Security Advisory Service

PowerSchool understands that attempting to secure your environment from malicious intrusion or other threats can be a daunting task, and like other aspects of technology, tools, practices, risks, and other considerations are always changing. To assist you with the safe and secure operation of PowerSchool, the Technical Solutions Group ("TSG") offers its customers the **Security Advisory Service ("SAS")**. SAS is intended to provide diagnostic, analytical, and prescriptive assessment and consultation that serves to aid PowerSchool customers in safeguarding their environment against cyberthreats in preemptive, proactive, and reactive capacities. So as to reinforce the confidentiality, integrity, and availability of a customer's assets and data, SAS provides a thorough evaluation of the environment, an end-to-end threat assessment, and a robust collection of recommendations to address and mitigate existing and future risks.

TSG also believes that systems and data security is neither something to be learned on the job nor treated as just any other responsibility. Rather, not unlike the application of specialized medical expertise, securing information and information technology from threats and risks requires focused and highly specialized expertise. As such, the Security Advisory Service is performed only by our Security Engineering staff. TSG employs Security Engineers who are dedicated to the art and science of cybersecurity, bring countless years of experience with securing systems for the customers such as the Department of Defense, Federal Bureau of Investigation, United States Army, United States Marine Corps, and maintain several security-related certifications.

As an alternative to a one-time provision of the scope of SAS, TSG offers customers the option to benefit from ongoing oversight of your security practices and condition by purchasing our popular **Enterprise Management Service ("EMS")**. EMS is a comprehensive managed services solution that administers your self-hosted PowerSchool environment while allowing you to retain complete ownership, control, access, and integration capability. **EMS may be purchased in lieu of the Security Advisory Service, and includes the following features:**

1. Environment Monitoring

- Real-time monitoring of server hardware for performance and faulty hardware
- Real-time monitoring of the PowerSchool and Oracle application logs
- Real-time monitoring of Microsoft Windows$^®$ operating system logs and resource utilization
- Real-time monitoring of virtualization hosts performance and utilization
- Monthly reporting of status and trending of performance, hard drive consumption, server uptime, and frequency of incidents and transactions

2. Software Update Service

- Choice of automated or on-demand installation of all PowerSchool version updates and upgrades, state and provincial reporting updates, and Oracle updates and upgrades
- Choice of automated or on-demand installation of all SIF agent updates and State Messaging Plugin updates
- Choice of automated or on-demand installation of all Microsoft Windows$^®$ operating system-related updates and upgrades
- Choice of automated or on-demand installation of all server-related third party software updates

3. Offsite Data Backup

- Automated nightly compression, encryption, and transfer of PowerSchool/Oracle files to a remote location for 365 days of retention (or longer by negotiation)

4. Data and Server Migrations and Restorations

- Same-day restoration of corrupted environment using most recent backup
- Completion of planned server migrations to new physical or virtual hardware
- Choice of automated or on-demand refreshes of data to a non-production environment with no limit on the number of refreshes

5. Infrastructure Support

- Pro-active intervention and response to performance situations directly with TSG during expansive hours 7 days a week
- One-hour Service Level Agreement for all EMS needs

6. Secondary/Non-Production Instance Coverage

- Installation and configuration of PowerSchool and Oracle on secondary servers
- Enrollment of secondary instances of PowerSchool into monitoring, version administration, infrastructure support, and other elements of EMS
- Unlimited number of data refreshes from the production instance

7. Oracle Database Optimization and Performance Tuning

- Initial and ongoing review of database configuration, systems component allocation, etc
- Evaluation of risk of performance bottlenecks and SQL inefficiencies
- Prescription of corrective and optimal settings

8. Security Advisory Services

- Initial and ongoing evaluation of environmental asset security capability according to CIA triad for systems and data
- Initial and ongoing threat assessment and evaluation
- Routine reporting of findings and recommendations to establish, improve, and/or maintain security capabilities

9. Quarterly Security Audits

- Review of SSL use and capability
- Review of server, PowerSchool, and Oracle-related password length, complexity, and refresh frequency
- Review of Microsoft Windows® Operating System security patch version and history
- Review of PowerSchool and Oracle version
- Comprehensive evaluation and reporting of the level of mitigation to vulnerabilities

Security Advisory Service - Professional Services

TSG's Security Engineering staff will work with our customers every step of the way so that at the conclusion of the service, our customer's staff will fully understand the extent and implications of our findings, and what the value proposition is for each of the recommendations we provide. TSG takes a step-by-step approach in a deliberate and ordered fashion to ensure the most thorough fulfillment of the service. The steps to SAS consist of the following:

Identify
• Perform inventory on all physical and virtual assets and infrastructure existing within the environment • Create a full accounting of the physical and virtual assets • Map the interaction and relationships of the assets within the ecosystem • Determine the public and private access to each asset within the ecosystem

Evaluate
• Review the architecture, configuration, versioning, credentials, and business logic of all security elements

Assess
• Calculate, test, or otherwise determine the nature, likelihood, and severity of risks and threats • Conduct penetration tests and other means of auditing systems and • Conduct tests of data resistance to access, manipulation, or corruption • Evaluate existing policies against PowerSchool best practices • Examine use and configuration of PowerSchool functionality related to security

Formulate
• Identify corrective measures and tools to address existing vulnerabilities • Identify pre-emptive measures and tools to mitigate risks • Identify proactive policies to harden environment against future threats

Document
• Capture inventory of assets, evaluation of security condition, identified threat assessments, and testing results • Create a summary of findings and recommendations in an easy-to-understand "report card" • Document actionable recommendations for consideration to address each threat or risk

Present and Discuss
• Provide consulting on trends and capabilities in hacking, intrusion, and other threats • Present best practices and discuss technological capabilities to mitigate threats and risks • Review specific findings and recommendations • Address questions and concerns • Identify next steps and additional options

Terms and Conditions

It will be the responsibility of the Customer to ensure each of the following items are understood and addressed by their staff.

General
1. All services within the offering are to be delivered remotely unless otherwise specified. Onsite services are available at an additional cost.
2. The Customer will provide TSG with designated representatives to assist with activities that require oversight/authority of, and/or physical interaction with, the identified assets.
3. Services identified in the scope of SAS are intended to support enterprise-level assets hosting or interacting with the PowerSchool application and its environment components, and do not include consideration of client-based assets or software.
4. The Customer is responsible for the implementation, configuration, integration or other execution of recommendations. The fulfillment of these activities may be purchased from TSG as a supplement to this service. No refunds or credits will be issued in the event the Customer opts not to incorporate any of the recommendations provided at the conclusion of the evaluation and assessment.
5. Recommendations provided within the scope of the service are intended to address, relieve, or mitigate identified threats and risks, but no warranties are offered therein.

Pricing Summary – Date

PowerSchool Security Advisory Service Fee: **Custom**

The pricing set forth above shall be valid for a period of sixty (60) days from the date of this proposal and is only applicable to those products and services described herein. If customer has not returned a signed copy of this Proposal to PowerSchool prior to the expiration of the foregoing sixty (60) day period, PowerSchool reserves the right to modify the products, services and associated pricing quoted herein, or in the alternative, cancel this Proposal in whole or in part.

Should customer require any products or services in addition to those set forth in this Proposal, PowerSchool will, upon request, provide customer with a quote for such products and services; provided that such products and services are available to PowerSchool for distribution to customer.

All products and services set forth in this Proposal will be provided to Customer in accordance with the terms and conditions of the standard PowerSchool Licensed Product and Services Agreement.

AGREED TO: Customer Name		
By:		
(Authorized Signature)		
Name:		
Title:		
Date:		**Phone Number:**

To purchase this offering, please sign the last page of this proposal and submit back to the Technical Solutions Group along with a purchase order via fax to (916) 288-1590. Thank you and we look forward to working with you and your staff.

Please note our NEW billing information for all purchase orders.

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