

BlackBerry Enterprise Consulting – KCD Assessment Add-On

Program Description (“KCD Assessment Add-On”)

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.

KCD ASSESSMENT ADD-ON

INTRODUCTION

With Kerberos Constrained Delegation (KCD) end users can access enterprise resources without having to enter their network credentials. KCD uses service tickets that are encrypted and decrypted by keys that do not contain the user’s credentials. Part of KCD is a mechanism called delegation. When this mechanism is configured, the application delegates authentication to BlackBerry Control (BC) to act on its behalf to request access to an enterprise resource. Another mechanism is the ability to constrain the accessed resources. With this mechanism administrators can limit the network resources that are accessible. This is accomplished by configuring the account under which the delegate (the BC) run as trusted only for specific services.

This program description covers the KCD assessment engagement (the “Engagement”).

PHASES

Assess	Assessment of KCD configuration at customer location. This is not implementation of KCD.
Review	Review customer Single Sign-On (SSO) requirements for BlackBerry Work and BlackBerry Access
Interview	Interview key KCD technical stakeholders to understand customer environment as it pertains to KCD requirements
Review	Review customer Active Directory (AD) and relevant infrastructure per KCD requirements for the BlackBerry platform
Deliver	Delivery document of environment and pass/fail summary of KCD readiness. If customer environment cannot support KCD, document will state limitations as to why

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DELIVERABLE ACCEPTANCE CRITERIA

BlackBerry may present interim deliverables to the customer for review throughout the Engagement. 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.

LIMITATIONS & EXCLUSIONS

- Working time is defined as Monday to Friday (excluding local bank/statutory holidays), 9am-5pm, with a 60 minute break for lunch.
- BlackBerry is not responsible for the installation, configuration, or validation of any third-party software, tools, or utilities.
- Only third-party software and infrastructure identified during the assess, review, interview and review phases will be in scope for deployment of KCD. There will be no change to design or implementation where third-party software or infrastructure has been changed by the customer during the course of the Engagement, or this will incur additional cost.

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. Where customer requires troubleshooting or issue resolution in excess of what is already allocated within each phase of the Engagement, then this will be handed over to the BlackBerry Technical Support team for further in-depth investigation as part of customer's technical support/maintenance subscription, and is deemed outside the scope of the Engagement. All cases pending with BlackBerry Technical Support will be documented at Engagement closure, however will have no bearing on Engagement closure or acceptance.
- f. 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.
- g. The customer shall provide at least forty-eight (48) hours' notice for the cancellation or postponement of any work already scheduled as part of the Engagement. In such scenario of a cancellation or postponement and/or if customer fails to meet or fulfill any of the specified customer responsibilities or requirements in this Engagement and such failure results in a delay in the Engagement in any way, 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 \$2,500 USD for the delay period.
- 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 the initiation phase. 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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<p>BlackBerry Corporation 3001 Bishop Drive, Suite 400 San Ramon, California USA 94583</p> <p>Tel: (925) 931-6065 Fax: (925) 931-6061</p> <p>Website: http://www.BlackBerry.com Email: info@blackberry.com</p>	<p>BlackBerry Limited 2200 University Ave. E Waterloo, Ontario Canada N2K 0A7</p> <p>Tel: (519) 888-7465 Fax: (519) 888-6906</p> <p>Website: http://www.BlackBerry.com Email: info@blackberry.com</p>
<p>BlackBerry UK Limited Ground Floor, The Pearce Building West Street Maidenhead, Berkshire United Kingdom SL6 1RL</p> <p>Tel: +44 (0)1784 477465 Fax: +44 (0)1784 477455</p> <p>Website: http://www.BlackBerry.com Email: info@blackberry.com</p>	<p>BlackBerry Singapore Pte. Limited 47 Scotts Road Goldbell Towers #09-00 Singapore 228233</p> <p>Tel: +65 6879 8700</p> <p>Website: http://www.BlackBerry.com Email: info@blackberry.com</p>