SSL Certificate Administration

To assist you with the management of PowerSchool, the Technical Solutions Group ("TSG") offers the **PowerSchool SSL Certificate Administration ("SCA")** offering. SCA provides its customers with one (1) SSL certificate, the services necessary to procure, configure, and integrate the certificate, and ongoing management of the SSL certificate for secured PowerSchool access.

To assist you with ongoing proactive maintenance and support of the PowerSchool application and infrastructure, TSG also offers the **Enterprise Management Service (EMS)** offering. EMS is a comprehensive solution that manages and maintains your self-hosted PowerSchool environment and provides complete coverage of your PowerSchool environment in the following areas:

Environment Monitoring (24/7/365)
- Real-time monitoring for performance and availability of server hardware, PowerSchool / Oracle application logs, Microsoft Windows® Operating System logs and resource utilization, and much more

Software Update Service
- Choice of automated or on-demand distribution and installation of all PowerSchool version updates and upgrades, SRC updates, Oracle updates, SIF agent updates / State Messaging Plugin updates, and Microsoft Windows® operating system-related updates

Offsite Data Backup
- Automated nightly compression, encryption, and transfer of PowerSchool and Oracle files to a remote location for 365 days of retention

Data and Server Migrations and Restorations
- Same-day restoration of corrupted environment using most recent backups. Competition of planned server migrations, and refreshes of data to a non-production environment

Infrastructure Support
- Direct TSG support regarding any concerns involving the PowerSchool infrastructure components such as hardware, virtualization, third party software configurations, SSL configurations, and general performance

Non-Production ("Sandbox") Coverage
- Enrollment of a single-server non-production instance of PowerSchool into monitoring, support, and other elements of EMS

Quarterly Security Audits
- Review of SSL, password criteria, Microsoft Windows® Operating System security vulnerabilities, and comprehensive evaluation and reporting of the level of mitigation to vulnerabilities

The Enterprise Management Service (EMS) offering may be purchased in lieu of the PowerSchool SSL Certificate Administration offering, and includes the certificate and services to configure PowerSchool for SSL in addition to the many features listed above.

PowerSchool

Professional Services

The following services will be delivered remotely by a TSG Systems Engineer.

Readiness Review
• Review of the intended deployment including PowerSchool server(s) readiness, network topology, and project related deliverables and schedules

Firewall Configurations
• Provide district personnel with firewall configuration parameters to ensure proper PowerSchool SSL ports are configured

SSL Certificate(s)
• Create Certificate Signing Request(s) and matching RSA Key and generate SSL Certificate
• Provide district with CSR, RSA Key and password, Intermediate Certificates, and SSL Certificate for the PowerSchool instance

PowerSchool Configuration
• Import SSL Certificate(s), RSA Key, and Intermediate Certificates to PowerSchool Digital Certificate Management or Load Balancer
• Apply SSL Certificate(s) and RSA Key to Image Server (if applicable)
• Reconfigure PowerSchool Network settings to utilize SSL configurations
• Reconfigure ReportWorks Network settings and preferences to utilize SSL configurations
• Reconfigure Image Server settings to utilize SSL configurations (if applicable and using same FQDN)
• Reconfigure PowerSchool Global Server settings to support SSL configurations
• Create HTTP to HTTPS redirect for PowerSchool access
• Test and validate PowerSchool functionality for secured end user access
• Verify PowerSchool SSL connectivity through supported browsers

Load Balancer Configuration (if applicable)
• Reconfigure PowerSchool related Virtual Services to utilize TCP SSL ports
• Apply SSL Certificate, RSA Key and Intermediate Certificates to PowerSchool virtual service(s)
• Create SSL TCP Port 80 to TCP Port 443 redirection rule for PowerSchool access
• Apply SSL Certificate, RSA Key and Intermediate Certificates to PowerTeacher virtual service(s)
• Apply SSL Certificate, RSA Key and Intermediate Certificates to Image Server virtual service (if applicable and using same FQDN)

Annual SSL Security Checkup and Report
• Annual review of the SSL deployment in the PowerSchool environment
• Provide SSL audit report including vulnerability assessment, ciphers, encryption, and protocol reviews

General
1. All services within the SSL Certificate offering are to be delivered remotely unless otherwise specified. Onsite support services are available at an additional cost.
2. Client will provide TSG with a designated representative to assist with activities that would require physical interaction with supported components.
3. TSG is not affiliated with the PowerSchool Technical Support department and is unable to address any questions relating to the use or troubleshooting of functionality within the application as a result of a PowerSchool configuration performed by TSG. Clients with questions of this nature will be instructed to contact the PowerSchool Technical Support department
4. No refunds or credits will be issued in the event the Client opts not to utilize any of the allotted services within this agreement, nor shall a refund or credit be issued in the event the SSL Certificate Service agreement is no longer necessary during the term purchased.
5. The SSL Certificate Service agreement will automatically be renewed at the end of each term unless TSG is notified in writing in advance of the contract expiration date.
6. The Client is responsible to review and agree to the terms and conditions by signing this proposal. Failing to sign and return the proposal directly to TSG will delay the initiation or renewal of the SSL Certificate Service, and may result in the de-commissioning of the service including the removal of SSL certificates.
7. The initial term of the SSL Certificate Service is three (3) calendar years from the date of purchase unless otherwise negotiated.
8. The SSL Certificate Service may be subject to an annual uplift consistent with standard company rates at the time of renewal.

Completion Criteria

The services within PowerSchool SSL Certificate Administration offering will be considered complete and delivered when the following conditions have been met:

1. The customer has been instructed to submit the SSL Certificate Service – Site Readiness Document.

2. TSG has contacted the customer and established remote access to the customer's PowerSchool environment.

3. TSG has generating the Certificate Signed Request (CSR) and RSA Private Key.

4. TSG has generated and applied the SSL Certificate and Intermediate Certificates to the customer's PowerSchool environment.

5. TSG has configured PowerSchool application server(s) to utilize SSL.

6. TSG has ensured the PowerSchool Monitor states that the PowerSchool system is connected.

7. The customer is presented with the PowerSchool logon screen.

8. The customer has been notified that the PowerSchool SSL Certificate Administration has been completed.

Pricing Summary (as of DATE)

SSL Certificate Administration Fee: (USD)
　　12 Month Term

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 Client in accordance with the terms and conditions of the standard PowerSchool Licensed Product and Services Agreement.

AGREED TO: Client 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 PowerSchool Group, LLC 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.

PowerSchool Group, LLC　　　　　　　　　TIN: 47-4429364
150 Parkshore Drive　　　　　　　　　　　Fax: (916) 288-1590
Folsom, CA 95630　　　　　　　　　　　Phone: (877) 873-1550