

The Pearson Technical Solutions Group (TSG) offers **PowerSchool Technical Consultation** services to provide consulting services for PowerSchool application environments. The consultation includes assisting with configurations of Oracle, PowerSchool, ReportWorks, PowerTeacher, LDAP authentication, and SSL configurations.

The service provides the district Information Technology personnel access to Pearson Systems Engineers to assist with resolving any PowerSchool related configurations. As part of the this offering, the district Information Technology staff also has access to a consulting resource to assist with any Information Technology decisions in regards to the PowerSchool environment.

The **PowerSchool Technical Consultation** service provides a Pearson Systems Engineer to assess the current PowerSchool configuration, assist district personnel with resolving any found issues, and provide a technical overview of the configuration.

The Technical Solutions Group also offers a wide range of hardware and third party software, designed to meet the needs specific to your PowerSchool deployment. Pearson has partnered with major hardware and third party software manufacturers to resell hardware and third 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 (servers, load balancer, storage, SSL, 3rd party software, etc.).
- Quarterly pro active PowerSchool environment checks including installation of PowerSchool software version updates, environment check-up, and installation of third party software product patches or version updates.
- PowerSchool Data Restoration assistance and 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

PowerSchool Technical Consultation

1. Professional Services

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

PowerSchool Configuration
<ul style="list-style-type: none"> ▪ Review the current PowerSchool deployment to ensure optimal settings are configured with the PowerSchool environment.
PowerSchool Configuration Overview
<ul style="list-style-type: none"> ▪ Review PowerSchool application Server / Server Array settings. <ul style="list-style-type: none"> ○ Web Handlers ○ Reserves ○ Web Server settings ▪ Review PowerTeacher settings. <ul style="list-style-type: none"> ○ Apache Tomcat Settings ○ Apache Server.xml file settings ▪ Review ReportWorks Settings ▪ Review Oracle Administration <ul style="list-style-type: none"> ○ Backup / restore strategies ○ Flash Recovery Area ○ Performance ▪ Data Migration / Data Pump Utility <ul style="list-style-type: none"> ○ Restoring production data to non production server. ▪ SSL Configuration <ul style="list-style-type: none"> ○ SSL configuration for PowerSchool / PowerTeacher / Apache Images
PowerSchool LDAP Authentication
<ul style="list-style-type: none"> ▪ Assist the district with configuring end user LDAP authentication and synchronization. ▪ Test and validate PowerSchool functionality for end user access with LDAP authentication.
SSL Configuration
<ul style="list-style-type: none"> ▪ Assist district with creating SSL Certificate Signing Requests. ▪ Apply district provided SSL Certificates to PowerSchool configuration. ▪ Reconfigure PowerSchool application to utilize SSL connectivity. ▪ Test and validate PowerSchool functionality for secured end user access.

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"> 1. Provide a technical district resource to work with the Pearson Systems Engineer for the duration of the project. 2. All work will be performed during normal business hours unless otherwise specified. (Monday – Friday; 8:00 AM – 5:00 PM Local US Time) (Excludes Pearson Holidays) 3. Provide Pearson with remote access to perform the services listed within this agreement. This can include Bomgar access or any customer provided or other customer provided remote access software

Infrastructure Configuration

1. Provide Pearson with naming conventions, TCP/IP parameters, and user accounts passwords associated with all project related infrastructure components.
2. Provide SSL Certificates to be used with fully qualified domain names (FQDN) for PowerSchool access. (Optional if SSL deployment is desired)
3. Provide a stable LDAP environment.
4. Provide connectivity from PowerSchool application server(s) to LDAP server(s).

PowerSchool

1. Backup any existing PowerSchool / Oracle configurations prior to commencing of services.
2. Ensure compliance with all aspects of the minimum system requirements for the supported Pearson application.

General

1. Support for all project related hardware and third party software is provided by the manufacturer unless otherwise stated.
2. Services provided with this proposal include up to **xx** day(s) of remote consultation. If consulting efforts to configure the environment exceed the allocated consultation to bring resolution, additional days may be required to purchase in order to bring resolution.

Pricing Summary

**PowerSchool Technical Consultation
(Daily Rate) (Remote) \$ 1,200.00**

Note: Rates are also available for on site services.

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 Pearson prior to the expiration of the foregoing sixty (60) day period, Pearson 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, Pearson will, upon request, provide customer with a quote for such products and services; provided, that such products and services are available to Pearson 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 Pearson's standard PowerSchool Licensed Product Agreement.

To purchase this package or other Pearson Technical Solutions Group (TSG) offerings, please send your inquiries to your Account Executive or contact TSG at tsghelpdesk@Pearson.com.

**For details on other Pearson Technical Solutions Group (TSG) offerings please visit us on PowerSource.
https://powersource.pearsonschoolsystems.com/f/pearson_technical_solutions_group**