

# BlackBerry Workspaces – Advanced (On-Premise) Jumpstart

## Program Description (“Workspaces Advanced 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 Jumpstart Project is designed to help customers deploy licensed BlackBerry Workspaces secure Enterprise File Sync and Share (EFSS) software as efficiently as possible.

The Jumpstart Project is best suited for customers looking for the necessary experience and expertise to deploy a fully scalable BlackBerry Workspaces on-premise solution with high availability capability. With expert project management and expert administration knowledge transfer the program helps deliver a key BlackBerry Workspaces secure EFSS product.

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 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 scalable BlackBerry Workspaces platform including high availability
- Configuration of BlackBerry Workspaces to match customer user cases
- BlackBerry Workspaces IT admin knowledge transfer sessions
- Review of, and contribution to, end user communications and rollout plans
- 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 Jumpstart Project, the customer will have a BlackBerry Workspaces On-Premise instance as its EFSS solution.

## FUNCTIONALITY

The following features are licensed with BlackBerry Workspaces On-Premise - Advanced.

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

\*\* Additional BlackBerry Enterprise Consulting 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 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 Jumpstart Project includes the following sequenced tasks to be delivered in agreement between customer and the BlackBerry Technical Consultant.



The phases are broken down as follows:

Phases	Task Description	Deliverable
<b>1. Initiate</b>	<p>The BlackBerry Project Manager and Technical Consultant will meet with the customer post purchase to formally launch the engagement. The agenda for the kick-off meeting 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 Jumpstart Project scope and the customer use cases for the purchase of BlackBerry Workspaces</li> <li>• High-level project milestones, including constraints, change approval and window process, and major change freezes</li> </ul>	<p>Technical kick-off workshop</p> <p>Design session</p>

Phases	Task Description	Deliverable
	<ul style="list-style-type: none"> <li>Deliver to the customer the reference architecture and prerequisites</li> </ul> <p>The objective of the workshop is to review Jumpstart Project structure and schedule. During the kick-off, the team will also set the date for the installation and configuration tasks.</p>	
<b>2. Design</b>	<p>To ensure optimal deployment of the platform, an appropriate amount time is invested in designing a customer-specific implementation of the platform. This design will encompass all relevant licensed software, specific to a customer's environment, with consideration for long term scalability and same site solution high availability.</p> <p>During the design phase, a BlackBerry Technical Consultant will:</p> <ul style="list-style-type: none"> <li>Discuss the planned implementation architecture, use of the BlackBerry Workspaces OVF templates, configuration of storage and file access for an initial</li> <li>Discuss the implementation of add-ons, where required</li> <li>Develop the Architectural Specification Design document including network architecture diagram</li> <li>Upon customer design acceptance, define, document and review the deployment prerequisites. (The customer is responsible for completing the prerequisites before installation tasks may begin)</li> </ul> <p>The final deliverable from the design phase is a design document capturing design decisions and the target end state of a customer specific implementation.</p>	Prerequisites documented  Architectural Solution Design (ASD) document
<b>3. Install and Configure</b>	<p>BlackBerry Enterprise Consulting will lead the installation and configuration of the customer's BlackBerry Workspaces implementation.</p> <p>This phase of the Jumpstart Project will include the following:</p> <ul style="list-style-type: none"> <li>Technical Consultant review of all prerequisite installation conditions, as communicated to the customer during the design phase of the Jumpstart Project</li> <li>Lead the customer IT admin/installation team to install and configure the applicable BlackBerry Workspaces components</li> </ul> <p>The BlackBerry Workspaces components to be installed and configured are:</p> <ul style="list-style-type: none"> <li>BlackBerry Workspaces Advanced implementation comprising Master-Main, Application, Front End, Orchestration and Conversion servers <ul style="list-style-type: none"> <li>BlackBerry Workspaces plug-in for BlackBerry Unified Endpoint Manager (UEM)</li> <li>SalesForce (SFDC) Integration</li> </ul> </li> </ul>	Prerequisite validation check  Installation and configuration of the BlackBerry Workspaces software
<b>4. Validate</b>	<p>Post installation, the BlackBerry Technical Consultant will:</p> <p>Walk through the successful functioning of three users against each of each of the applicable document connectors</p> <ul style="list-style-type: none"> <li>Verify administration functions e.g. notifications, access rights, accessibility from required browsers, correct document Digital Rights Management (DRM) conversion</li> <li>Ensure appropriate license information appears as expected</li> <li>Ensure logging is working and target folders are correctly configured</li> </ul>	Testing validation checklist for each deployed component

Phases	Task Description	Deliverable
	<ul style="list-style-type: none"> <li>Verify deployed servers, as applicable, are functioning as expected including confirmation that the customer can view the provisioned users</li> </ul>	
<b>5. Knowledge Transfer</b>	<p>The BlackBerry Technical Consultant or Trainer will deliver one (1) day of BlackBerry Workspaces knowledge transfer. This knowledge transfer will focus on providing the IT admin staff the skills they need to manage the BlackBerry Workspaces platform.</p> <p>If the customer decides not to receive this training then they will be asked to accept the deliverable as delivered, or document that it is not to be used.</p>	Administration knowledge transfer session
<b>6. Close</b>	<p>BlackBerry Project Manager and customer will meet to:</p> <ul style="list-style-type: none"> <li>Review Jumpstart Project accomplishments</li> <li>Discuss final deployment configuration, where to locate additional product documentation and how to engage BlackBerry Technical Support</li> <li>Send the customer the Jumpstart Project closing documentation, which includes satisfaction survey and Jumpstart Project sign off form</li> <li>Answer questions and/or provide guidance about the Jumpstart Project closing documentation</li> <li>Resolve any issues that the customer identifies within the Jumpstart Project closing documentation, only if the identified issues fall within the Jumpstart Project scope</li> <li>Complete the receipt and acceptance email and submit it to the BlackBerry Enterprise Consulting within 3 days of 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>	Receipt and acceptance email  Customer satisfaction survey

## PROJECT MANAGEMENT

A 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 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.
- Multi-site business continuity (high availability and disaster recovery) is out of scope of this Jumpstart 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 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 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 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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