

BlackBerry Workspaces – Basic (On-Premise) Quickstart

Program Description (“Workspaces Basic On-Premise”)

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

This BlackBerry Enterprise Consulting Quickstart Project is designed to help customers deploy licensed BlackBerry Workspaces Secure Enterprise File Sync and Share (EFSS) software as efficiently as possible.

The Quickstart Project is best suited for customers looking for the necessary experience and expertise to deploy a simple BlackBerry Workspaces on-premise solution capable of supporting up to approximately 2,000 users. The basic deployment does not permit high availability or scaling. With expert project management and expert administration knowledge transfer the program helps deliver a key BlackBerry Workspaces Secure EFSS product.

Throughout the engagement, a BlackBerry Project Manager and Technical Consultant will work with the customer to ensure the following core tasks are completed:

- Planning and design of a production class BlackBerry Workspaces platform. (Note that this deployment relies on the use of BlackBerry OVF templates within a VMWare environment)
- Implementation, configuration and testing of the BlackBerry Workspaces platform
- Documentation supporting the customer implementation and transition to business as usual support

The implementation can also include the following optional activities:

- Configuration and testing of the Active Directory Federation Services (ADFS) identity provider to provide single sign on
- Configuration and testing of the BlackBerry Workspaces plug-in for BlackBerry UEM to allow BlackBerry UEM customers to manage BlackBerry Workspaces users from the BlackBerry UEM console
- Installation and configuration of an on-premise Universal Content Connector (UCC) to provide BlackBerry Workspaces users with access to on-premise files or SharePoint sites

After the Quickstart Project, the customer will have a BlackBerry Workspaces On-Premise instance as its EFSS solution.

Customers who are looking to introduce a BlackBerry Workspaces platform as a basis for a deployment above 2,000 users or one that must be highly available or one that is scalable should consider a BlackBerry Workspaces On-Premise Advanced deployment.

FUNCTIONALITY

The following features are licensed with BlackBerry Workspaces On-Premise - Basic

Workspaces Functionality	
Digital Rights Management	✓
Online Document viewing and editing	✓
Tracking and auditing	✓
BlackBerry UEM integration	✓
SharePoint, File Share connectors (UCC) **	✓
Single Sign On connectors (ADFS) **	✓
SalesForce (SFDC) Integration	✓

** Additional BlackBerry Enterprise Consulting offering required.

Based on customer need and the environmental ability to support these features, BlackBerry Enterprise Consulting will deliver a consulting engagement to successfully deploy all applicable software and functionality.

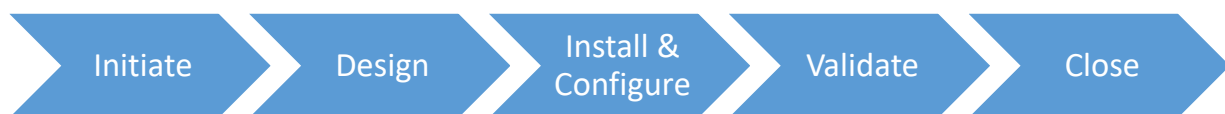
The core of the proposed BlackBerry EFSS instance consists of the BlackBerry Workspaces instance.

Installation of an optional on-premise Universal Content Connector (UCC) server makes file shares and SharePoint sites available to users.

The addition of the ADFS identity provider allows for single sign-on and the BlackBerry Workspaces plug-in for BlackBerry UEM integrates BlackBerry Workspaces into the BlackBerry UEM administration console for those customers already using BlackBerry UEM.

ENGAGEMENT STRUCTURE

The Quickstart Project includes the following sequenced tasks to be delivered in agreement between customer and the BlackBerry Project Manager.



The phases are broken down as follows:

Phases	Task Description	Deliverable
1. Initiate	<p>will have a call with the Customer post Quickstart Project purchase to formally launch the Quickstart Project. The agenda for the technical kick-off call will include:</p> <ul style="list-style-type: none"> • Infrastructure discussion • Review prerequisites and next steps <p>The aim of the technical kick-off call is to educate the customer on the appropriate capabilities of the licensed technology purchased. A secondary objective of the call is to confirm the importance of the prerequisites being completed in advance of the install & configuration phase.</p> <p>Following the technical kick-off, the Project Manager will also set the date for the prerequisites validation check WebEx session</p>	<p>Technical kick-off call</p> <p>Reference architecture</p>

Phases	Task Description	Deliverable
2. Design	During this phase the following will be carried out: <ul style="list-style-type: none"> A standard design document describing the environment will be produced and provided to the customer and an appropriate architecture solution designed to fit the customer's requirements will be defined. 	Prerequisites documented Standard design document
3. Install and Configure	BlackBerry Enterprise Consulting will lead the installation and configuration of the customer's BlackBerry Workspaces implementation. This phase of the Quickstart Project will include the following: <ul style="list-style-type: none"> BlackBerry Technical Consultant review of all prerequisite installation conditions, as communicated to the customer during the design phase of the Quickstart Project Lead the customer IT admin/installation team to install and configure the applicable BlackBerry Workspaces components The BlackBerry Workspaces components to be installed and configured are: <ul style="list-style-type: none"> BlackBerry Workspaces Basic implementation comprising Master-Main and a Conversion server <ul style="list-style-type: none"> BlackBerry Workspaces plug-in for BlackBerry UEM SalesForce (SFDC) Integration 	Prerequisite validation check Installation and configuration of the BlackBerry Workspaces software
4. Validate	Post installation, the BlackBerry Technical Consultant will: Walk through the successful functioning of three users against each of each of the applicable document connectors <ul style="list-style-type: none"> Verify administration functions e.g. notifications, access rights, accessibility from required browsers, correct document Digital Rights Management (DRM) conversion Ensure appropriate license information appears as expected Ensure logging is working and target folders are correctly configured Verify deployed servers, as applicable, are functioning as expected including confirmation that the customer can view the provisioned users Provide the "As Built" document capturing customer specific platform installation parameters in the customer production environment.	Testing validation checklist for each deployed component As Built document
5. Close	The BlackBerry Technical Consultant, Project Manager and customer will have a call to discuss the following: <ul style="list-style-type: none"> Review the accomplishments of the Quickstart Project Discuss the final deployment configuration, where to locate additional product documentation and how to engage BlackBerry Technical Support Confirm that the Project Manager will send the customer the satisfaction survey and receipt and acceptance email Resolve any issues that the customer identifies within the Quickstart Project, if the identified issues fall within the Quickstart 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 Project Manager within three (3) days of the Quickstart Project close. 	Receipt and Acceptance email Customer satisfaction survey

Phases	Task Description	Deliverable
	<p>Please note: The Quickstart 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.</p>	

PROJECT MANAGEMENT

BlackBerry Project Management resource will be assigned throughout Quickstart Project, but will not be allocated full time.

Key roles and responsibilities:

- Maintain and communicate Quickstart Project risks and issues log
- Weekly Quickstart Project status meetings and engagement tracker
- Run Quickstart Project close meeting

DELIVERABLE ACCEPTANCE CRITERIA

BlackBerry may present interim deliverables to the customer for review throughout the Quickstart 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 & JUMPSTART EXCLUSIONS

- This Quickstart 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.
- Single and Multi-site business continuity (high availability and disaster recovery) is out of scope of this Quickstart Project.
- 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 server software generally available at the time of the Quickstart Project start will be in scope and deployed. There will be no upgrade provided where a new version of software is released during the Quickstart 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 Workspaces 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 Quickstart Project, or this will incur additional cost.

CUSTOMER RESPONSIBILITIES

- The customer must provide appropriate resources to attend technical kick-off and design session on the commencement date.
- The customer must provide BlackBerry representatives with information and resources to successfully execute the Quickstart 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.
- Customer will ensure resources are available in a timely manner to undertake tasks such as change control and documentation review.
- 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.
- Where customer requires troubleshooting or issue resolution in excess of what is already allocated within each phase of the Quickstart 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 Quickstart Project. All cases pending with BlackBerry Technical Support will be documented at Quickstart Project closure, however will have no bearing on Quickstart Project closure or acceptance.

- f. If BlackBerry Enterprise Consulting should travel to a customer location for the delivery of this Quickstart 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 Quickstart 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 Quickstart Project and such failure results in a delay in the Quickstart 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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