

BlackBerry Enterprise Consulting – Dynamics SDK Developer Training

Program Description (“Dynamics SDK Developer Training”)

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.

DYNAMICS SDK DEVELOPER TRAINING

INTRODUCTION

The two (2) day BlackBerry Dynamics Developer Workshop package is designed to help BlackBerry Dynamics customers with existing Mobile Practices get their BlackBerry Dynamics Deployment off the ground correctly. A combination of BlackBerry customer specific consulting and training elements, this package ensures that a client has the necessary knowledge for deploying BlackBerry Dynamics SDK based applications.

ATTENDEE PREREQUISITES

- All attendees must be proficient in Apple xCode 4.0.1 and iOS SDK of 4.3 and above
- All attendees must bring a Macintosh laptop to class
- If Android related concepts are of interest, attendees are expected to have fundamental understanding of Java and related Android OS technology.
- Prior to attending the course, each client must have created a BlackBerry Dynamics server infrastructure

PHASES

DAY	TITLE	AREA OF FOCUS
DAY 1	BlackBerry Dynamics Overview	IT focused classroom style driven course, encompassing BlackBerry Dynamics BlackBerry Control covered in detail Server Clustering and Affinities for Developers Extensive hands-on lab exercises
DAY 2	BlackBerry Dynamics APIs	Review of BlackBerry Dynamics SDK APIs and Concepts <ul style="list-style-type: none"> • Authorization and Runtime Object APIs • Secure Storage APIs • Secure Communication APIs • Push Channel API • BD Authentication Token Mechanism • Kerberos Constrained Delegation (KCD) • AppKinetics Service Basics and File Transfer • Application Policies • Shared Services Framework. App-Based Services and Server-Based Services Troubleshooting Guidelines Compiling, testing, distribution, provisioning of sample app Application Publishing Best Practices

SKU

DELIVERABLE ACCEPTANCE CRITERIA

BlackBerry may present interim deliverables to the customer for review throughout the Configuration Check. Should BlackBerry present an interim deliverable, the customer will review, and either accept, or document specific corrective items in writing within three (3) business days. In the absence of any comments, deliverables produced by BlackBerry will be deemed accepted after three (3) business days.

SKU

PS.TRAINING – Qty x 2

LIMITATIONS & EXCLUSIONS

- Working time is defined as Monday to Friday (excluding local bank/statutory holidays), 9am-5pm, with a 60 minute break for lunch.
- This training covers the BlackBerry Dynamics solutions. Additional Enterprise Consulting offerings may be purchased as add-ons, otherwise additional consulting work not contained in this training is out of scope.
- 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. There will be no upgrade provided where a new version of software is released during the course of the Engagement. Where this is required the customer will need to engage with their BlackBerry account team to determine next steps and additional costs.

CUSTOMER RESPONSIBILITIES

- a. The customer must provide appropriate resources to attend applicable meetings on the commencement date.
- b. The customer must provide BlackBerry representatives with information and resources to successfully execute work. This can include, without limitation, providing access and credentials to systems, completing installation prerequisites, providing Engagement 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 engagement, 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. The customer shall provide at least forty-eight (48) hours' notice for the cancellation or postponement of any work already scheduled as part of this Engagement.
- g. BlackBerry Enterprise Consulting 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.
- h. Customer must have a right to use the software and licenses. This requires that the customer must have purchased or converted, and have the appropriate license rights to the target environment.
- i. 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.
- j. 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 its assessment. 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.
- k. End user education and enablement of end user mobile devices.

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: <https://ca.blackberry.com/enterprise/enterprise-consulting> and <https://www.blackberry.com/ca/en/services/professional-services/blackberry-cybersecurity-consulting>

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>.

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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 in the applicable contract and/or order form.

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