

## Enterprise Management Service

To assist you through the management of PowerSchool, the Pearson Technical Solutions Group (TSG) offers an **Enterprise Management Service (EMS)** agreement. 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:

### 1. PowerSchool Environment Monitoring

- Real-time monitoring of Server hardware for performance and faulty hardware.
- Real-time monitoring of the PowerSchool and Oracle application logs.
- Real-time monitoring of Microsoft Windows® Operating System logs and resource utilization.
- Real-time monitoring of Virtualization Hosts performance and utilization.
- Real-time monitoring of Load Balancer configurations.

### 2. PowerSchool Software Update Service

- Choice of automated or on demand distribution and installation of all PowerSchool version updates, state and provincial reporting updates, and PowerSchool Oracle updates.
- Choice of automated or on demand distribution and installation of Microsoft Windows® Operating System related updates.
- Choice of automated or on demand distribution and installation of server related third party updates.

### 3. Production to Non-Production Data Refresh

- Services to apply a copy of the hosted Production data to the Non-Production Self-Hosted PowerSchool instance. (Automated or on demand)

### 4. Data Migration / Server Restoration / Server Migration Events

- Remote assistance with PowerSchool / Oracle data restoration or PowerSchool server migrations.

### 5. PowerSchool Infrastructure Support

- The agreement provides remote phone support (Monday – Friday; 5:00 AM – 5:00 PM US Pacific Time) for the PowerSchool infrastructure components such as hardware configurations and third party software configurations.

For questions or further details regarding these offerings, product requirements, or specific scaling configurations, please contact your Account Executive or [tsghelpdesk@Pearson.com](mailto:tsghelpdesk@Pearson.com).

## **Service and Support Information**

### **1. PowerSchool Environment Monitoring**

Pearson will provide 24/7 real-time PowerSchool Environment Monitoring of the PowerSchool environment. The PowerSchool Environment Monitoring features of the Enterprise Management Service (EMS) offering provide monitoring of essential PowerSchool components including the server(s) hardware, Microsoft Windows® environment, and PowerSchool applications to ensure all components are operating in a fully optimized state.

The 24/7 real-time PowerSchool Environment Monitoring specifically monitors the following components to minimize disruptions and maintain a high level of productivity:

<b>Server Hardware Monitoring</b>
<ul style="list-style-type: none"><li>▪ Physical disk drive status and monitoring for faulty hardware.</li><li>▪ Hardware RAID controller status and monitoring for faulty hardware.</li><li>▪ Network Interface Card status and monitoring for faulty hardware.</li><li>▪ Power supply status and monitoring for faulty hardware.</li><li>▪ Server Warranty status.</li><li>▪ Server operating temperature.</li></ul>
<b>Microsoft Windows® Monitoring</b>
<ul style="list-style-type: none"><li>▪ Microsoft Windows® Server Event Log errors.</li><li>▪ Microsoft Windows® disk storage.</li><li>▪ Microsoft Windows® Updates.</li><li>▪ CPU and memory utilization.</li><li>▪ Disk queue length.</li></ul>
<b>PowerSchool Application Monitoring</b>
<ul style="list-style-type: none"><li>▪ PowerSchool Network Service status.</li><li>▪ ReportWorks Network Service status.</li><li>▪ Oracle Network Service(s) status.</li><li>▪ PowerSchool Tomcat application logs.</li><li>▪ Oracle application logs.</li><li>▪ Oracle backup status.</li></ul>
<b>*Virtualization Host Monitoring (If Applicable)</b>
<ul style="list-style-type: none"><li>▪ Network Interface Card status.</li><li>▪ Hardware status.</li><li>▪ Virtual Machine file storage status.</li><li>▪ CPU and memory utilization</li></ul>
<b>*Hardware Load Balancer Monitoring (If Applicable)</b>
<ul style="list-style-type: none"><li>▪ PowerSchool virtual service availability.</li></ul>

**\*Note: The following configuration will be monitored only if the component is included with the EMS package.**

## 2. PowerSchool Software Update Service

As part of the Enterprise Management Service (EMS) Clients can take advantage of the PowerSchool Software Update Service which provides remote services to install all subsequent PowerSchool version updates, all PowerSchool related Oracle updates, all state and provincial reporting installers, as well as third party software updates.

This capability provides clients the assurance that their PowerSchool environment is up to date with the latest PowerSchool and third party updates. This service includes the following features:

- Choice of automated or on demand distribution and installation of PowerSchool version updates.
- Choice of automated or on demand distribution and installation of PowerSchool state and provincial reporting installers.
- Choice of automated or on demand distribution and installation of PowerSchool related Oracle updates.
- Choice of automated or on demand distribution and installation of Microsoft Windows updates.
- Choice of automated or on demand distribution and installation of VMware ESX / ESXi updates. (If Applicable)
- Choice of automated or on demand distribution and installation of hardware load balancer firmware updates. (If Applicable)

## 3. Production to Non-Production Data Refresh

The Enterprise Management Service (EMS) provides clients with an automated or on demand service to securely transfer a copy of their hosted Production data and apply it to their self-hosted Non-Production server.

This capability provides clients the ability to replicate hosted Production Data to their self-hosted Non-Production server:

- Automated copy of the Production PowerSchool/Oracle files.
- AES 256-bit double encryption of PowerSchool/Oracle files before they are transferred.
- Automated secure transfer of data from a secured remote data center to the self-hosted Non-Production server.
- Data centers: All data centers employ state-of-the-art security and are SAS70 certified.

#### 4. Data Migration / Server Restoration / Server Migration

The Enterprise Management Service (EMS) offering also includes assistance with PowerSchool Data Migrations, Server Restorations, and Server Migrations. The offering provides data migrations to local instances of PowerSchool. This service will facilitate the transfer of data from a production environment to a test, training / non-production server, or new production environment. It also provides the restoration of a backup database to a production environment in the event of a system failure. Pearson's Technical Solutions Group ("TSG") will perform the procedures associated with the service on behalf of Pearson Clients. The service is limited to four (4) Data Migration / Server Restoration / Server Migration event(s) over a twelve (12) month period.

#### 5. PowerSchool Infrastructure Support

Pearson will provide remote support for the following infrastructure configurations as it **pertains to the Pearson product deployment**. The items listed below are for direct support of your Pearson deployed application and do not include support for items outside of the Pearson application.

Server Hardware Configurations
<ul style="list-style-type: none"><li>Hardware disk subsystem configurations.</li><li>Server attached hardware peripheral configurations.</li><li>Direct attached SCSI / SAS storage devices.</li></ul>
Microsoft Windows® Configurations
<ul style="list-style-type: none"><li>Windows Server system settings.</li><li>Windows Server Event Log errors.</li><li>Windows Server network settings.</li><li>Windows Server services.</li></ul>
*Virtualization Configurations
<ul style="list-style-type: none"><li>Virtual Machine configurations.</li><li>Host resource configurations.</li><li>Host management configurations.</li></ul>
*SSL Accelerator (Load Balancer) Configurations
<ul style="list-style-type: none"><li>KEMP Technologies, F5 Networks BIG IP®, Cisco CSS configurations.</li><li>Virtual service configurations.</li><li>Configuration Management.</li></ul>
SSL Configurations
<ul style="list-style-type: none"><li>SSL / Application configurations.</li><li>Certificate renewals.</li></ul>

**\*Note: Support will be provided only if the component is included with the EMS package.**

**Note: All hardware replacement will be handled directly by the manufacturer. It is the district's responsibility to contact the hardware manufacturer directly to rectify any faulty hardware replacement.**

## Pricing Summary

The Enterprise Management Service (EMS) will include coverage for the following PowerSchool Components:

(1) Non-Production Combined Single Server(s)

Enterprise Management Service: (12 Month Term)                      \$2,000.00

If you would like to have additional Non-Production Servers participate in all the benefits of EMS coverage, the fee would be an additional \$500.00 for the 12 Month Term per additional server.

For Server Array deployments containing multiple Application Servers and a Load Balancer please send your inquiries to your Account Executive or contact TSG at [tsghelpdesk@Pearson.com](mailto:tsghelpdesk@Pearson.com) for a customized solution.

For PowerSchool deployments utilizing virtualization please send your inquiries to your Account Executive or contact TSG at [tsghelpdesk@Pearson.com](mailto:tsghelpdesk@Pearson.com) for a customized solution.

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](mailto: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](https://powersource.pearsonschoolsystems.com/f/pearson_technical_solutions_group&from=nav)

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