PowerSchool Upgrade Service

To assist you through the management of the PowerSchool SIS, the PowerSchool **Technical Solutions Group ("TSG")** offers the **PowerSchool Upgrade Service** to upgrade your PowerSchool instance to the latest release of PowerSchool and Oracle.

PowerSchool Version

A PowerSchool **Version** is defined as the current version number of PowerSchool such as PowerSchool **11.x** or PowerSchool **12.x**.

A PowerSchool **Version Release Update** is defined as an update to one or more digits to the right of the decimal within the current version number of PowerSchool such as from PowerSchool 11.**x.y** to PowerSchool 11.**x.y**.

A PowerSchool **Version Upgrade** is defined as an update to one or more digits to the left of the decimal of the current version number of PowerSchool such as from PowerSchool **11**.x.y to PowerSchool **12**.x.y.

PowerSchool Upgrade

For customers that will utilize their existing PowerSchool SIS server(s) for PowerSchool, the PowerSchool Upgrade Service includes upgrading the PowerSchool SIS database to the applicable Oracle version, applying the latest PowerSchool Version Release, and applying the latest State Reporting Code (SRC) to your existing PowerSchool server(s).

For customers that will utilize new server(s) for PowerSchool, the PowerSchool Upgrade Service includes installing the applicable Oracle version as the PowerSchool database, installing the latest PowerSchool Version Release, installing the latest State Reporting Code (SRC) Release, and migrating your existing PowerSchool data to the new PowerSchool server(s).

To facilitate a successful PowerSchool upgrade, your existing PowerSchool environment must be running **PowerSchool Version Release 11.x** or greater prior to migrating to the latest PowerSchool Version. 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.

In addition to this, your intended PowerSchool SIS server(s) must meet minimum PowerSchool 19.4 System Requirements.

Professional Services

The Professional Services listed below will be delivered remotely by a TSG Representative:

Integration Design
• Design and review of the desired deployment including infrastructure readiness, network topology, and project related deliverables and schedules
PowerSchool SIS Configuration

- Check the existing PowerSchool database for invalid objects that would hinder a successful PowerSchool upgrade
- Install, or upgrade to, the latest release of PowerSchool SIS Oracle database application
- Install the latest Oracle Jobs release (if applicable)
- Configure Oracle Backup Jobs (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 current version release of the PowerSchool application
- Install the latest release of the PowerSchool State Reporting Code (SRC)
- Configure optimal PowerSchool SIS 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 application configuration (If Applicable)
- Resynchronize Document Attachment capabilities (If Applicable)
- Apply pre-existing SSL certificates to the new PowerSchool application configuration (if applicable and does not include new SSL implementations)
- Update existing directories if the customer utilizes a separate PowerSchool Image Server for PowerSchool sis image files
- Test and validate PowerSchool SIS functionality for end user access
- Provide notification details once the PowerSchool Upgrade Service has been completed

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 designated TSG representative for the duration of the service
2. Provide TSG with a preferred and alternative date for the initiation of the service using the medium prescribed by TSG; all work will be performed during the agreed-upon service window only.
3. All work will be performed during normal business hours unless otherwise specified. TSG business hours are Monday through Friday from 5:00 AM to 5:00 PM Pacific Time excluding PowerSchool holidays.
4. Initiate remote access using the software designated by TSG to perform the service(s) listed within this proposal.
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 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 and all applicable Microsoft updates prior to service start date.
4. During the PowerSchool SIS upgrade/migration service your PowerSchool SIS 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 SIS server(s) that can cause issues during the reboot process.

PowerSchool SIS

1. Customers are responsible to complete the PowerSchool Upgrade Request on PowerSource to request the services to upgrade the PowerSchool SIS environment.
2. The upgrade/migration of PowerSchool SIS 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.
3. During the upgrade/migration service, PowerSchool SIS will be unavailable to all users. Customers are responsible to notify all PowerSchool SIS users of this scheduled down time.
4. Customers are responsible to backup any existing PowerSchool SIS/Oracle configurations prior to commencing of services.
5. The existing PowerSchool SIS environment must be able to complete 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 upgrade/migration service.
6. TSG is not responsible for the integrity of the current PowerSchool SIS/Oracle data being upgrade/migrated.
7. If invalid objects are found within the existing Oracle database, it will be the customer's responsibility to contact the PowerSchool Technical Support department to rectify the invalid objects before TSG can continue with the upgrade/migration service.
8. In the event the PowerSchool SIS upgrade/migration fails, TSG will reinstall the previous PowerSchool SIS Version Release at the beginning of the service start date and apply the last known good Oracle data pump file to repopulate the database.
9. TSG is not responsible for any PowerSchool Version updates that fail due to third party applications/interfaces being run against the PowerSchool SIS database that prohibits the update of the PowerSchool SIS application.
10. The current PowerSchool SIS Version Release at the start of the service start date will be applied unless a desired PowerSchool Version Release is specified in writing.
11. The customer is to review all Release Notifications related to the PowerSchool SIS 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 Technical Support department.
12. Ensure all Core and Core2 field sets have been successfully migrated prior to upgrade to the latest version of PowerSchool.
13. The update of PowerSchool SIS and Oracle within the scope of this offering 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 Technical Support department [here](#).

14. 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 SIS/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 application in use.

15. The update of PowerSchool SIS and Oracle within the scope of this offering 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 Customization Services department here.

16. The update of PowerSchool SIS and Oracle within the scope of this offering does not include any services related to the installation/configuration/update of any PowerSchool API(s) or other third party applications that integrate with PowerSchool.

17. The update of PowerSchool SIS 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.

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

19. Any failure to adequately prepare for or otherwise facilitate the initiation of the service prior to the scheduled service start date will result in the upgrade service being rescheduled for the next available service window and may be subject to a cancellation fee as specified by PowerSchool's Licensed Product and Services Agreement.

20. 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 SIS configuration or update performed by TSG. Customers with questions of this nature will be instructed to contact the PowerSchool Technical Support department here.

Scale of Service Summary

Versioning
The scale of this service shall be limited to transactions involving the following version(s):

- Installation of Version **[A]** to:
- Update of Version **[A.x]** to Version **[A.y]** to:
- Upgrade of Version **[A]** to Version **[B]** to:
  - New Server(s) as identified below
  - Existing Server(s) as identified below

Instance(s)
The scale of this service shall be limited to the following instance(s):

- Production - **[INSTANCE NAME]**
- Non-Production - **[INSTANCE NAME]**

Server(s)
The scale of this service shall be limited to the following server(s):

- **(x) PowerSchool All-in-One Server(s) (Production)**
- **(x) PowerSchool Dedicated Database Server(s)**
- **(x) PowerSchool Dedicated Application Server(s)**
- **(x) PowerSchool Image Server(s)**
- **(x) PowerSchool All-in-One Server(s) (Non-Production / Test Bed)**

Note: Additional services, or services to additional elements of the customer's environment not specified above, will require additional funding. Please contact TSG for more information or a supplemental proposal.

Completion Criteria

The services within this proposal will be considered complete and delivered when the following conditions have been met:

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

2. TSG has downloaded PowerSchool SIS and Oracle software to the customer's new PowerSchool SIS environment.

3. TSG has applied the applicable PowerSchool SIS and Oracle software Version Release updates to the customer's PowerSchool SIS environment.

4. TSG has migrated the existing PowerSchool SIS and Oracle configuration to the new PowerSchool SIS environment. (If Applicable)

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

6. The customer is presented with the PowerSchool SIS logon screen.

7. The customer has been notified that the PowerSchool Upgrade has been completed.

Within five (5) business days of completion of the services within this proposal, the Customer's designated contact will either accept the Deliverables or provide TSG with a written list of any objections. If no response from the Customer is received within five (5) business days, then the Deliverables will be deemed accepted, unless the Customer has previously requested an extension in writing.

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

Pricing Summary – As of DATE

PowerSchool Upgrade Service Total: (USD)   **$0,000.00**

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.

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 or email to tsghelpdesk@powerschool.com. Thank you and we look forward to working with you and your staff.

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