

PowerSchool 11 Upgrade Service

To assist you through the management of the PowerSchool SIS, the PowerSchool **Technical Solutions Group ("TSG")** offers the **PowerSchool 11 Upgrade Service** to upgrade your PowerSchool instance to the latest release of PowerSchool 11.x and Oracle 12.1.0.2c.

To assist you with ongoing proactive maintenance and support of the PowerSchool SIS application and infrastructure, TSG offers **Enterprise Management Service (EMS)**. EMS is a comprehensive solution that manages and maintains your self-hosted PowerSchool SIS environment and provides complete coverage of your PowerSchool SIS 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 SIS 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 SIS 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 SIS infrastructure components such as hardware, virtualization, third party software configurations, certificate configurations, and general performance

Secondary/Non-Production Instance Coverage

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

Oracle Database Optimization and Performance Tuning

- Initial and ongoing review of database configuration, systems component allocation, etc. Evaluation of risk of performance bottlenecks and SQL inefficiencies, Prescription of corrective and optimal settings

Security Advisory Services

- Initial and ongoing evaluation of environmental asset security capability per CIA triad for system and data. Initial and ongoing threat assessment evaluation. Reporting of findings and recommendations to establish and/or improve security capabilities

SSL Certificate Administration

- Review of SSL / TLS use and capability. Integration into client instance of PowerSchool SIS and ongoing administration throughout three-year term

The Enterprise Management Service (“EMS”) offering may be purchased in lieu of the PowerSchool 11 Upgrade Service, and includes services to apply the current version release of the PowerSchool 11.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 **10.x** or PowerSchool **11.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 **10.x.y** to PowerSchool **10.x.y**.

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 **10.x.y** to PowerSchool **11.x.y**.

PowerSchool 11 Upgrade

For customers that will utilize their existing PowerSchool SIS server(s) for PowerSchool 11.x, the PowerSchool 11 Upgrade Service includes upgrading the PowerSchool SIS database to Oracle 12.1.0.2c, applying the latest PowerSchool 11.x Version Release, and applying the latest State Reporting Code (SRC) to your existing PowerSchool 10.x server(s).

For customers that will utilize new server(s) for PowerSchool 11.x, the PowerSchool 11 Upgrade Service includes installing Oracle 12.1.0.2c as the PowerSchool database, installing the latest PowerSchool 11.x Version Release, installing the latest State Reporting Code (SRC) Release, and migrating your existing PowerSchool 10.x data to the new PowerSchool 11.x server(s).

To facilitate a successful PowerSchool 11.x upgrade, your existing PowerSchool environment must be running **PowerSchool Version Release 10.x** or greater prior to migrating to PowerSchool 11. If your current PowerSchool environment is on a prior PowerSchool Version release, please perform the necessary update or upgrade procedures or contact TSG for more information concerning available services.

In addition to this, your intended PowerSchool SIS server(s) must meet minimum PowerSchool 11 System Requirements.

Professional Services

The Professional Services listed below will be delivered remotely by a TSG Systems Engineer.

Integration Design
<ul style="list-style-type: none"> Design and review of the desired deployment including infrastructure readiness, network topology, and project related deliverables and schedules
PowerSchool SIS Configuration
<ul style="list-style-type: none"> Check the existing PowerSchool database for invalid objects that would hinder a successful PowerSchool 11.x upgrade Install, or upgrade to, the latest release of PowerSchool SIS Oracle database application Install the latest Oracle Jobs release (if applicable) 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 / upgrade to the current version release of the PowerSchool 11.x application Install the latest release of the PowerSchool State Reporting Code (SRC) Configure optimal PowerSchool SIS 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 11.x application configuration (If Applicable) Resynchronize Document Attachment capabilities (If Applicable) Apply pre-existing SSL certificates to the new PowerSchool 11.x application configuration (if applicable and does not include new SSL implementations) Update existing directories if the customer utilizes a separate PowerSchool Image Server for PowerSchool sis image files Test and validate PowerSchool SIS functionality for end user access Provide notification details once the PowerSchool 11 Upgrade 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"> Provide a technical district resource to work with the PowerSchool Systems Engineer for the duration of the consultation. 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 TSG with remote access to perform the services listed within this proposal. This can include Bomgar access or any client provided remote access software.

Infrastructure Configuration

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 11.x 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 and all applicable Microsoft updates prior to service start date.
4. During the PowerSchool SIS upgrade / migration service your PowerSchool SIS 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 SIS server(s) that can cause issues during the reboot process.

PowerSchool SIS

1. Customers are responsible to complete the PowerSchool 11 Upgrade Request on PowerSource to request the services to upgrade the PowerSchool SIS environment.
2. The upgrade / migration of PowerSchool SIS 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.
3. During the upgrade / migration service, PowerSchool SIS will be unavailable to all users. Customers are responsible to notify all PowerSchool SIS users of this scheduled down time.
4. Customers are responsible to backup any existing PowerSchool SIS / Oracle configurations prior to commencing of services.
5. The existing PowerSchool SIS environment must be able to complete 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 upgrade / migration service.
6. TSG is not responsible for the integrity of the current PowerSchool SIS / Oracle data being upgrade / migrated.
7. If invalid objects are found within the existing Oracle database, it will be the customer's responsibility to contact the PowerSchool Technical Support department to rectify the invalid objects before TSG can continue with the upgrade / migration service.
8. In the event the PowerSchool SIS upgrade / migration fails, TSG will reinstall the previous PowerSchool SIS Version Release at the beginning of the service start date and apply the last known good Oracle data pump file to repopulate the database.
9. TSG is not responsible for any PowerSchool Version updates that fail due to third party applications / interfaces being run against the PowerSchool SIS database that prohibits the update of the PowerSchool SIS application.
10. The current PowerSchool SIS 11.x Version Release at the start of the service start date will be applied unless a desired PowerSchool Version Release is specified in writing.

11. The customer is to review all Release Notifications related to the PowerSchool SIS 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, your customizations should be directed to the PowerSchool Technical Support department.
12. The update of PowerSchool SIS and Oracle within the scope of this offering 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 PowerSchool Technical Support department [here](#).
13. 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 SIS / 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 application in use.
14. The update of PowerSchool SIS and Oracle within the scope of this offering 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. Questions or needs concerning custom page compatibility and modifications should be directed to the PowerSchool Customization Services department [here](#).
15. The update of PowerSchool SIS 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.
16. The update of PowerSchool SIS and Oracle resources within this scope of this project do not include any modifications to existing load balancer configurations unless additional services and fees have been negotiated.
17. TSG is not responsible for applying any subsequent PowerSchool SIS Version Release(s) that address known issues of the PowerSchool SIS Version Release applied to the environment during the service window. Additional subsequent PowerSchool SIS Version Release updates will require additional funding for TSG to apply any subsequent PowerSchool SIS Version Release(s) on behalf of the district.
18. Failure to prepare the existing PowerSchool SIS environment prior to the service start date will result in the upgrade / migration service being rescheduled for the next available two (2) business-day service window.
19. TSG is not affiliated with the PowerSchool 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 SIS configuration or update performed by TSG. Customers with questions of this nature will be instructed to contact the PowerSchool Technical Support department [here](#).

PowerSchool SIS Upgrade Fees

1. The upgrade of PowerSchool SIS and Oracle is limited to the following PowerSchool SIS server(s) unless otherwise stated:
 - **(x) PowerSchool All-in-One Server(s) (Production)**
 - **(x) PowerSchool Dedicated Database Server(s)**
 - **(x) PowerSchool Dedicated Application Server(s)**
 - **(x) PowerSchool Image Server(s)**

- **(x) PowerSchool All-in-One Server(s) (Non-Production / Test Bed)**

Note: Additional PowerSchool SIS servers not listed above will require additional funding to be upgraded.

Completion Criteria

The services within this proposal will be considered complete and delivered when the following conditions have been met:

1. TSG has contacted the customer and established remote access to the customer's PowerSchool environment.
2. TSG has downloaded PowerSchool SIS and Oracle software to the customer's new PowerSchool SIS environment.
3. TSG has applied the applicable PowerSchool SIS and Oracle software Version Release updates to the customer's PowerSchool SIS environment.
4. TSG has migrated the existing PowerSchool SIS and Oracle configuration to the new PowerSchool SIS environment. (If Applicable)
5. TSG has ensured the PowerSchool Monitor states that the PowerSchool system is connected.
6. The customer is presented with the PowerSchool SIS logon screen.
7. The customer has been notified that the PowerSchool Upgrade 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.

PowerSchool Group, LLC
150 Parkshore Drive
Folsom, CA 95630

TIN: 47-4429364
Fax: (916) 288-1590
Phone: (877) 873-1550