

# BES12.5 to UEM Upgrade Jumpstart

## Program Description (“BES to UEM Upgrade”)

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.

## BES/UEM UPGRADE

### INTRODUCTION

The BlackBerry Enterprise Consulting Jumpstart Project is designed to help the customer’s organization deploy the licensed BlackBerry Enterprise Server (BES) to the latest version of Unified Endpoint Manager (UEM) as efficiently as possible and ensures the customer gets the quickest return on investment for its BlackBerry software.

The Jumpstart Project is best suited for customers looking for the necessary experience and expertise to upgrade and test an existing BES12.5 environment without BlackBerry Dynamics. With expert project management, the Jumpstart Project will help the customer deliver upon its mobility strategy.

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

- Planning and design of a production class UEM platform, including same site high availability (HA) or disaster recovery (cold standby)
- Upgrade, configuration and testing of the UEM platform
- Documentation supporting the customer upgrade

After the Jumpstart Project, the customer will have deployed a scalable and highly available or cold standby UEM production environment as their Enterprise Mobility Management (EMM) solution.

## ENGAGEMENT STRUCTURE

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



Phases	Task Description	Deliverable
<b>1. Initiate</b>	<p>The BlackBerry Project Manager and Technical Consultant will meet with the customer post Jumpstart Project purchase to formally launch the Jumpstart Project.</p> <p>The agenda for the technical kick-off workshop will include:</p> <ul style="list-style-type: none"> <li>• Introduction of team members, and their roles and responsibilities</li> <li>• Review of customer’s project objectives and success criteria</li> <li>• Review of project scope</li> <li>• High-level project milestones, including constraints, change approval and window process, and major change freeze</li> <li>• High-level review of prerequisites, to be confirmed during design session</li> </ul> <p>The objective of the Technical Kick-Off Workshop is to review the Jumpstart Project structure and schedule.</p> <p>The customer will allocate the appropriate resources to the design session to maximise the effectiveness of the session and enable the BlackBerry Technical Consultant to gather the information needed to design a customer specific design document in the subsequent design phase of the Jumpstart Project.</p>	<p>Technical kick-off workshop</p> <p>Design session</p>
<b>2. Design</b>	<p>To ensure customer’s optimal deployment of the platform, an appropriate amount of time is invested in designing a customer specific implementation of the platform. This design will encompass all relevant licensed software, specific to the customer’s environment, with consideration for long-term scalability and same-site high availability solution or disaster recovery (cold standby) solution.</p> <p>During the design phase, a BlackBerry Technical Consultant will:</p> <ul style="list-style-type: none"> <li>• Draft what the customer specific platform implementation of UEM platform will look like</li> <li>• Discuss current and planned enterprise messaging platforms and the UEM platform architecture. MS SQL, Active Directory, network topology, virtualization, storage and relevant infrastructure are also reviewed in detail</li> <li>• Determine design best practices based on the customer’s current EMM configuration and policy requirements, industry standards, and long-term needs related to same site: (a) scalability planning; (b) extensibility; and (c) stability/high availability (HA)/ disaster recovery (DR)</li> <li>• Develop a detailed network architecture diagram, including HA or DR as applicable</li> <li>• Define and document permissions and configuration of any service accounts used for the installation, including Windows server permissions, database permissions, and required SSL certificates, as applicable</li> </ul>	<p>Prerequisites documented</p> <p>Architectural Solution Design (ASD) document</p>

Phases	Task Description	Deliverable
	<ul style="list-style-type: none"> <li>Review and define the customer's IT policy requirements, including the general-purpose IT policies and commonly-modified IT policies</li> <li>Upon customer design acceptance, define, document and review UEM platform deployment prerequisites. (The customer is responsible for completing the prerequisites before installation tasks can begin)</li> </ul> <p>The final deliverable from the design phase is an Architecture Solution Design (ASD) document capturing design decisions and the target end state of a customer specific implementation.</p>	
<b>3. Install and Configure</b>	<p>The BlackBerry Technical Consultant will lead the upgrade of the customer's implementation of the platform, to the design completed and accepted during the preceding design phase.</p> <p>This phase of the project will include the following:</p> <ul style="list-style-type: none"> <li>The BlackBerry Technical Consultant will review all prerequisite installation conditions, as communicated to the customer during the design phase of the Jumpstart Project. This includes host server requirements, messaging server/Active Directory, SQL, application software requirements, and network requirements (such as firewall and IP address configuration)</li> <li>Review and provide appropriate direction on necessary BlackBerry software licenses required for all product installations</li> <li>Lead the customer IT admin/installation team to install each of the applicable products</li> <li>Server products to be installed (license fees are not included in Enterprise Consulting fees):             <ol style="list-style-type: none"> <li>I. BlackBerry Unified Endpoint Manager (UEM) Server                 <ol style="list-style-type: none"> <li>a. BlackBerry Dynamics (BlackBerry Control and BlackBerry Proxy)</li> </ol> </li> </ol> </li> </ul> <p>Perform the following configuration services:</p> <ul style="list-style-type: none"> <li>Create a new default IT policy/profile; with applicable consideration for MDM and MAM deployment requirements</li> <li>Create a new default user group and assign the default IT policy/profiles to it</li> </ul>	<p>Prerequisite validation check</p> <p>Installation and configuration of the platform to the specification in the approved ASD document</p>
<b>4. Validate</b>	<p>Post installation, the BlackBerry Technical Consultant will:</p> <ul style="list-style-type: none"> <li>Confirm that the installed servers are functioning per BlackBerry best practices, and consistent with design document</li> <li>Walk through the successful provisioning and activation of three (3) devices (to be selected and provided by the customer); and the applicable portfolio of BlackBerry Applications, such as BlackBerry Work, BlackBerry Access and ISV applications</li> <li>Verify administration functions e.g. communications with devices</li> <li>Ensure appropriate license information appears as expected</li> <li>Ensure logging is working and target folders are correctly configured</li> <li>Verify deployed servers, as applicable, are functioning as expected, including confirmation that the customer is able to view the provisioned users</li> <li>Execute applicable same-site HA or DR tests for UEM, BlackBerry Dynamics and BEMS.</li> </ul> <p>Provide the "As Built" document capturing customer specific platform installation parameters in the customer production environment.</p>	<p>Testing validation checklist for each deployed component</p> <p>As Built document</p>

Phases	Task Description	Deliverable
<b>5. Close</b>	<p>The BlackBerry Project Manager and customer will meet to:</p> <ul style="list-style-type: none"> <li>• Discuss final deployment configuration, where to locate additional product documentation and how to engage BlackBerry Technical Support</li> <li>• Send the customer the receipt and acceptance email, which includes satisfaction survey</li> <li>• Resolve any issues that the customer identifies within the project, if the identified issues fall within the Jumpstart Project scope defined herein</li> </ul> <p>The customer will:</p> <ul style="list-style-type: none"> <li>• Complete the receipt and acceptance email and submit it to the BlackBerry Project Manager within three (3) days of the Jumpstart Project close.</li> </ul> <p><b>Please note:</b> <i>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>	<p>Receipt and acceptance email</p> <p>Customer satisfaction survey</p>

## PROJECT MANAGEMENT

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

Key roles and responsibilities:

- Run Jumpstart Project kick off workshop
- Run end user communications and adoption workshop
- Run Jumpstart Project closure and transition to BlackBerry Technical Support workshop
- Maintain and communicate Jumpstart Project risks and issues log
- Weekly Jumpstart Project status meetings and engagement tracker

## 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 & JUMPSTART EXCLUSIONS

- This Jumpstart Project covers the deployment of only UEM licensed solutions. Additional BlackBerry Enterprise Consulting offerings may be purchased as add-ons, otherwise additional consulting work not contained in this Jumpstart Project is deemed 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 Jumpstart Project. This may be purchased as an additional add-on, please speak to the BlackBerry account team 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 UEM 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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