

WATCHDOX by BlackBerry - Remote Installation Service

Program Description (“WATCHDOX by BlackBerry - Remote Installation Service Program Description”)

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Introduction

The WATCHDOX by BlackBerry Remote Installation Service is designed to help your organization install WATCHDOX smoothly and seamlessly. There are a number of factors and variables to consider when performing a software installation and the WATCHDOX Remote Installation Service helps to ensure all the bases are covered. We consult with you before the installation to help understand your IT environment to help ensure that everything runs smoothly and to your expectations.

Service Features

The WATCHDOX by BlackBerry Remote Installation Service includes the following features:

Service Feature	Description
Pre-Installation Conference Call/ Consult	<p>The BlackBerry Representative will:</p> <ul style="list-style-type: none">• Identify the project guidelines, including goals and objectives, define the environmental changes and begin planning the proposed implementation schedule.• Develop the preliminary project scope, including integration options, server deployment options, an architecture overview, and review the project plan.• Determine best practices based on your current configuration and policy requirements, industry standards, and best practices respecting: (a) scalability planning for future growth; (b) extensibility; and (c) server stability.• Provide and review the Implementation Guide with pre-requisite information and detailed technical checklist for installation.• Define the implementation schedule, including maintenance windows and scheduling the remote installation session. <p>The customer is required to:</p> <ul style="list-style-type: none">• Have a Server Administrator attend and participate in the Pre-Installation Conference Call.• Provide information about your current and target environments.• Provide architecture diagrams or other documentation where available.• Review the Implementation Guide and complete the onboarding form.
Preparation	<p>The BlackBerry Representative will work with the customer to:</p> <ul style="list-style-type: none">• Perform environmental planning, including, defining the environmental, hardware, and software requirements, ensure the minimum memory and disk space requirements are met.• Verify permission and configuration of any service accounts used for the installation, including all permissions, and required SSL certificates signed by a CA• Document acceptance criteria and User Acceptance Testing criteria. <p>The customer is required to:</p> <ul style="list-style-type: none">• Complete the pre-installation checklist.• Help define target servers (WATCHDOX) requirements• Review and accept the project plans prior to the remote installation session.

Installation Call	<p>The BlackBerry representative will:</p> <ul style="list-style-type: none"> • Provide a step-by-step walk through of the installation to your WatchDox system • Confirm (a) that the server hardware is available, (b) the software versions, (b) account permissions, (d) network availability, (e) acceptance and install. • Perform the WATCHDOX configuration, • Complete the User Acceptance Testing, check the server for updates, perform a log review of the new WATCHDOX after 24 hours. <p>The customer is required to:</p> <ul style="list-style-type: none"> • Assign a server administrator to attend the installation call and grant the BlackBerry employee with remote access. • Provide access and permissions to the required systems. • Supply all necessary hardware and software required to install WATCHDOX, as defined in BlackBerry documentation. • Supply the test devices and users, physically test one of the devices with instructions from BlackBerry. • Submit logs to BlackBerry for review, approximately 24 hours following the installation.
Maintenance and Verification	<p>The BlackBerry Representative will:</p> <ul style="list-style-type: none"> • Verify the WATCHDOX is functioning according to BlackBerry specifications. • Complete performance benchmarking. • Complete capacity planning. • Discuss server monitoring options. • Discuss outstanding actions. <p>The customer is required to:</p> <ul style="list-style-type: none"> • Provide BlackBerry with the information needed to complete the maintenance and verification, including screenshots or other data.
Project Closing Meeting	<p>The BlackBerry Representative will:</p> <ul style="list-style-type: none"> • Summarize project results • Assess customer satisfaction • Close the project <p>The customer is required to:</p> <ul style="list-style-type: none"> • Attend the closing meeting • Provide feedback about the project experience • Provide customer satisfaction feedback

Period of Performance

Unless otherwise agreed to by BlackBerry in writing, the customer agrees that BlackBerry will complete the service within 8 weeks of the planning session. If the customer does not complete their requirements in time to support this time period, BlackBerry will consider the project closed. Additionally, if the customer does not complete the project closing documentation within 1 week of BlackBerry providing the documentation to the customer, BlackBerry reserves the right to close the project.

Customers can use their normal channels of support for post-installation assistance.