

BlackBerry Security Services

BlackBerry Spark UES

Program Description

(“BlackBerry Spark UES Suite” or “Project”), (“PS.SPK.UES”)

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. For the purposes of this Program Description “Customer” means the entity receiving the services.

BLACKBERRY SPARK UES SUITE

INTRODUCTION

The BlackBerry Security Services Program, BlackBerry Spark Unified Endpoint Security (UES) Suite, is designed to help the Customer’s organization deploy the licensed BlackBerry Spark UES Suite as a foundation for a Zero Trust enterprise security architecture.

RESPONSIBILITIES AND KEY AREAS OF FOCUS

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

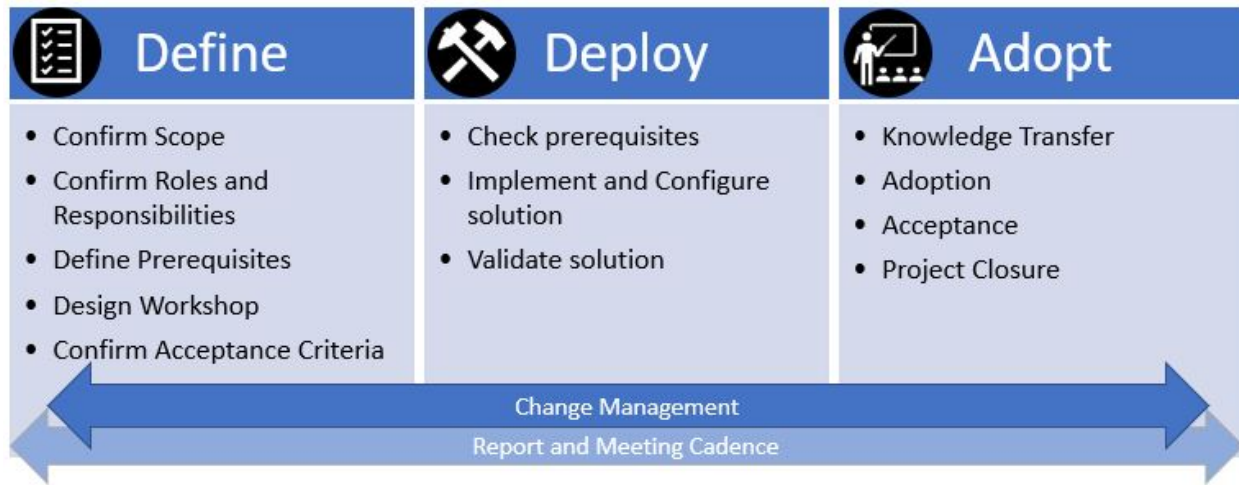
- Planning and prerequisites of a production class platform
- Enable BlackBerry Persona (Persona) in the Customer’s BlackBerry Unified Endpoint Manager (UEM) domain, identify Persona business use cases for risk scenarios, configure Persona policy and BlackBerry Enterprise Identity (EID) authentication policy, set up authentication level including BlackBerry 2FA multifactor authentication option, validate Persona business use cases, and view user and event statistics.
- Enable BlackBerry Protect (Protect) in the Customer’s UEM Domain, identify Protect business use cases for security threats, configure Protect profile and Compliance profile, review BlackBerry Mobile Threat Defense (MTD) features, and validate Protect business use cases.
- Complete install and configuration of BlackBerry Protect Desktop and BlackBerry Optics in the Customer’s UES domain; provide training to the Customer to maintain prevention status and respond to threats using best practices; optimize BlackBerry Protect Desktop and BlackBerry Optics and move environments into prevention while providing measurable results of progress throughout the process.
- Documentation supporting the Customer implementation.

After the Project, the Customer will have deployed a scalable production environment which will be managed from a single BlackBerry Spark platform that supports all device types and ownership models.

For clarity, UEM software is required for this Project. UEM software installation is out of scope of this Project and can be purchased for a fee.

PROJECT STRUCTURE

The Project includes the following sequenced tasks to be delivered in agreement between Customer and the BlackBerry Project Manager:



The Project phases are broken down as follows:

Phases	Task Description	Deliverable
1. Define	<p>The BlackBerry Project Manager and Technical Consultant will have a call with the Customer post Project purchase to formally launch the Project.</p> <p>The agenda for the technical kick-off call will include:</p> <ul style="list-style-type: none"> • Review prerequisites of BlackBerry UES Suite that includes Artificial Intelligence (AI) -Driven Continuous Authentication, next generation Mobile Threat Defense (MTD), Endpoint Protection for desktops, as well as Endpoint Detection and Response, and the associated UEM system requirements. • UES reference documentation describing the environment will be produced and provided to the Customer defining the appropriate architecture solution to meet the Customer's requirements. • Educate the Customer on the appropriate capabilities of the licensed BlackBerry technology purchased and confirm the prerequisites that need to be completed in advance of the install and configuration phase. • Walk through or demonstrate UES business use cases, record security threats / risk scenarios, and develop test plans. <p>Following the technical kick-off, the BlackBerry Project Manager will also set the date for the prerequisite's validation check WebEx session and schedule a call to review and discuss five (5) Persona and five (5) Protect business use cases (to be selected and provided by the Customer).</p>	<p>Technical kick-off workshop</p> <p>Prerequisites documented</p> <p>UES reference documentation</p>
2. Deploy	<p>The BlackBerry Technical Consultant will lead the installation of the Customer's implementation of the platform.</p> <p>This phase of the Project will include the following:</p> <ul style="list-style-type: none"> • The BlackBerry Technical Consultant will review all prerequisite software installation conditions, as communicated to the Customer during the Define Phase of the Project. This includes, but is not limited to, BlackBerry UEM Cloud or On-Premise, authentication policy, network requirements (such as firewall and 	<p>Prerequisite validation check</p> <p>Configuration of the platform to the specification in the approved UES Reference documentation</p>

Phases	Task Description	Deliverable
	<p>IP address configuration), BlackBerry UEM Client and BlackBerry Dynamics applications;</p> <ul style="list-style-type: none"> • Review and provide direction on BlackBerry software licenses required for all product setups and configurations. • Assist Customer in the installation, reviewing best practices, delivering training, supplementing internal resources, and receiving guidance in mitigating virus risks that the software may detect. • BlackBerry products to be enabled and configured (license fees are not included in BlackBerry Security Services fees): <ul style="list-style-type: none"> i) BlackBerry Persona Mobile for BlackBerry UEM ii) BlackBerry Protect Mobile for BlackBerry UEM iii) BlackBerry Protect Desktop iv) BlackBerry Optics <p>Perform the following configuration services:</p> <ul style="list-style-type: none"> • Enable Persona and complete the following: <ul style="list-style-type: none"> ○ Assign Persona Administrator role and create UEM user groups to associate with risk levels ○ Create a new Persona policy for users and groups ○ Create a BlackBerry Enterprise Identity Authentication policy to set the authentication requirements ○ Set up authentication level including BlackBerry 2FA multifactor authentication option ○ Define geozones, as required ○ Change the Persona operating mode ○ View user and event statistics ○ Validate the Customer’s Persona business use cases • Enable BlackBerry Protect Mobile and complete the following: <ul style="list-style-type: none"> ○ Create a Protect profile for users and groups ○ Configure Protect options in Compliance profile ○ Enable hardware attestation for BlackBerry Dynamics applications, as required ○ Review Activation, Protect, Compliance, BlackBerry Dynamics, Malware Detection, Sideload Detection, Safe Browsing, Apps Integrity Checking, and other required MTD features ○ Validate the Customer’s Protect business use cases • Optimize BlackBerry Protect Desktop and BlackBerry Optics by completing the following: <ul style="list-style-type: none"> ○ UES console training and setup ○ Best practices training and interface navigation ○ Legacy Antivirus (AV) rip and replace ○ Full Auto-Quarantine ○ Expert handling of all Potentially Unwanted Programs (PUPs) and malware ○ Memory Protection Blocking Exclusion handling ○ Script Control / Macro protection handling 	<p>Testing validation checklist for each deployed component</p> <p>As Built Configuration document</p>

Phases	Task Description	Deliverable
	<ul style="list-style-type: none"> ○ Remediation based on Protect Health Check results <p>Post-implementation, the BlackBerry Technical Consultant will:</p> <ul style="list-style-type: none"> ● Confirm that the configured services are functioning per BlackBerry best practices, and consistent with UES reference documentation ● Conclude Customer is brought to a state of zero active threats and can move into a state of prevention. ● Ensure appropriate UES licenses, including Protect, Persona, and other required BlackBerry products, information appears as expected. ● Verify deployed Protect and Persona services, as required, are functioning as expected, including confirmation that Customer is able to verify UEM and UES integration. <p>Provide the As Built / Configuration document capturing Customer specific platform installation parameters and key configuration settings of the Customer's production environment.</p>	
<p>3. Adopt</p>	<p>The BlackBerry Project Manager will schedule a Project closure meeting with Customer to address the following:</p> <ul style="list-style-type: none"> ● Review prevention outcome including Protect Health Check report card, malware detection results, PUPs detection results, and recommend next steps. ● Ensure there is an understanding of the final deployment configuration, where to locate additional product documentation and how to engage BlackBerry Technical Support and accessing the MyAccount Portal. ● Send the Customer the Project Acceptance Report, and satisfaction survey ● Resolve any issues that the Customer identifies within the Project, if the identified issues fall within the Project scope defined herein. <p>The Customer will:</p> <ul style="list-style-type: none"> ● Complete the Project Acceptance Report and submit it to the BlackBerry Project Manager within three (3) business days of the Project close as further detailed in the Professional Services Agreement. 	<p>Project Close meeting</p> <p>Project Acceptance Report</p>

DURATION

Customer must use the services set out in this Program Description by the date set out in the applicable order or within six (6) months of purchase ("**Expiry Date**"), as tracked and reported on by BlackBerry. Any services not used by the Expiry Date, shall be forfeited and no refunds or credits will be provided. BlackBerry's ability to perform services is subject to Customer fulfilling the obligations set out below. A more detailed Project timeline will be confirmed during the Define Phase.

PROJECT MANAGEMENT

BlackBerry Project Management resource will be assigned to the Project as required to perform the following:

Key roles and responsibilities:

- Project kick off workshop
- Run Project closure and transition to BlackBerry Technical Support Meeting
- Maintain and communicate Project risks and issues log
- Regular Project status meetings and Project tracker, frequency shall be defined at technical kick-off workshop

LIMITATIONS & EXCLUSIONS

- a. This Project covers the deployment of only the licensed solutions. Additional offerings may be purchased as add-ons, otherwise additional consulting work not contained in this Program Description is deemed out of scope.
- b. Installation of UEM software is out of scope of this Project and is required to be purchased separately for an additional fee to this Program Description (the “UEM Express Suites or UEM Suites Program Descriptions”). Customer’s BlackBerry Sales Representative will work with Customer to determine the appropriate UEM Express Suites or UEM Suites Program Description for Customer’s UEM software requirements.
- c. Working time of BlackBerry’s Technical Consultants and Project Managers is not allocated fulltime for this Project.
- d. Working time is defined as Monday to Friday (excluding local bank/statutory holidays), 9am-5pm, with a 60-minute break for lunch.
- e. Any additional BlackBerry Spark Suite knowledge transfer training is out of scope of this Project. PS-Add-on Extra Training Day (PS.ADD.TRN) may be purchased for a fee as an additional add-on to the scope of the Program Description.
- f. BlackBerry is not responsible for the installation, configuration, or validation of any third-party software, tools, or utilities.
- g. Only software generally available at the time of the Project start will be in scope and deployed. There will be no upgrade provided where a new version of software is released during the Project. Where this is required the Customer will need to complete a change request which will include any additional fees.
- h. Where Customer requires troubleshooting or issue resolution in excess of what is already allocated within each phase of the 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 Project. All cases pending with BlackBerry Technical Support will be documented at Project closure, however, will have no bearing on Project closure or acceptance.
- i. Only third-party software and infrastructure identified during the technical kick-off and design phase will be in scope for deployment of the 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 Project, or this will incur additional cost.

CUSTOMER RESPONSIBILITIES

- a. Making the necessary arrangements to allow BlackBerry to perform the services.
- b. If the services are performed at Customer’s site, providing necessary access to its site including, but not limited to, appropriate access to Customer premises, computer systems and other facilities. In addition, Customer will provide all equipment required in the execution of duties i.e. laptop, desk, secure working space with suitable seating arrangements.
- c. Providing any requirements for screening or security clearance of key BlackBerry Technical Consultants and Project Managers in advance of the Project start date.
- d. Appointing a contact person to supply BlackBerry with any necessary or relevant information and who shall have the authority to make decisions or obtain decisions from others expeditiously.
- e. Maintaining a valid BlackBerry Technical Support Services subscription with BlackBerry for the duration of the Project.
- f. Providing BlackBerry with Project-relevant documentation in a timely manner upon request by BlackBerry.
- g. Ensuring the Customer Project Manager and team members are assigned and available to meet for Project kick-off at Project start date.
- h. Ensuring key stakeholders are available in a timely manner to undertake tasks such as change control and documentation review.
- i. Ensuring any hardware requirements are met.
- j. Providing full and free access, remote or otherwise, to the system elements of Customer’s system which are within scope, together with such information and assistance as is reasonably required by BlackBerry to enable it to perform its obligations under the Project.
- k. Ensuring adequate backup copies are made of data, operating and application software such that the Customer’s system and files may be restored in the event of corruption or other similar loss due to the performance of the Project or for any other reason, howsoever caused.
- l. Unless expressly stated otherwise, restoring all data, operating and application software in the event of system failure or virus attack, regardless of the cause.

- m. The Customer shall provide at least five (5) business days' notice for the cancellation or postponement of any work already scheduled as part of the Project. BlackBerry reserves the right to charge additional fees to Customer for any time lost due to cancellation or postponement resulting from Customer not meeting their responsibilities as defined herein.
- n. Providing end user education and enablement of end user mobile devices.

BlackBerry services offers additional consulting and educational offerings. To learn more about these offerings, please go to: <https://www.blackberry.com/ca/en/services/blackberry-enterprise-consulting> and <https://www.blackberry.com/ca/en/services/blackberry-cybersecurity-consulting/overview>

Note: The services described in this Program Description are subject to the terms and conditions of the Professional Services Agreement at <https://www.blackberry.com/us/en/legal/professional-services-agreement>.