

BlackBerry Workspaces (AppX) Upgrade to Latest

Program Description (“Workspaces (AppX) Upgrade to Latest”)

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.

INTRODUCTION

The BlackBerry Enterprise Consulting Jumpstart Project is designed to help a customer bring their licensed BlackBerry Workspaces AppX implementation (Advanced or Basic) to the latest version of BlackBerry Workspaces as efficiently as possible to ensure the customer maintains the best return on investment in BlackBerry software.

Throughout the upgrade engagement, a BlackBerry Technical Consultant will work with the customer to ensure the following tasks are completed:

- Review of the existing infrastructure to determine the best path to upgrade. The review considers the suitability of current hardware, network placement of servers, database capacity and server sizing capacity
- Review of the existing configuration to determine if the BlackBerry Workspaces implementation, once upgraded, will require further configuration
- Development of an upgrade plan to identify the steps and corresponding requirements to be put in place
- Run the upgrade process:
 - check prerequisites
 - run the upgrade process across all servers
 - test device, workstation and server behaviours
 - repeat steps incrementally, as required
- Create an As Built document to record the process
- Review of, and contribution to, end user communications and rollout plans, as required

After the Jumpstart Project, the customer will have in place the latest agreed version of BlackBerry Workspaces.

ENGAGEMENT STRUCTURE

The Jumpstart Project includes the following sequenced tasks to be delivered in agreement between the customer and BlackBerry Enterprise Consulting.

Phases	Task Description	Deliverable
1. Initiate	<p>The BlackBerry Technical Consultant will engage with the customer after the package purchase to formally launch the engagement and to:</p> <ul style="list-style-type: none"> • Review customer’s project objectives and success criteria • Review the Jumpstart Project scope with consideration to the infrastructure and use of the existing BlackBerry Enterprise Server estate • Review the best path for the upgrade • Identify the prerequisites • Identify the high-level project milestones, including constraints, change approval and change window processes, including any major change freezes 	<p>Technical kick-off call</p> <p>Review of scope, constraints and best path to upgrade</p>

Phases	Task Description	Deliverable
2. Design	During the design phase the BlackBerry Technical Consultant will: <ul style="list-style-type: none"> • Create the upgrade plan encompassing the project objectives, scope, milestones and the best path to upgrade • Provide updated prerequisites 	Prerequisites documented Upgrade plan
3. Upgrade and Configure	During this phase the BlackBerry Technical Consultant will: <ul style="list-style-type: none"> • Review of all prerequisite conditions, as communicated to the customer during the earlier phases of the Jumpstart Project. This includes, but is not limited to, host server requirements, 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 product upgrade • Conduct the upgrade of each of the applicable products and components 	Prerequisite validation check Software upgraded to the latest version
4. Validate	After each upgrade phase the BlackBerry Technical Consultant will: <ul style="list-style-type: none"> • Confirm that the upgraded servers are functioning according to BlackBerry best practices, and consistent with the original scope • Verify administration functions e.g. communications with devices • Ensure appropriate license information appears as expected • Ensure logging is working and target folders are correctly configured • Provide the “As Built” document capturing customer specific platform installation parameters in the customer production environment. 	Testing validation checklists for each upgraded component As Built document
5. Close	The BlackBerry Technical Consultant and customer will have a call to discuss the following: <ul style="list-style-type: none"> • Review Jumpstart Project accomplishments • Discuss any additional product documentation and how to engage BlackBerry Technical Support • Discuss the receipt & acceptance mail, which includes satisfaction survey and project sign off form • Answer questions and/or provide guidance about the Jumpstart Project closing documentation • Resolve any issues that the customer identifies within the Jumpstart Project closing documentation, as long as the identified issues fall within the Jumpstart Project scope defined herein The customer will: <ul style="list-style-type: none"> • Complete the receipt and acceptance email and submit it to the BlackBerry Enterprise Consulting within 3 days of project close. 	Receipt and acceptance email Customer satisfaction survey

Phases	Task Description	Deliverable
	<p><i>Please note: The Jumpstart Project will be deemed accepted, unless within three (3) business days of delivery of the receipt and acceptance email by BlackBerry to the customer, the customer formally rejects the deliverables, by returning the receipt and acceptance form stating that the deliverables do not meet the acceptance criteria and are rejected.</i></p>	

DELIVERABLE ACCEPTANCE CRITERIA

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

- This Jumpstart Project covers the deployment of only BlackBerry Workspaces licensed solutions. Additional BlackBerry Enterprise Consulting offerings may be purchased as add-ons, otherwise additional consulting work not contained in this Project is out of scope.
- Working time is defined as Monday to Friday (excluding local bank/statutory holidays), 9am-5pm, with a 60 minute break for lunch.
- Multi-site business continuity (high availability and/or additional disaster recovery) is out of scope of this project. This may be purchased as an additional add-on, please speak to your BlackBerry Account Manager for additional information.
- 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 Jumpstart Project start will be in scope and deployed. There will be no upgrade provided where a new version of software is released during the Jumpstart Project. Where this is required the customer will need to engage with their BlackBerry account team to determine next steps and additional costs.
- Only third-party software and infrastructure identified during the technical kick-off and design phase will be in scope for deployment of the BlackBerry licensed solutions. 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 Jumpstart Project, or this will incur additional cost.

CUSTOMER RESPONSIBILITIES

- a. The customer must provide appropriate resources to attend technical kick-off and design session on the commencement date.
- b. The customer must provide BlackBerry representatives with information and resources to successfully execute the Jumpstart 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. Customer will ensure resources are available in a timely manner to undertake tasks such as change control and documentation review.
- d. Customer must ensure it has the 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 Jumpstart Project, 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 Jumpstart Project. All cases pending with BlackBerry Technical Support will be documented at Jumpstart Project closure, however will have no bearing on Jumpstart Project closure or acceptance.

- f. If BlackBerry Enterprise Consulting should travel to a customer location for the delivery of this Jumpstart Project, 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 Jumpstart Project. In such scenario of a cancellation or postponement and/or if customer fails to meet or fulfil any of the specified customer responsibilities or requirements in this Jumpstart Project and such failure results in a delay in the Jumpstart Project 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 have converted, the appropriate license rights to the target environment.
- i. Hardware requirements are the 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.
- 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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