlackBerry Enterprise Consulting will lead the installation of the Customer's implementation of the platform, 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 products.  
• Server products to be installed (license fees are not included in Enterprise Consulting fees):  
  I. UEM  
  II. BlackBerry Dynamics (BlackBerry Control and BlackBerry Proxy)  
  III. BlackBerry Enterprise Management Server (BEMS)  
    a) BEMS Instant Messaging  
    b) BEMS Docs Service  
    c) BEMS Push Notification Service  
    d) BEMS Presence  

Perform the following configuration services:  
• Create a new default IT policy/profile; with applicable consideration for MDM and MAM deployment requirements.  
• Create a new default user group and assign the Default IT Policy/Profiles to it.  

Prerequisite Validation Check  
Installation & configuration of the platform to the specification in the ASD or other Design document
<table>
<thead>
<tr>
<th>Phases</th>
<th>Task Description</th>
<th>Deliverables</th>
</tr>
</thead>
<tbody>
<tr>
<td>Validate</td>
<td>Post installation, the BlackBerry Enterprise Consulting Technical Consultant will:</td>
<td>Testing Validation Checklists for each deployed component</td>
</tr>
<tr>
<td></td>
<td>• Confirm that the installed servers are functioning per BlackBerry best practices, and consistent with design document;</td>
<td>As-Built document</td>
</tr>
<tr>
<td></td>
<td>• 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 ISV applications.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Verify administration functions e.g. communications with devices;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Ensure appropriate license information appears as expected;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Ensure logging is working and target folders are correctly configured;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Verify deployed servers, as applicable, are functioning as expected, including confirmation that the Customer able to view the provisioned users.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Execute applicable same site High Availability or Disaster Recovery tests for UEM, BlackBerry Dynamics and BEMS.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Provide the “As-Built” document capturing Customer specific platform installation parameters in the Customer production environment.</td>
<td></td>
</tr>
<tr>
<td>End User Adoption</td>
<td>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 solution under development to its user community. BlackBerry Enterprise Consulting will also assist with best practices for defining the structure and timing of the specific platform 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.</td>
<td>End User Communication Workshop</td>
</tr>
<tr>
<td>Knowledge Transfer</td>
<td>BlackBerry Enterprise Consulting Technical Consultant or Trainer will deliver two (2) days of BlackBerry Enterprise Mobility Suite Collaboration Edition knowledge transfer sessions. This will encompass a two-day track for BlackBerry Dynamics and BEMS, and one (1) day for UEM. For the course curriculum, please see Annex A of this document. This training is included in the BEMS Collaboration Edition Jumpstart and it is the customer decision if they would like to receive it during the applicable Jumpstart terms of use window. If the customer will not receive this training then they will be asked to accept the deliverable as delivered, or not to be used.</td>
<td>Delivery of Platform Admin Knowledge Transfer Sessions.</td>
</tr>
<tr>
<td>Phases</td>
<td>Task Description</td>
<td>Deliverables</td>
</tr>
<tr>
<td>--------</td>
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</table>
| Close  | BlackBerry Enterprise Consulting 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 Satisfaction Survey.  
• Resolve any issues that the Customer identifies 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 5 days of project close.  
Please Note: If the Customer does not respond to the Receipt & Acceptance mail, 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. | Receipt Acceptance Email  
Customer Satisfaction Survey |
Project Management

BlackBerry Enterprise Consulting Project Management resource is assigned continuously throughout project.

Key roles and responsibilities

• Schedule and run Project Kick Off Workshop
• Run End User Communications and Adoption Workshop
• Run Project Closure + Transition to Support Workshop
• Maintain and communicate Project Issues Log
• Weekly Project Status Meetings and Engagement Tracker

Deliverable Acceptance Criteria

Interim deliverables will be completed and presented to the client for review at regular intervals throughout the Jumpstart as agreed. 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.

Limitations & Jumpstart Exclusions

• This Jumpstart covers the deployment of only BEMS Collaboration Edition licensed solutions. Additional BlackBerry Enterprise Consulting offerings may be purchased as Add-Ons; otherwise additional consulting work not contained in this Jumpstart Program is out of scope.
• 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 Jumpstart 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.
• Multi-Site Business Continuity (High Availability and/or additional 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 and pricing.
• BlackBerry is not responsible for the installation, configuration, or validation of any third-party software, tools, or utilities.
• Only BlackBerry server software that is Generally Available to commercial customers as of the date of the Technical Kick-off Meeting will be in scope and deployed. There will be no upgrade provided where a new version of software is released during the term of the Jumpstart engagement. Where an upgrade is recommended or required, the Customer will need to engage with their Account Team to define and price a separate upgrade engagement.
• Where the customer’s infrastructure supports it, and if is included as an Add-On to the Jumpstart package, BlackBerry Enterprise Consulting will implement Single Sign On (SSO) using KCD for BlackBerry BEMS Services that support KCD. BlackBerry Enterprise Consulting is not responsible for the implementation and configuration of KCD in the customer’s infrastructure.
• Where the customer’s infrastructure supports it, and if is included as an Add-On to the Jumpstart package, BlackBerry Enterprise Consulting will implement and configure a support mode of Direct Connect for BlackBerry Dynamics Applications.
Customer Responsibilities

a) The Customer must provide appropriate resources to attend the Technical Kick Off Meeting, at commencement date.

b) The Customer must provide BlackBerry representatives with information and resources to successfully execute the Jumpstart. 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) Customer 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 blockers in a timely manner, including dependencies on third parties and Customer’s other vendors, suppliers, and consultants.

e) If BlackBerry Enterprise Consulting should 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 engagement, 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, and 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 arise as a 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) Customer is responsible for end-user education and enablement of end-user mobile devices.

j) Customer will provide BlackBerry’s assigned Engagement 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.

BlackBerry may subcontract all or a portion of the services and/or have the services performed by one of its affiliates.

BlackBerry Enterprise Consulting offers additional consulting and educational offerings. To learn more about these offerings, please go to: http://us.blackberry.com/enterprise/products/support-services.html.

Note: the services described in this Program Description are subject to the terms and conditions of the Business Services by BlackBerry Terms at https://ca.blackberry.com/legal/technical-support-terms.
Annex A
Blackberry Enterprise Mobility Suite — Collaboration Edition Admin Knowledge Transfer Curriculum

<table>
<thead>
<tr>
<th>UEM Knowledge Transfer Syllabus</th>
</tr>
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<tbody>
<tr>
<td>Connect UEM to a company directory</td>
</tr>
<tr>
<td>Obtain and register an APNs certificate</td>
</tr>
<tr>
<td>Set a login notice for the UEM consoles</td>
</tr>
<tr>
<td>Add an enrolment configuration for DEP</td>
</tr>
<tr>
<td>Describe the difference between directory groups and local groups</td>
</tr>
<tr>
<td>Create and manage user groups</td>
</tr>
<tr>
<td>Create and manage device groups</td>
</tr>
<tr>
<td>Create and manage administrator accounts</td>
</tr>
<tr>
<td>Configure the BlackBerry MDS Connection Service</td>
</tr>
<tr>
<td>Configure the BlackBerry Collaboration Service</td>
</tr>
<tr>
<td>Configure gatekeeping</td>
</tr>
<tr>
<td>Control the software release that users can install on BlackBerry 10 devices</td>
</tr>
<tr>
<td>Create and manage profiles</td>
</tr>
<tr>
<td>Describe the features and benefits of using IT policies</td>
</tr>
<tr>
<td>Create and manage IT policies</td>
</tr>
<tr>
<td>Manage apps</td>
</tr>
<tr>
<td>Create compliance rules</td>
</tr>
</tbody>
</table>
**BlackBerry Dynamics Admin Knowledge Transfer Syllabus**

- **BD System Fundamentals** – Overview of the BD system fundamentals, architecture, and communication.
- **BD Preparation & Deployment** – Attendees will use the Training / Build servers to review and prepare BD prerequisites and will deploy the BC/BP software.
- **Working with BC Web Console** – Learn capabilities of BC Web Console and run exercises to create and manage users, applications, and policies.
- **BD Security** – Attendees will use the BC Web Console to enforce security, provisioning, compliance, and application security policies. Review advanced security rules and BD configurations.
- **Get Users Started** – Attendees will use exercises to provision users with BD-based applications and will support users through GC Web Console and User Self Service.
- **BD Tools** – Learn and use common BD 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 BlackBerry Share & BlackBerry Connect, two commonly used BD applications.
- **Troubleshooting BD** – Understand how troubleshoot common log, server, and handheld issues.

**BlackBerry Enterprise Mobility Server Knowledge Transfer Syllabus**

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

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