

Workspaces Training Program



Overview

BlackBerry Workspaces™ provides a comprehensive training program that promotes user adoption and extensive administrator education. The document below provides an outline of the recommended training process for onboarding new enterprises and includes an asset list of training materials.

The Program

Needs Assessment

The first step in the training process is to identify the following:

- **Business Use Case(s)** – In order to provide the most relevant training to administrators and end users, all use cases must be determined prior to training.
- **Key Stakeholders** – All key stakeholders should be involved in the training process to help identify the unique needs of the organization.
- **Training Requirements** – Based on the use case(s) and organization training requirements, a training plan will be developed for Administrators, Trainers, and End Users.

Services Provided

BlackBerry will provide training to administrators and end users via WebEx sessions (which may be recorded and stored for future use). The types of training provided are:

- Administrator Training
- End User Training
- BlackBerry Workspaces and BlackBerry UEM Integration Administration Training
- Follow-up Training as Needed

Recommended Training Program

Below is the recommended training plan (in sequential order) for new enterprises, however, training plans will be customized to fit the individual needs of an organization.

1. Workspaces Administrator Training

This course outlines the common administration tasks within the administration console. (4 hour Webex session/VILT)

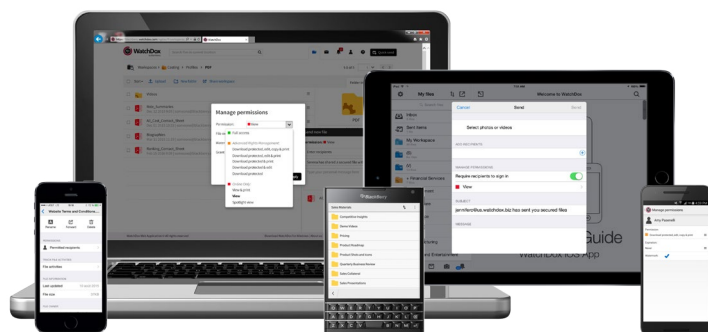
2. Workspaces End User Training

The course outlines the WatchDox user interface and tasks for mobile devices, desktop clients, and the web application. (2 hour Webex session/VILT)

3. BlackBerry Workspaces and BlackBerry UEM Integration Administrator Training

This course outlines how to manage Workspaces when it is integrated into the Workspaces plug-in for BlackBerry UEM. (1.5 hour WebEx session/VILT)

4. Follow-up Session: Approximately one week after initial training, an additional training session may be required to address specific questions and refine work flows.



Assets



Documentation

- Administrator Training
- End User Training
- Workspaces and UEM Integration Administration Training

Interactive Tour

As part of the first-time user experience, Workspaces has incorporated a product tour into our web application that includes quick, helpful tips.

Getting Started Page

Workspaces has developed a “Getting Started” web page that includes a series of instructions and video tutorials meant to show new users how to sign in and access Workspaces. This page also provides instructions for basic activities, such as sending documents and sharing workspaces.

Videos

Take advantage of video tutorials that cover topics such as workspaces, sync, mobile applications and more. These videos can be accessed through the Workspaces website.

Ongoing Training Sessions

Workspaces will provide additional training sessions for:

- New Administrators
- New User Groups
- New Business Use Case(s)

Pricing Details

All pricing includes preparation, needs assessment, training time, and materials. Prices listed are in \$USD

Services Provided	Details	Pricing
Training Package	Customers may purchase a 1 day (8 hour) training package that includes three training courses: Administrator, End User and UEM Integration Administrator training.	\$4700
Follow Up Training	Follow up training may be purchased as needed. Hourly rates are available for training outside of the 1 day course.	\$825.00/hour

About Workspaces

BlackBerry Workspaces secures your enterprise content wherever it travels. With Workspaces, all stakeholders can safely access, share and collaborate on even the most sensitive files, using any mobile (iOS, Android, BlackBerry) or desktop (Windows, Mac) device.

Combining an easy, intuitive user experience with a unique data-centric architecture (which embeds protection right in your files), BlackBerry Workspaces is designed to meet the needs of your organization, IT team and users.

For more information, visit www.blackberry.com/workspaces

