

PowerSchool Version Update Service Statement of Work

PowerSchool
Student Information System

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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 Version Update offering.

The objective of the PowerSchool Version Update offering is to provide remote services to update the PowerSchool version release within the client's existing self-hosted PowerSchool environment.

A **PowerSchool Version** is defined as the current version number of PowerSchool such as PowerSchool **6.x** or PowerSchool **7.x**.

A **PowerSchool Version Release** is defined as an update to the current version number of PowerSchool such as PowerSchool **6.x.y** or PowerSchool **7.x.y**.

A **PowerSchool Version Upgrade** is defined as an upgrade from one PowerSchool Version to another PowerSchool Version such as PowerSchool **6.x.y** to PowerSchool **7.x.y**.

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 Version Update offering, Pearson will notify the client via email requesting that the client submit a request for the PowerSchool Version Update service on PowerSource.
 2. Once the PowerSchool Version Update request is submitted a PowerSchool Version Update case will be created. Pearson will review PowerSchool Version Update case for accuracy and confirm the client's request services date(s).
 3. Pearson will notify the client via email that their request services date(s) are confirmed and that their PowerSchool Version Update service is scheduled.
 4. Pearson will assign the PowerSchool Version Update case to a Pearson Systems Engineer.
 5. The update of PowerSchool and Oracle resources within this scope of the PowerSchool Version Update will be performed within a two (2) business-day service window unless weekend or off-hour services have been negotiated.
 6. Within one (1) business day of the scheduled PowerSchool Version Update service Pearson will contact the client to establish remote access to the client's PowerSchool environment.
 7. Pearson will work with the client to ensure remote access can be established to the client's PowerSchool environment.
 8. Pearson will download the currently available or desired PowerSchool Version Release that is specific to the current PowerSchool Version that is installed on the existing PowerSchool server(s).
 9. Pearson will download the currently available or desired PowerSchool State Reporting Code (SRC) that is specific to the current PowerSchool Version that is being installed on the existing PowerSchool server(s).
 10. Pearson will download the currently available version release of the Oracle Database Scripts Updater / Oracle Jobs that is specific to the current version of Oracle that is installed on the existing PowerSchool server(s).
 11. Pearson will check the existing PowerSchool database for invalid objects that will prohibit a successful PowerSchool Version update. (PowerSchool 7.x or earlier only)
 12. Pearson will stop all PowerSchool related Windows services on the PowerSchool server(s).
 13. Pearson will apply the currently available or desired PowerSchool Version Release that is specific to the current PowerSchool Version that is installed on the existing PowerSchool server(s).
 14. Pearson will apply the currently available or desired PowerSchool State Reporting Code (SRC) that is specific to the current PowerSchool Version that is being installed on the existing PowerSchool server(s).
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15. Pearson will apply the currently available version release of the Oracle Database Scripts Updater / Oracle Jobs that is specific to the current version of Oracle that is installed on the existing PowerSchool server(s).
16. Pearson will update the web_root/images and web_root/scripts directories if the client utilizes a separate Apache Web instance for PowerSchool images.
17. Pearson will start the PowerSchool and ReportWorks Windows services.
18. Pearson will ensure within the PowerSchool Monitor that the PowerSchool system is connected.
19. 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 Version Update service on PowerSource indicating the desired date(s) that the PowerSchool Version Update service is to be performed as well as key details regarding the existing PowerSchool configuration.
 2. Specify in writing if a desired PowerSchool Version Release is to be applied. If a desired PowerSchool Version Release is not specified in writing, the currently available PowerSchool Version Release at start of the PowerSchool Version Update service window will be applied.
 3. Specify in writing if a desired PowerSchool State Reporting Code (SRC) is to be applied. If a desired PowerSchool State Reporting Code (SRC) is not specified in writing, the currently available PowerSchool State Reporting Code (SRC) at start of the PowerSchool Version Update service window will be applied.
 4. Provide a technical district resource to work with Pearson for the duration of the service window.
 5. 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)
 6. Provide Pearson with remote access to perform the services listed within the Pearson Responsibilities.
 7. 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 applied.
 8. Provide Pearson with infrastructure-level administrative accounts to perform the services listed within the Pearson Responsibilities.
 9. Backup the existing PowerSchool / Oracle configurations prior to commencing of the service window.
 10. Notify all PowerSchool users of scheduled down time during the PowerSchool Version Update service window.
 11. Review all Release Notifications related to the PowerSchool 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,
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your customizations should be directed to the PowerSchool Application Technical Support department. (PowerSchoolSupport@pearson.com)

12. The update of PowerSchool and Oracle within the scope of the PowerSchool Version Update service does not include any services related to the installation / configuration of PowerSchool within a SSL configuration. Clients may choose to implement SSL with PowerSchool once the services within PowerSchool Version Update service have been considered complete and delivered. Clients may implement SSL following documentation found on PowerSource. Pearson also offers SSL Integration for PowerSchool for additional fees.
 13. The update of PowerSchool and Oracle within the scope of the PowerSchool Version Update service 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 Pearson Application Technical Support department. (datasolutionsupport@pearson.com)
 14. The services included within the scope of the PowerSchool Version Update service does not include any services related to the installation / configuration of any other Pearson or third party applications / interfaces 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.
 15. Pearson Technical Services 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 / 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)
 16. The update of PowerSchool and Oracle within the scope of the PowerSchool Version Update service 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. Custom page compatibility and modifications should be directed to the Pearson Custom Application Solutions department for fee based consultative services. (customapplicationsolutions@pearson.com)
 17. During the PowerSchool Version Update 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 for any PowerSchool version updates that fail due to third party applications / interfaces being run against the PowerSchool database that prohibit the update of the PowerSchool application.
 19. In the event a PowerSchool version update fails, Pearson will reinstall the previous version of PowerSchool and Oracle and apply the last known good Oracle data pump file to repopulate the database.
 20. Pearson is not responsible for applying any subsequent PowerSchool Version Release(s) that address known issues of the PowerSchool Version Release applied to the environment during the service window. Additional subsequent PowerSchool
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Version Release updates will require additional funding for Pearson to apply any subsequent PowerSchool Version Release(s) on behalf of the district.

21. Ensure all requested configurations have been completed at the end of the PowerSchool Version update service window.



Completion Criteria

The services within PowerSchool Version Update service will be considered complete and delivered when the following conditions have been met:

- The client has been requested to submit the PowerSchool Version Update service request on PowerSource.
- Pearson has contacted the client and established remote access to the client's PowerSchool environment.
- Pearson has downloaded PowerSchool and Oracle software to the client's PowerSchool environment.
- Pearson has applied PowerSchool and Oracle software updates to the client's PowerSchool environment.
- 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 Version Update has been completed.

Within five (5) business days of completion of the PowerSchool Version Update 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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