PowerSchool Installation Service Statement of Work

PowerSchool
Student Information System

Contents

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 Installation offering.

The objective of the PowerSchool Installation offering is to provide remote services to perform the initial installation and configuration of PowerSchool and Oracle.

This Statement of Work applies to PowerSchool Installation Services for the following scenarios to perform the initial installation and configuration of PowerSchool and Oracle.

1. **PowerSchool Installation (Production Instance)**
   Services include installing and configuring PowerSchool and Oracle in the client's self-hosted PowerSchool environment.

2. **PowerSchool Installation (Non-Production Instance)**
   Services include installing and configuring PowerSchool and Oracle in the client's self-hosted PowerSchool environment and applying a copy of their existing production data or Pearson demo data.

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 Installation offering, Pearson will notify the client via email requesting that the client submit a request for the PowerSchool Installation Service on PowerSource.
2. Once the PowerSchool Installation request is submitted a PowerSchool Installation case will be created. Pearson will review PowerSchool Installation 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 Installation Service is scheduled.
4. Pearson will assign the PowerSchool Installation case to a Pearson Systems Engineer.
5. The installation of PowerSchool and Oracle resources within this scope of the PowerSchool Installation 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 Installation 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 intended PowerSchool environment(s).
8. Pearson will download the currently available or desired PowerSchool Version Release to the 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 PowerSchool server(s).
10. Pearson will download the currently available version release of Oracle that is specific to the PowerSchool Version release that is being installed on the PowerSchool server(s).
11. 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 being installed on the PowerSchool server(s).
12. Pearson will run the Oracle data pump export script to capture a point in time snapshot of the Production Oracle database to be imported to the a Non-Production PowerSchool Oracle configuration. (Non-Production Installations Only)
13. Pearson will install the currently available version release of Oracle that is specific to the PowerSchool Version release that is being installed on the new PowerSchool server(s).
14. Pearson will run the Oracle data pump import script to import the Production Oracle database to the new Non-Production PowerSchool Oracle configuration. (Non-Production Installations Only)

15. Pearson will run the Oracle data pump import script to Pearson demo data to the new Non-Production PowerSchool Oracle configuration. (Non-Production Installations Only)
16. Pearson will install the currently available version release of the Oracle Database Scripts Updater / Oracle Jobs that is specific to the current version of Oracle that is being installed on the new PowerSchool server(s).
17. Pearson will configure Oracle automated SMTP messaging alerts.
18. Pearson will configure Oracle Flash Recovery Area to include custom size and data retention window.
19. Pearson will configure optimal PowerSchool Oracle application memory settings based on the amount of RAM the Windows operating system detects.
20. Pearson will configure a network share on the PowerSchool Database server to house common PowerSchool folders that will share access amongst all PowerSchool Application servers. (PowerSchool Server Array environments only)
21. Pearson will install the currently available or desired PowerSchool Version Release on the new PowerSchool server(s).
22. Pearson will install the currently available or desired PowerSchool State Reporting Code (SRC) that is specific to the current PowerSchool Version that is being installed on the new PowerSchool server(s).
23. Pearson will move existing custom pages and pictures to the new Non-Production PowerSchool configuration and configure the new Non-Production PowerSchool configuration to utilize these configurations. (Non-Production Installations Only)
24. Pearson will configure optimal PowerSchool and ReportWorks application memory settings based on the amount of RAM the Windows operating system detects.
25. Pearson will configure PowerSchool and ReportWorks network settings based on the existing environment.
26. Pearson will install and configure a separate Apace Web instance for PowerSchool images. (If Applicable)
27. Pearson will start the PowerSchool and ReportWorks Windows services.
28. Pearson will ensure within the PowerSchool Monitor that the PowerSchool system is connected.
29. 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 Installation Service on PowerSource indicating the desired date(s) that the PowerSchool Installation Service is to be performed as well as key details regarding the intended 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 Installation 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 Installation 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. Ensure all required network related changes such as firewall, DNS updates, or IP address modifications have been completed prior to commencing services.

10. The installation of PowerSchool and Oracle within the scope of the PowerSchool Installation service does not include any services related to populating the Production PowerSchool instance with PowerSchool data including user accounts. Questions or issues concerning populating the Production PowerSchool instance should be directed to your PowerSchool Implementation / Project Manager. The Non-Production PowerSchool instance may be populated with Pearson demo data upon request.

11. The installation of PowerSchool and Oracle within scope of the PowerSchool Installation 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 this proposal have been considered complete and delivered. Clients may implement SSL following documentation found on PowerSource. Pearson Technical Services also offers SSL Integration for PowerSchool for additional fees.

12. The installation of PowerSchool and Oracle within the scope of scope of the PowerSchool Installation 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. (**datasolutionssupport@pearson.com**)

13. The services included within the scope of the PowerSchool Installation service does not include any services related to the installation / configuration of any 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.

14. The services included within the scope of the PowerSchool Installation service does not include any services related to implementing any PowerSchool customizations or custom pages. Questions or issues concerning customizing PowerSchool will be directed to the contact the Pearson Custom Application Solutions department for fee based consultative services. (**customapplicationsolutions@pearson.com**)

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. During the PowerSchool Installation 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.

17. 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 Version Release updates will require additional funding for Pearson to apply any subsequent PowerSchool Version Release(s) on behalf of the district.

18. Pearson is not responsible for reinstalling PowerSchool and Oracle in the event the client's PowerSchool data is manipulated once PowerSchool and Oracle have been installed during the initial PowerSchool Installation service window. Reinstalling PowerSchool and Oracle will require additional funding for Pearson to reinstall PowerSchool and Oracle on behalf of the district

19. Pearson is not responsible to configure the client's existing Load Balancer / Proxy configuration to support the new PowerSchool configuration unless such services have been negotiated. Pearson Technical Services also offers Load Balancer Installation / Configuration services for additional fees.

20. Ensure all requested configurations have been completed at the end of the PowerSchool Installation Service window.

21. Ensure all PowerSchool server(s) TCP/IP addresses and host names have been configured prior to the start of the PowerSchool Installation service window. Modifications to the PowerSchool server(s) TCP/IP addresses and host names once PowerSchool and Oracle have been installed will incur additional fees for Pearson Technical Services reinstall / update the PowerSchool and Oracle configuration(s).

Completion Criteria

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

- The client has been requested to submit the PowerSchool Installation 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 installed PowerSchool and Oracle software to the client's intended PowerSchool environment.
- Pearson has applied a copy of Production PowerSchool data to Pearson demo data. (Non-Production Installations Only)
- 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 Installation has been completed.

Within five (5) business days of completion of the PowerSchool Installation 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.