

PowerSchool Server Migration

To assist you with the management of PowerSchool, the Technical Solutions Group (“TSG”) offers the **PowerSchool Server Migration Service** to remotely install PowerSchool and Oracle and migrate your existing Oracle data and PowerSchool configuration to the new server(s).

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, SRC updates, 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 backups. Competition of planned server migrations, and refreshes 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

Non-Production ("Sandbox") Coverage

- Enrollment of a single-server non-production instance of PowerSchool into monitoring, support, and other elements of EMS

Quarterly Security Audits

- Review of SSL, password criteria, Microsoft Windows® Operating System security vulnerabilities, and comprehensive evaluation and reporting of the level of mitigation to vulnerabilities

The Enterprise Management Service (EMS) offering may be purchased in lieu of the PowerSchool 10 Migration Service, and includes services to remotely install PowerSchool and Oracle and migrate your existing Oracle data and PowerSchool configuration to the new server(s) as well as apply the current version release of the 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 right of the decimal within the current version number of PowerSchool such as from PowerSchool **9.xy** to PowerSchool **10.xy**.

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 **9.x.y** to PowerSchool **10.x.y**.

PowerSchool Server Migration

The current version release of PowerSchool 10.x supports the following server operating systems for PowerSchool server(s):

- **Windows 2012 R2 Standard Edition (English Version)**
- **Windows 2012 R2 Datacenter Edition (English Version)**

Note: Effective July 1, 2016, all PowerSchool customers will be required to have upgraded to Windows Server 2012 R2, as Windows Server 2008 will no longer be supported after that date. If you are not already licensed for Extended Support by Microsoft for Windows Server 2008, we recommend an immediate upgrade to Windows Server 2012 R2, since mainstream support of Windows Server 2008 has already ended.

Professional Services

The following services will be delivered remotely by a TSG Systems Engineer. (Unless onsite services have been purchased.)

Readiness Review
<ul style="list-style-type: none"> Review of the intended deployment including PowerSchool server(s) readiness, network topology, and project related deliverables and schedules
PowerSchool Configuration
<ul style="list-style-type: none"> Install the latest Oracle Database release that is currently being used within the environment on the new PowerSchool server(s). Install the latest PowerSchool version release that is currently being used within the environment on the new PowerSchool server(s). Install the latest Oracle Jobs release (if applicable) Import a Data Pump of existing Production Oracle data to the new PowerSchool / Oracle server. 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 Apache or IIS Web Server instance (Image Server). (If Applicable) Install the current State Reporting release. 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 application configuration Move and 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 Image Server for PowerSchool images Install SIF agent and adapter and move SIF configuration files to the new PowerSchool application configuration (if applicable) Test and validate PowerSchool functionality for end user access Provide notification once the PowerSchool 10 Migration 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
<ol style="list-style-type: none"> 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
<ol style="list-style-type: none"> 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 (Microsoft Windows 2012 R2 – English Edition) and all applicable Microsoft updates prior to service start date.
PowerSchool
<ol style="list-style-type: none"> 1. TSG is not responsible for the integrity of the PowerSchool data being migrated to the new PowerSchool environment. 2. The existing PowerSchool 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 Migration Service. 3. The current PowerSchool version in the existing environment will be applied unless the PowerSchool Upgrade Service is also purchased. 4. The migration 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 migration of PowerSchool within this scope of this project does 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 Migration Request on PowerSource to request their PowerSchool Migration be performed. 7. Customers are responsible to backup any existing PowerSchool / Oracle configurations prior to commencing of services. 8. During the PowerSchool Migration Service, PowerSchool will be unavailable to all users. Customers are responsible to notify all PowerSchool users of this 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 Migration Service. 10. 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.

11. The migration 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) or other third party applications that integrate with PowerSchool.
12. 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](#).
13. During the PowerSchool Migration Service 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.
14. In the event the PowerSchool Migration fails, TSG will restart the previous PowerSchool environment.
15. Failure to prepare the existing PowerSchool environment prior to the service start date will result in the PowerSchool Migration Service being rescheduled for the next available two (2) business-day service window.

Completion Criteria

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

1. The customer has been instructed to submit the PowerSchool Migration Service request on PowerSource.
2. TSG has contacted the customer and established remote access to the customer's PowerSchool environment.
3. TSG has downloaded PowerSchool and Oracle software to the customer's PowerSchool environment.
4. TSG has installed the applicable PowerSchool and Oracle software Version to the customer's new PowerSchool environment.
5. TSG has ensured the PowerSchool Monitor states that the PowerSchool system is connected.
6. The customer is presented with the PowerSchool logon screen.
7. The customer has been notified that the PowerSchool Migration Service 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.

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