PowerSchool 10 Upgrade

To assist you with the management of PowerSchool, the Technical Solutions Group ("TSG") offers the **PowerSchool 10 Upgrade** service to upgrade your PowerSchool instance to the latest release of PowerSchool 10.x and Oracle 12.1.0.2c.

To assist you with ongoing proactive maintenance and support of the PowerSchool application and infrastructure, TSG also offers an **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, state and provincial reporting updates, PowerSchool 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 backup
- Completion of planned server migrations to new physical or virtual hardware
- Choice of automated or on-demand refreshes (as often as once per week) 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

The Enterprise Management Service (EMS) offering may be purchased in lieu of the PowerSchool 10 Upgrade service, and includes services to apply PowerSchool 10.x and Oracle 12.1.0.2c in addition to the many features listed above.

PowerSchool Version

- A **PowerSchool Version** is defined as the current version number of PowerSchool such as PowerSchool **9.x** or PowerSchool **10.x**.
- A **PowerSchool Version Release Update** is defined as an update to one or more digits to the <u>right</u> of the decimal within the current version number of PowerSchool such as from PowerSchool 9.**xy** to PowerSchool 9.**xy.**
- A **PowerSchool Version Upgrade** is defined as an update to one or more digits to the <u>left</u> of the decimal of the current version number of PowerSchool such as from PowerSchool **8**.x.y to PowerSchool **9**.x.y**.**

PowerSchool 10 Upgrade

For customers that will utilize their existing PowerSchool 9.x server(s) for PowerSchool 10.x, the PowerSchool 10 Upgrade service includes upgrading the PowerSchool database to Oracle 12.1.0.2c, applying the latest PowerSchool 10.x Version Release, and applying the latest State Reporting Code (SRC) Release to your existing PowerSchool 9.x server(s).

For customers that will utilize new server(s) for PowerSchool 10, the PowerSchool 10 Upgrade service includes installing Oracle 12.1.0.2c as the PowerSchool database, installing the latest PowerSchool 10 Version Release, installing the latest State Reporting Code (SRC) Release, and migrating your existing PowerSchool 9.x / Oracle data to the new PowerSchool 10.x server(s).

In order to facilitate a successful PowerSchool 10.x upgrade, your existing PowerSchool environment must be on **PowerSchool 9.0** or higher prior to migrating to PowerSchool 10. If your current PowerSchool environment is on a prior PowerSchool Version release, please perform the necessary update or upgrade procedures or contact [TSG](#) for more information concerning available services.

Important Note: Effective July 1, 2016, all PowerSchool customers are required to implement SSL in all production and test environments. If your PowerSchool instance is hosted by PowerSchool, SSL has already been implemented and there is no further action needed.

PowerSchool 10 Server Operating System Support
The current version of PowerSchool 10.x supports the following server operating systems for PowerSchool server(s):
- Windows 2012 R2 Enterprise Edition (English Version)
- Windows 2012 R2 Datacenter Edition (English Version)

1. Professional Services
The following services will be delivered remotely (unless onsite services have been purchased) by a TSG Systems Engineer:

PowerSchool Configuration
- Check the existing PowerSchool database for invalid objects that would hinder a successful PowerSchool 10 upgrade   - Install, or upgrade to, the latest release of PowerSchool Oracle database application   - Install the latest Oracle Jobs release   - Configure Oracle automated SMTP messaging alerts. (if applicable)   - Configure Oracle Flash Recovery Area to include custom size and data retention window   - Configure optimal Oracle application memory settings   - Install / upgrade to the latest release of the PowerSchool 10 application   - Install the latest release of the PowerSchool State Reporting Code (SRC)   - Configure optimal PowerSchool Application memory settings   - Configure optimal ReportWorks Application memory settings   - Configure PowerSchool Application network settings   - Configure ReportWorks Application network settings   - Move existing custom pages, pictures, and reports to the new PowerSchool 10.x application configuration   - Apply existing PowerSchool 9.x SSL certificates to the new PowerSchool 10.x application configuration (if applicable and does not include new SSL implementations)   - Update existing directories if the customer utilizes a separate Apache or IIS Web instance for PowerSchool images   - Test and validate PowerSchool functionality for end user access   - Provide notification details once the PowerSchool 10 Upgrade service has been completed

2. Customer Responsibilities

It will be the responsibility of customer's designated personnel to ensure each of the following items are understood and addressed:

Facilities
1. Provide a technical resource to work with the TSG Systems Engineer for the duration of the consultation 2. Understand that all work will be performed during normal business hours unless otherwise specified. (Monday – Friday; 5:00 AM – 5:00 PM US Pacific Time) (Excludes US PowerSchool Holidays) 3. Provide PowerSchool with remote access to perform the services listed within this proposal. This can include Bomgar access or any customer provided remote access software.

Infrastructure Configuration
1. Provide TSG with naming conventions, TCP/IP parameters, and user accounts passwords associated with all project related infrastructure components 2. Ensure your intended PowerSchool 10.x server(s) are in compliance with all aspects of the minimum system requirements for the supported PowerSchool Version Release being applied 3. For customers utilizing new servers, ensure the new servers are pre-configured with a compliant operating system (Microsoft Windows 2012 R2) and all applicable Microsoft updates prior to service start date
PowerSchool
1. TSG is not responsible for the integrity of the PowerSchool 9.x / Oracle 12.1.0.1c data being migrated to the PowerSchool 10.x / Oracle 12.1.0.2c environment. 2. The existing PowerSchool 9.x environment must be capable of performing a full Oracle Data Pump without errors. If errors occur during the Data Pump process, it will be the customer's responsibility to contact the PowerSchool Technical Support department to rectify any issues before continuing with the PowerSchool 10 Upgrade service. 3. The current PowerSchool Version Release at the <u>start</u> of the Service Date will be applied unless a desired PowerSchool Version Release is specified in writing. 4. The upgrade 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. 5. The upgrade of PowerSchool and Oracle resources within this scope of this project do not include any modifications to existing load balancer configurations unless additional services and fees have been negotiated. 6. Customers are responsible to complete the PowerSchool 10 Upgrade Request on PowerSource to request their PowerSchool 10 Upgrade be performed. 7. Customers are responsible to backup any existing PowerSchool / Oracle configurations prior to commencing of services. 8. Customers are responsible to notify all PowerSchool users of scheduled down time. 9. If invalid objects are found within the existing Oracle database, it will be the customer's responsibility to contact the PowerSchool Application Technical Support department to rectify the invalid objects before TSG can continue with the PowerSchool 10 Upgrade service. 10. The customer is to review all Release Notifications related to the PowerSchool Version Release being installed and fully understand the implications (benefits and impact on current operations) introduced as a result of the 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. 11. The update of PowerSchool and Oracle within the scope of the PowerSchool 10 Upgrade service 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 PowerSchool Application Technical Support department **here**.

12. The services included within the scope of this offering do not include any services related to the installation / configuration of any other PowerSchool 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.

13. The update of PowerSchool and Oracle within the scope of the PowerSchool 10 Upgrade service does not include any services related to modifications that may be needed to current custom pages to be compatible with the PowerSchool Version Release being applied. Questions or needs concerning custom page compatibility and modifications should be directed to the PowerSchool Curriculum Product Tailoring department **here**.

14. The update of PowerSchool and Oracle within the scope of this offering does not include any services related to the installation / configuration / update of any PowerSchool API(s).

15. 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 or update performed by PowerSchool Technical Solutions Group. Customers with questions of this nature will be instructed to contact the PowerSchool Application Technical Support department **here**.

16. During the PowerSchool Version Update maintenance window your PowerSchool server(s) may require a restart. It will be the customer's responsibility to ensure no USB drives or other bootable devices are attached to the PowerSchool server(s) that can cause issues during the reboot process.

17. TSG is not responsible for any PowerSchool Version updates that fail due to third party applications / interfaces being run against the PowerSchool database that prohibits the update of the PowerSchool application.

18. In the event the PowerSchool 10 Upgrade fails, TSG will reinstall the previous PowerSchool Version Release of PowerSchool and Oracle and apply the last known good Oracle data pump file to repopulate the database.

19. TSG is not responsible for applying any subsequent PowerSchool Version Release(s) that address known issues of the PowerSchool Version Release applied to the environment during the service window. Additional subsequent PowerSchool Version Release updates will require additional funding for PowerSchool to apply any subsequent PowerSchool Version Release(s) on behalf of the district.

20. Failure to prepare the existing PowerSchool environment prior to the start of the *Service Date* will result in the PowerSchool 10 Upgrade service being rescheduled for the next available two (2) business-day service window.

3. Completion Criteria

The services within PowerSchool 10 Upgrade service will be considered complete and delivered when the following conditions have been met:

- The customer has been instructed to submit the PowerSchool 10 Upgrade service request on PowerSource.
- TSG has contacted the customer and established remote access to the customer's PowerSchool environment.
- TSG has downloaded PowerSchool and Oracle software to the customer's PowerSchool environment.
- TSG has applied the applicable PowerSchool and Oracle software Version Release updates to the customer's PowerSchool environment.
- TSG has ensured the PowerSchool Monitor states that the PowerSchool system is connected.
- The customer is presented with the PowerSchool logon screen.
- The customer has been notified that the PowerSchool 10 Upgrade has been completed.

Within five (5) business days of completion of the services within this proposal, the District Primary Contact will either accept the Deliverables or provide TSG a written list of objections, if any. If no response from the Customer is received within five (5) business days, then the Deliverables will be deemed accepted, unless the Customer requests an extension.

If the Customer experiences issues directly related to a configuration performed by TSG personnel, it will be the Customer's responsibility to contact TSG within five (5) business days. Configuration related requests received after five (5) business days of project completion may incur additional service costs.

To purchase this offering, please send an email to TSGHelpDesk@PowerSchool.com or contact your PowerSchool Account Representative for a quote. Thank you and we look forward to working with you and your staff.