

BlackBerry Enterprise Consulting – Configuration Check

Program Description (“Configuration Check”)

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.

CONFIGURATION CHECK

INTRODUCTION

The BlackBerry Enterprise Consulting Configuration Check is designed to help the customer understand the current health of the specific BlackBerry product implemented at a particular period in time.

The Configuration Check is best suited for customers looking for a snapshot of the system implemented and to understand if best practices are being adhered to and where necessary the opportunities for improvement are required.

With our BlackBerry Services expertise in the BlackBerry portfolio of products, our Technical consultants will review, highlight areas of good practice and provide recommendations for improvements to align to your organizations mobility strategy.

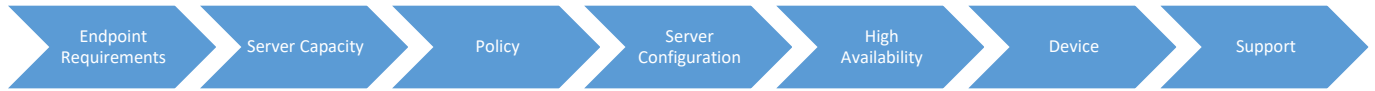
Throughout the engagement, a BlackBerry Technical Consultant will work with the customer to ensure the following tasks are completed:

- Endpoint Requirements
- Server Capacity
- Policy
- Server Configuration
- High Availability
- Device
- Support

At the conclusion of the engagement, the customer will receive an overview statement, in email format, to the current snapshot of the system and recommendations where applicable to review.

ENGAGEMENT STRUCTURE

The BlackBerry Enterprise Consulting Configuration Check includes the following sequenced tasks to be delivered in agreement between customer and the BlackBerry Engagement Manager.



APPROACH

The Configuration Check is based on the customer only having a single server of the product being reviewed. The BlackBerry Seven Bullets configuration check includes the following areas to be reviewed in agreement between customer and BlackBerry Technical Consultant.

Area	Task Description
Endpoint Requirements	Review customer requirements for endpoints, applications and capacity. Review existing issues if applicable.
Server Capacity	Check prerequisites of servers against our existing reference checklist and server capacity models.
Policy	Check policy configuration against customer requirement as outlined in first point.
Server Configuration	Check server configuration against requirement.
High Availability	Check HA configuration (This is for same site High Availability (does not include Disaster Recovery tests).
Device	Check device activations against requirement.
Support	Close and ask customer to raise support tickets where needed.

DELIVERABLE ACCEPTANCE CRITERIA

BlackBerry may present interim deliverables to the customer for review throughout the Configuration Check. 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 Configuration Check covers only BlackBerry licensed solutions. Additional BlackBerry Enterprise Consulting offerings may be purchased as add-ons, otherwise additional consulting work not contained in this Configuration Check 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.
- 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 Configuration Check start will be in scope. There will be no upgrade provided where a new version of software is released during the Configuration Check. Where this is required the customer will need to engage with their BlackBerry account team to determine next steps and additional costs.

CUSTOMER RESPONSIBILITIES

- a. The customer must provide BlackBerry representatives with information and resources to successfully execute the Configuration Check. 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.
- b. Customer will ensure resources are available in a timely manner to undertake tasks such as change control and documentation review.
- c. 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.
- d. Where customer requires troubleshooting or issue resolution in excess of what is already allocated within each phase of the Configuration Check, 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 Configuration Check. All cases pending with BlackBerry Technical Support will be documented at Configuration Check closure, however will have no bearing on Configuration Check closure or acceptance.
- e. If BlackBerry Enterprise Consulting should travel to a customer location for the delivery of this Configuration Check, 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.
- f. 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 Configuration Check. 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 Configuration Check and such failure results in a delay in the Configuration Check 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.
- g. 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.
- h. 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.
- i. 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.
- j. 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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