

PowerSchool SSL Integration Service Statement of Work

PowerSchool
Student Information System

Released March 28, 2014

Document Owner: Pearson Technical Services

This edition applies to Release 6.x, and 7.x of the PowerSchool software and to all subsequent releases and modifications until otherwise indicated in new editions or updates.

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Introduction

The purpose of this Statement of Work is to outline the service and support specifics provided by the Pearson Technical Services as well as address the roles and responsibilities of the client as it relates the PowerSchool SSL Integration offering.

The objective of the PowerSchool SSL Integration offering is to provide remote services to perform the configuration of PowerSchool to be utilized over Secure Sockets Layer (SSL).



Scope of Work

1. Pearson Responsibilities

It will be the responsibility of the Pearson to ensure each of the following items are addressed by Pearson.

1. Upon receipt of a payment for the PowerSchool SSL Integration offering, Pearson will send the client an email with the PowerSchool SSL Integration Readiness Checklist as well as request that the client provide Pearson with their desired date(s) for the PowerSchool SSL Integration service.
2. Pearson will notify the client via email that their request services date(s) are confirmed and that their PowerSchool SSL Integration Service is scheduled.
3. Pearson will assign the PowerSchool SSL Integration project to a Pearson Systems Engineer.
4. Pearson will provide the client a list of TCP/IP ports that will need to be configured on the firewall to allow external access to PowerSchool.
5. The configuration of the PowerSchool SSL Integration within this scope of the PowerSchool SSL Integration service will be performed within a two (2) business-day service window unless weekend or off-hour services have been negotiated.
6. Pearson will work with the client to ensure remote access can be established to the client's intended PowerSchool environment.
7. Pearson will create applicable Certificate Signing Request(s) and matching RSA Key(s) for district to provide to Certificate Authority.
8. Pearson will assist district with obtaining and downloading SSL Certificates and Intermediate Certificates.
9. Pearson will apply SSL Certificate(s) and RSA Key(s) to PowerSchool configuration.
10. Pearson will configure PowerSchool network configuration settings to use SSL configuration.
11. Pearson will configure ReportWorks network configuration settings to use SSL configuration.
12. Pearson will configure Apache Web (Image Server) network configuration settings to use SSL configuration (if applicable).
13. Pearson will configure PowerSchool Global Server Settings to use the SSL configuration.
14. Pearson will start the PowerSchool and ReportWorks Windows services.
15. Pearson will ensure within the PowerSchool Monitor that the PowerSchool system is connected.
16. Pearson will ensure the client is presented with the PowerSchool logon screen.

2. Client Responsibilities

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

1. Submit a request for the PowerSchool SSL Integration Service via email indicating the desired date(s) that the PowerSchool SSL Integration Service is to be performed as well as key details regarding the intended PowerSchool configuration.
 2. Provide a technical district resource to work with Pearson for the duration of the service window.
 3. 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 Pearson Holidays)
 4. Provide Pearson with remote access to perform the services listed within the Pearson Responsibilities.
 5. Provide pre-configured PowerSchool server(s) that are in compliance with all aspects of the minimum system requirements for the supported PowerSchool Version Release being utilized.
 6. Provide Pearson with infrastructure-level administrative accounts to perform the services listed within the Pearson Responsibilities.
 7. Ensure all required network related changes such as firewall, DNS updates, or IP address modifications have been completed prior to commencing services.
 8. Provide internal and external name resolution for all project related infrastructure components. (This would include any DNS, WINS, or host file entries to the district's current infrastructure)
 9. Provide SSL Certificates to be used with fully qualified domain names (FQDN) for PowerSchool access.
 10. 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.
 11. The PowerSchool SSL Integration service does not include any services relating to the deployment, installation, or data migration of/to PowerSchool, Oracle or their associated resources. These services are offered by Pearson Technical Services at additional fees.
 12. Backup the existing PowerSchool / Oracle configurations prior to commencing of the service window.
 13. Notify all PowerSchool users of scheduled down time during the PowerSchool SSL Integration service window.
 14. The configuration of SSL within the scope of the PowerSchool SSL Integration Service does not include any services related to configuring SSL for SIF agents or components. Questions or issues concerning the SIF installation / configuration should be directed to the Pearson Application Technical Support department. (datasolutionsupport@pearson.com)
 15. The installation of the load balancer within the scope of the PowerSchool SSL Integration Service does not include any services related to configuring of SSL for 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.
 16. Pearson Technical Services is not affiliated with the PowerSchool Application Technical Support department and is unable to address any questions relating to the
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use or troubleshooting of functionality within the application as a result of a PowerSchool configuration / update performed by Pearson Technical Services. Clients with questions of this nature will be instructed to contact the PowerSchool Application Technical Support department. (PowerSchoolSupport@pearson.com)

17. During the PowerSchool SSL Integration Service window your PowerSchool server(s) may require a restart. It will be the client'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.
 18. Pearson is not responsible to renew SSL Certificates. Renewing the SSL Certificate once the initial services have been completed will require additional funding.
 19. Ensure all requested configurations have been completed at the end of the PowerSchool SSL Integration Service window.
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Completion Criteria

The services within PowerSchool SSL Integration Service will be considered complete and delivered when the following conditions have been met:

- The client has been requested to submit the PowerSchool SSL Integration Service dates.
- Pearson has contacted the client and established remote access to the client's PowerSchool environment and load balancer.
- Pearson has provided the client with the Certificate Signing Request(s) and matching RSA Key(s) for the district to provide to Certificate Authority.
- Pearson has configured the PowerSchool application to SSL.
- Pearson has ensured the PowerSchool Monitor states that the PowerSchool system is connected.
- The client is presented with the PowerSchool logon screen.
- The client has been notified that the PowerSchool SSL Integration has been completed.

Within five (5) business days of completion of the PowerSchool SSL Integration Service, the District Primary Contact will either accept the Deliverables or provide Pearson Technical Services a written list of objections, if any. If no response from the Client is received within five (5) business days, then the Deliverables will be deemed accepted, unless the Client requests an extension.

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

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