PowerSchool 9 Upgrade

To assist you with the management of PowerSchool, the Technical Solutions Group ("TSG") offers the **PowerSchool 9 Upgrade** service to upgrade your PowerSchool instance to the latest release of PowerSchool 9 and Oracle 12c.

TSG also offers a wide range of hardware and 3rd party software, designed to meet the needs specific of your PowerSchool deployment. PowerSchool has partnered with major hardware and software manufacturers and vendors to resell hardware and third party software directly to PowerSchool customers at discounted costs. PowerSchool provides this offering to reduce hardware costs associated with purchasing PowerSchool software to provide the customer a more cost effective solution.

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:

- Real-time monitoring of server hardware, PowerSchool, and Oracle
- Choice of automated or on demand distribution and installation of **all** PowerSchool Version updates, state and provincial reporting updates, PowerSchool Oracle updates, SIF agent and SMP plugin updates, and operating system updates
- Automated backup of PowerSchool and Oracle files with secure transfers to a remote storage location provided by PowerSchool for long-term retention
- Data deployments for needs involving emergency data restoration, new PowerSchool installations, migrations to new servers, or periodic refreshes of test instances
- Technical support for the infrastructure (including servers, virtualization, load balancer appliances, storage, SSL, third party software, etc.)

The Enterprise Management Service (EMS) offering may be purchased in lieu of the PowerSchool 9 Upgrade service, and includes services to apply PowerSchool 9 and Oracle 12 in addition to the many features listed above.

PowerSchool 9 Upgrade

- A **PowerSchool Version** is defined as the current version number of PowerSchool such as PowerSchool **8.x** or PowerSchool **9.x**.
- A **PowerSchool Version Update** is defined as an update to one or more digits to the <u>right</u> of the decimal within the current version number of PowerSchool such as from PowerSchool 8.**x** to PowerSchool 8.**y.**
- A **PowerSchool Version Upgrade** is defined as an update to one or more digits to the <u>left</u> of the decimal of the current version number of PowerSchool such as from PowerSchool **8**.x.y to PowerSchool **9**.x.y**.**

For customers that will utilize their existing PowerSchool 8.x server(s) for PowerSchool 9.x, the PowerSchool 9 Upgrade service includes upgrading the PowerSchool database to Oracle 12.1.0.2c, applying the latest PowerSchool 9.x Version Release, and applying the latest State Reporting Code (SRC) Release to your existing PowerSchool 8.x server(s).

For customers that will utilize new server(s) for PowerSchool 9, the PowerSchool 9 Upgrade service includes installing Oracle 12.1.0.2c as the PowerSchool database, installing the latest PowerSchool 9 Version Release, installing the latest State Reporting Code (SRC) Release, and migrating your existing PowerSchool 8.x / Oracle 12.1.0.1c data to the new PowerSchool 9.x server(s).

In order to facilitate a successful PowerSchool 9.x upgrade, your existing PowerSchool environment must be on **PowerSchool 8.0.1** or higher prior to migrating to PowerSchool 9. 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.

PowerSchool 9 Server Operating System Support
The current version of PowerSchool 9.x supports the following server operating systems for PowerSchool server(s):
- Windows 2008 R2 Service Pack 1 Web Edition (English Version)
- Windows 2008 R2 Service Pack 1 Standard Edition (English Version)
- Windows 2008 R2 Service Pack 1 Enterprise Edition (English Version)
- Windows 2008 R2 Service Pack 1 Datacenter Edition (English Version)
- Windows 2012 R2 Enterprise 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.*

1. Professional Services

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

PowerSchool Configuration
- Check the existing PowerSchool database for invalid objects that would hinder a successful PowerSchool 9 upgrade   - Install, or upgrade to, the latest release of PowerSchool Oracle database application   - Install the latest Oracle Jobs release   - Configure Oracle automated SMTP messaging alerts. (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 latest release of the PowerSchool 9 application   - Install the latest release of the PowerSchool State Reporting Code (SRC)   - 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 9.x application configuration   - Apply existing PowerSchool 8.x SSL certificates to the new PowerSchool 9.x application configuration (if applicable and does not include new SSL implementations)   - Update existing directories if the customer utilizes a separate Apace Web instance for PowerSchool images   - Test and validate PowerSchool functionality for end user access   - Provide notification details once the PowerSchool 9 Upgrade service has been completed

2. Customer Responsibilities

It will be the responsibility of customer's designated personnel to ensure each of the following items are understood and addressed:

Facilities
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
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 9.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 (Microsoft Windows 2008 R2 SP1 or 2012 R2) and all applicable Microsoft updates prior to service start date

PowerSchool
1. TSG is not responsible for the integrity of the PowerSchool 8.x / Oracle 12.1.0.1c data being migrated to the PowerSchool 9.x / Oracle 12.1.0.2c environment.
2. The existing PowerSchool 8.x 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 9 Upgrade service.
3. The current PowerSchool Version Release at the <u>start</u> of the Service Date will be applied unless a desired PowerSchool Version Release is specified in writing.
4. The upgrade 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 upgrade of PowerSchool 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.
6. Customers are responsible to complete the PowerSchool 9 Upgrade Request on PowerSource to request their PowerSchool 9 Upgrade be performed.
7. Customers are responsible to backup any existing PowerSchool / Oracle configurations prior to commencing of services.
8. Customers are responsible to notify all PowerSchool users of 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 9 Upgrade service.
10. The customer is to 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, your customizations should be directed to the PowerSchool Application Technical Support department.
11. The update of PowerSchool and Oracle within the scope of the PowerSchool 9 Upgrade 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 PowerSchool Application Technical Support department **here**.

12. 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.
13. The update of PowerSchool and Oracle within the scope of the PowerSchool 9 Upgrade 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. Questions or needs concerning custom page compatibility and modifications should be directed to the PowerSchool Curriculum Product Tailoring department **here**.
14. The update 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).
15. 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**.
16. During the PowerSchool Version Update maintenance window 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.
17. TSG is not responsible for any PowerSchool Version updates that fail due to third party applications / interfaces being run against the PowerSchool database that prohibits the update of the PowerSchool application.
18. In the event the PowerSchool 9 Upgrade fails, TSG will reinstall the previous PowerSchool Version Release of PowerSchool and Oracle and apply the last known good Oracle data pump file to repopulate the database.
19. TSG 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 PowerSchool to apply any subsequent PowerSchool Version Release(s) on behalf of the district.
20. Failure to prepare the existing PowerSchool environment prior to the start of the *Service Date* will result in the PowerSchool 9 Upgrade service being rescheduled for the next available two (2) business-day service window.

PowerSchool Upgrade Fees
1. The upgrade of PowerSchool / Oracle are limited to the following PowerSchool 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 servers not listed above will require additional funding to be upgraded to PowerSchool 9.

3. Completion Criteria

The services within PowerSchool 9 Upgrade service will be considered complete and delivered when the following conditions have been met:

- The customer has been instructed to submit the PowerSchool 9 Upgrade service request on PowerSource.
- TSG has contacted the customer and established remote access to the customer's PowerSchool environment.
- TSG has downloaded PowerSchool and Oracle software to the customer's PowerSchool environment.
- TSG has applied the applicable PowerSchool and Oracle software Version Release updates to the customer's PowerSchool environment.
- TSG has ensured the PowerSchool Monitor states that the PowerSchool system is connected.
- The customer is presented with the PowerSchool logon screen.
- The customer has been notified that the PowerSchool 9 Upgrade 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 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.

<u>Pricing Summary – [Enter Date]</u>

- ▪ **PowerSchool 9 Upgrade Fee:**
  (Fixed Fee) (Remote) (USD)   **$0,000.00**

    PowerSchool 9 Upgrade Total: **$0,000.00**

The pricing set forth above shall be valid for a period of sixty (60) days from the date of this proposal and is only applicable to those products and services described herein. If customer has not returned a signed copy of this Proposal to PowerSchool prior to the expiration of the foregoing sixty (60) day period, PowerSchool reserves the right to modify the products, services and associated pricing quoted herein, or in the alternative, cancel this Proposal in whole or in part.

Should customer require any products or services in addition to those set forth in this Proposal, PowerSchool will, upon request, provide customer with a quote for such products and services; provided that such products and services are available to PowerSchool for distribution to customer.

All products and services set forth in this Proposal will be provided to customer in accordance with the terms and conditions of PowerSchool's standard PowerSchool Licensed Product Agreement.

AGREED TO: Client Name	
By:	
(Authorized Signature)	
Name:	
Title:	
Date:	Phone Number:

Please fax this signed agreement and Purchase Order to 916-288-1590.
Thank you and we look forward to working with you and your staff.

PowerSchool Technical Solutions Group
10911 White Rock Road, Suite 200
Rancho Cordova, CA 95670-6029
Fax: 916.288.1590