

## 1. PowerSchool Installation

At Pearson, we understand that managing a new Student Information System (SIS) is a challenging effort. We are pleased to work with you to understand your needs and expectations, and strive to ensure your continued success of PowerSchool, the fastest-growing, most widely used web-based student information system.

To assist you through the implementation of PowerSchool, the Pearson Technical Solutions Group (TSG) offers **PowerSchool Software Installation** services to provide remote installations of the PowerSchool application by Pearson System Engineers for new PowerSchool customers.

The Technical Solutions Group also offers a wide range of hardware and 3<sup>rd</sup> party software, designed to meet the needs specific to your PowerSchool deployment. Pearson has partnered with major hardware and 3<sup>rd</sup> party software manufacturers to resell hardware and 3<sup>rd</sup> party software directly to Pearson customers at discounted costs. Pearson provides this offering to reduce hardware costs associated with purchasing Pearson software to provide the customer a more cost effective solution.

To assist you with ongoing proactive maintenance and support of the PowerSchool application and infrastructure, the Technical Solutions Group also offers an *Infrastructure Support Services* (ISS) agreement. The Infrastructure Support Services agreement provides the following key benefits to assist districts with PowerSchool configurations:

- Technical support for the Infrastructure (including servers, virtualization, load balancer appliances, storage, SSL, 3<sup>rd</sup> party software, etc.)
- Quarterly pro active PowerSchool environment checks including installations of PowerSchool software version updates, environment check-up, and installation of 3<sup>rd</sup> party software product patches or version updates.
- Assistance with PowerSchool Data Restoration and / or Server Migrations.
- Data Continuity service with an automated backup of local PowerSchool/Oracle files to a secured remote storage facility.

For questions or further details regarding these services, product requirements, or specific scaling configurations, please contact your Account Executive or [tsghelpdesk@Pearson.com](mailto:tsghelpdesk@Pearson.com)

**PowerSchool Installation**

**1. Professional Services**

The following services will be delivered remotely by a Pearson Systems Engineer:

Implementation Consultation
<ul style="list-style-type: none"> <li>▪ Review of the desired deployment including infrastructure readiness, network topology, and project related deliverables and schedules.</li> </ul>
PowerSchool Installation
<ul style="list-style-type: none"> <li>▪ Install latest release of PowerSchool Oracle database application.</li> <li>▪ Install the latest Oracle Jobs release</li> <li>▪ Configure Oracle variables including Flash Recovery Area and automated SMTP messaging alerts.</li> <li>▪ Install and configure the PowerSchool application.</li> <li>▪ Install Apache Web Server instance (Image Server). (If Applicable)</li> <li>▪ Test and validate PowerSchool functionality for end user access.</li> <li>▪ Apply Pearson demo data to Non-Production (Test Bed) instance of PowerSchool / Oracle. (Optional if Non-Production Test Bed instance installation is purchased with the service).</li> </ul>

**2. District Responsibilities**

It will be the responsibility of district personnel to ensure each of the following items are understood and addressed by the district.

Facilities
<ol style="list-style-type: none"> <li>1. Provide a technical district resource to work with the Pearson Systems Engineer for the duration of the consultation.</li> <li>2. All work will be performed during normal business hours unless otherwise specified. (Monday – Friday; 8:00 AM – 5:00 PM US Local Time) (Excludes Pearson Holidays)</li> <li>3. Provide Pearson with remote access to perform the services listed within this proposal. This can include Bomgar access or any customer provided remote access software.</li> </ol>
Infrastructure Configuration
<ol style="list-style-type: none"> <li>1. Provide Pearson with naming conventions, TCP/IP parameters, and user accounts passwords associated with all project related infrastructure components.</li> <li>2. <b>Ensure intended PowerSchool related server(s) are in compliance with all aspects of the minimum system requirements for the supported Pearson application version being installed.</b></li> <li>3. Ensure all required network related changes such as firewall, DNS updates, or IP address modifications have been completed prior to commencing services.</li> </ol>

### PowerSchool Installation Configurations

1. The most current release of the PowerSchool applicable will be installed unless a desired release is specified in writing.
2. The installation of PowerSchool and Oracle within the scope of this project does not include any services related to the installation / configuration of PowerSchool within a SSL configuration. Customers may choose to implement SSL with PowerSchool once the services within this document have been considered complete and delivered. Customers may implement SSL following documentation found on PowerSource. TSG also offers SSL Integration for PowerSchool for additional fees.
3. The installation of PowerSchool and Oracle resources within this scope of this project will be performed within a two (2) business-day service window unless weekend or off-hour services have been negotiated.
4. Customers are responsible to complete the PowerSchool Installation Request on PowerSource to request their installation be performed.
5. Review all Release Notifications related to version of PowerSchool being installed and understand the benefits and impact on current operations as a result of update. Questions or issues concerning the update's influence on the visibility to your data or the continued access to, or use of, your customizations should be directed to the PowerSchool Application Technical Support department.
6. The installation of PowerSchool and Oracle within the scope of this project does not include any services related to the installation / configuration of SIF agents or components. Questions or issues concerning the SIF installation / configuration should be directed to the Pearson Application Technical Support department.
7. The services included within the scope of this project do not include any services related to the installation / configuration of any other Pearson or third party applications that have direct access to the PowerSchool / Oracle resources. Questions or issues concerning the configuration of other application configurations should be directed to the appropriate Technical Support department that is affiliated with the particular application in use.
8. The Pearson Technical Solutions Group (TSG) is not affiliated with the PowerSchool Application 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. Customers with questions of this nature will be instructed to contact the PowerSchool Application Technical Support department.
9. The services included within the scope of this project do not include any services related to the installation / configuration of any PowerSchool related State and Provincial Reporting Installers. Customers are responsible to configure State and Provincial Reporting Installers once the PowerSchool 7.0 Install has been completed. Questions or issues concerning installation / configuration of any PowerSchool related State and Provincial Reporting Installers should be directed to the PowerSchool Application Technical Support department.

### PowerSchool Installation Fees

1. Installations of PowerSchool and Oracle are limited to a number of PowerSchool server(s) based upon your Purchase Order amount and / or what was provided to you by your Account Executive. The fee structure for the PowerSchool Installation service is as follows:
  - **\$500 (First Server within the Production Instance)**
  - **\$250n (Additional Servers within the Production Instance)**  
**Where n is the number of additional servers that will exist in the customer's instance/environment at the time of the service that will be included as part of the service.**
  - **\$500 for each additional Non-Production Instance such as Test Bed server(s).**
2. Installations of PowerSchool and Oracle for additional servers / instances beyond what was purchased shall incur additional fees.

### 3. Completion Criteria

The services within this proposal will be considered complete and delivered when the district has been contacted, software is downloaded, software has been installed, connectivity is verified, and the district has been notified that setup is complete.

Within three (3) business days of completion of the PowerSchool Installation, the District Primary Contact will either accept the Deliverables or provide TSG a written list of objections, if any. If no response from the District Primary Contact is received within three (3) business days, then the Deliverables will be deemed accepted, unless the District requests an extension.

If the district experiences issues directly related to a configuration performed by the Technical Solutions Group personnel, it will be the district's responsibility to contact the Technical Solutions Group within three (3) business days. Configuration related requests received after three (3) business days of project completion may incur additional service costs.

### 4. Client Escalation Procedure

The following procedure will be observed if resolution is required to a conflict arising during the performance of this proposal:

- Level 1: District Primary Contact will notify TSG via email to [tsghelpdesk@pearson.com](mailto:tsghelpdesk@pearson.com) with details of escalation.
- Level 2: If TSG cannot provide resolution or path to resolution within two (2) business days from receipt of Level 1 escalation email, the District Primary Contact will notify Pearson's TSG Manager via email to [Danny.Cohn@pearson.com](mailto:Danny.Cohn@pearson.com) with details of escalation.