

1. PowerSchool SSL Integration

To assist you through the management of PowerSchool, the Pearson Technical Solutions Group (TSG) offers **PowerSchool SSL Integration** services to provide remote integrations of SSL Certificates for secured PowerSchool access.

The Technical Solutions Group also offers a wide range of hardware and 3rd party software, designed to meet the needs specific to your PowerSchool deployment. Pearson has partnered with major hardware and 3rd party software manufacturers to resell hardware and 3rd 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 **Enterprise Management Service (EMS)** offering. The Enterprise Management Service (EMS) is a complete comprehensive solution that manages and maintains your self-hosted PowerSchool environment and provides complete coverage of your PowerSchool environment in the following areas:

- Real-time monitoring of Server hardware, the PowerSchool Application, and the Oracle Application.
- Choice of automated or on demand distribution and installation of **all** PowerSchool version updates, state and provincial reporting updates, and PowerSchool Oracle updates
- Automated backup of PowerSchool/Oracle files with secure transfers to a remote storage location provided by Pearson.
- Remote assistance with PowerSchool / Oracle data restoration or PowerSchool New Installations.
- Technical support for the Infrastructure (including servers, virtualization, load balancer appliances, storage, SSL, 3rd party software, etc.)
- Assistance with PowerSchool Data Restoration and / or Server Migrations.

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

PowerSchool SSL Integration

1. Professional Services

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

Implementation Consultation
<ul style="list-style-type: none"> ▪ Review of the desired deployment including infrastructure readiness, network topology, and project related deliverables and schedules.
Firewall Configurations
<ul style="list-style-type: none"> ▪ Provide district personnel with firewall configuration parameters to ensure proper PowerSchool SSL ports are configured.
SSL Certificates
<ul style="list-style-type: none"> ▪ Create Certificate Signing Request(s) and matching RSA Key(s) for district to provide to Certificate Authority. ▪ Assist district with obtaining and downloading SSL Certificates and Intermediate Certificates from Certificate Authority.
PowerSchool Configuration
<ul style="list-style-type: none"> ▪ Apply SSL Certificate and RSA Key to PowerSchool server(s). ▪ Configure SSL TCP Port 80 to TCP Port 443 redirection for PowerSchool access. ▪ Apply SSL Certificate and RSA Key to PowerTeacher server(s). ▪ Apply SSL Certificate and RSA Key to Apache Web Server (Image Server) server(s). ▪ Apply Certificate Authority Intermediate Certificate(s). (If Applicable) ▪ Reconfigure PowerSchool application settings to utilize SSL configurations. ▪ Reconfigure PowerTeacher application settings to utilize SSL configurations. ▪ Reconfigure Apache Web Server (Image Server) application settings to utilize SSL configurations. ▪ Test and validate PowerSchool functionality for secured end user access. ▪ Verify PowerSchool SSL connectivity through supported browsers.

2. Client 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 consultation.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)3. Provide Pearson with remote access to perform the services listed within this proposal. This can include Bomgar access or any client provided remote access software.
Infrastructure Configuration
<ol style="list-style-type: none">1. Provide Pearson with naming conventions, TCP/IP parameters, and user accounts passwords associated with all project related infrastructure components.2. Provide SSL Certificate(s) to be used with fully qualified domain names (FQDN) for PowerSchool access.3. Ensure the issuing Certificate Authority and Certificate type you intend to use with PowerSchool are supported with your client browsers that will be used to access PowerSchool and comply with your district security policies.4. Configure firewall configurations for all project related infrastructure components as it relates to PowerSchool access.
PowerSchool
<ol style="list-style-type: none">1. Backup any existing PowerSchool / Oracle configurations prior to commencing of services.2. Notify all users of scheduled down time.3. This package does not include any services relating to the deployment, installation, or upgrade of/to PowerSchool, Oracle or their associated resources. These services are offered by the Technical Services Group at additional fees.5. 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.

3. Completion Criteria

The services within this proposal will be considered complete and delivered when the district has been contacted, SSL Certificates have been applied, connectivity is verified, and the district has been notified that setup is complete.

Within three (3) business days of completion of the PowerSchool SSL Integration, 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 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 with details of escalation.

Pricing Summary

PowerSchool SSL Integration Fee:	\$500 (First Server)
	\$250<i>n</i> (Additional Servers)

Where *n* is the number of additional servers that will be reconfigured for SSL and have a Certificate applied at the time of the service that will be included as part of the service.

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&from=nav

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