

Data Continuity Service ("DCS") Statement of Work

eFinancePlus

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Introduction

The purpose of this Statement of Work is to outline and specify the services and support provided by the Technical Solutions Group ("TSG") in the fulfillment of the Data Continuity Service ("DCS") and address the roles and responsibilities of TSG and the school, district, or other entity subscribing to DCS ("Customer").

Often confused with the Technical Support department, TSG is actually a services organization within PowerSchool tasked with offering self-hosted eFinancePlus customers with a wide variety of technical products and services that combine to create solutions to varied information technology and software administration needs. TSG is staffed with experienced, educated, and industry-credentialed Systems Engineers, Security Engineers, and Database Administrators.

The Data Continuity Service provides eFinancePlus customers with an automated backup of their eFinancePlus/SQL files and securely transfers the encrypted files to a remote off site storage location. The DCS solution provides customers the ability to recover eFinancePlus/SQL files needed to restore an eFinancePlus database instance following an irretrievable loss of data or catastrophic event at their local datacenter.

The Data Continuity Service also includes Data Restoration services to restore your production eFinancePlus database in the event of a catastrophic occurrence that leaves your production eFinancePlus database unrecoverable. TSG will provide remote services to restore your production eFinancePlus database utilizing the data retained with the offsite data backup process. The Data Continuity Service also includes monitoring of the eFinancePlus backup process.

1. Offsite data backup and Disaster Recovery

- Automated nightly compression, encryption, and transfer of eFinancePlus and SQL Server files to a remote location for a retention schedule as follows:(or longer by negotiation)
 - Daily – Sunday through Friday, deleted after 1 week
 - Weekly – Saturday, deleted after 1 month
 - Monthly – Last calendar day of the month, deleted after 1 year
- In the case of a disaster, temporary hosting of the eFinancePlus application for thirty (30) days on the TSG cloud platform
- Initiate restoration process of eFinancePlus in the TSG temporary hosting environment within 24 hours

*Optional: DCS customers may purchase one or more tests to evaluate disaster recovery protocol, RTO/RPO, and temporary hosting solution

2. Backup Monitoring

- Installation of a backup agent on the production eFinancePlus Database Server
- Monitoring of the nightly SQL Server backup process
- Monitoring of the success of the compression, encryption, and uploading of files to the remote TSG facility for the offsite data backup process
- Pro-active response and intervention to issues with the nightly and offsite backup identified by our monitoring protocols
- Telephone, email, and Self-Service Portal escalations directly to TSG (Monday – Friday from 5:00 AM – 5:00 PM Pacific) regarding any concern involving the backup components and processes

3. Environment Restoration

- Same-day initiation of restoration of local database should local backups be unusable
- Temporary hosting of application and database for 30 days in the event that the local environment is compromised

Offsite Data Backup and Disaster Recovery

DCS provides customers with an automated backup of their eFinancePlus and Microsoft SQL Server data files and securely transfers them to a remote storage location provided by TSG. The data backup consists of and is provided via the Microsoft SQL Server maintenance plans, and is used to take a nightly snapshot of the database.

This capability provides the ability to recover the files needed to quickly restore an eFinancePlus instance following an irretrievable loss of data. Customers may contact TSG to perform the restoration process. This service includes the following features:

- Automated backup of eFinancePlus and Microsoft SQL Server data files
- AES 256-bit double encryption of eFinancePlus and Microsoft SQL Server data files before they are transferred
- Automated secure transfer of data to a secured remote certified data center employing state-of-the-art security
- Retention of each day's backup file for per the schedule listed above. (Longer retention terms are available by negotiation.)
- Storage Monitoring: Administrators will be notified of any alerts regarding the status of nightly backups and the health of the Customer's backup files

DCS also provides customers with temporary hosting of the eFinancePlus application and customer's data for up to thirty (30) days. In the case of a disaster rendering the customer's eFinancePlus environment inaccessible, TSG will setup and configure an eFinancePlus environment in TSG's cloud platform. TSG will initiate an import of the Customer's last nightly off-site backup, or more recent SQL database backup if available, along with the other necessary files and data, to implement a temporary eFinancePlus environment for customer's use. The environment build process will be initiated within 24 hours of written notification that the customer needs to invoke the disaster recovery service provided by the DCS.

*Optional: DCS customers may purchase one or more tests to evaluate disaster recovery protocol, RTO/RPO, and temporary hosting solution

*Note: offsite disaster recovery is only available for customers running versions of eFinancePlus 5.1 or greater.

1. TSG Responsibilities

- TSG will monitor the success of the native Microsoft SQL Server jobs that are used to create local backup sets.

- TSG will utilize Microsoft SQL Server Maintenance plans to capture Microsoft SQL Server data that will be retained in the remote TSG facility for the offsite data backup process.
- Microsoft SQL Server data backup files will be compressed, encrypted, and uploaded to a remote TSG facility on a daily basis for the offsite data backup process.
- TSG will monitor the success of the compression, encryption, and uploading of files to the remote TSG facility for the offsite data backup process.
- TSG will retain file(s) within the remote TSG facility for the offsite data backup process per the schedule listed above unless a separate pre-negotiated period of time was agreed to.
- In the event the offsite data needs to be restored, TSG will respond to the customer's request within one (1) hour during TSG's extended business hours of DCS coverage Monday through Friday from 5:00 AM to 5:00 PM Pacific excluding PowerSchool holidays.
- In the event the disaster recovery service needs to be applied, TSG will respond to the customer's request and begin the implementation of the temporary eFinancePlus environment in TSG's cloud platform. TSG will download the current or desired SQL backup file, import the SQL backup pump file to the temporary SQL instance of eFinancePlus, and test access to local eFinancePlus instance.
- The disaster recovery environment will not replicate the customer's environment and will be limited to a single database and single application server in TSG's cloud platform.
- The virtual machines for use in the disaster recovery environment will be sized to best meet the customer's needs.
- TSG will load the data from the most recent backups to the DR environment.
- TSG will provide access to the applications on the DR solution for the requested time period to extend to no more than thirty (30) days in any twelve-month DCS term.
- TSG will determine and provide a defined number of user accounts to allow access to the application.
- TSG will configure the DR system to utilize customer-provided printer connection information.
- Restoration to local environment is limited to data only and does not include the re-deployment of eFinancePlus.
- TSG will delete all off-site backup data 30 days after the cancellation of DCS by the Customer.

2. Customer Responsibilities

It will be the responsibility of the customer to ensure each of the following items are understood and addressed by the Customer:

- The offsite data backup process will incorporate the Microsoft SQL Server maintenance plans to create the backup files and compress, encrypt, and transfer a copy of the file on a nightly basis typically between 3:00 AM and 7:00 AM Local customer time depending upon the potential for bandwidth constraints and other conflicts. The customer shall avoid scheduling infrastructure cloning, batch loading of data, or other processes impacting the availability of application and database assets or the state of data during this time.
- The offsite data backup process will retain file(s) within the remote facility per the schedule above. All offsite data backup file(s) older than the set schedule will be purged from TSG's systems unless otherwise negotiated.
- TSG is not responsible for the integrity of Microsoft SQL Server data within the Microsoft SQL Server backups that are used for the offsite data backup process.
- The schedule of the offsite data backup process is determined by TSG and may not be modified in any way by the customer.
- In the event the offsite data backup needs to be restored, the Customer will submit a request to TSG with the date the restoration is to be completed and the date of the desired Microsoft SQL Server Data file to be used for the restore.
- In the event the offsite data backup needs to be restored, the Customer will identify a Primary Technical Contact that will work with TSG throughout the restoration process.
- The customer will open firewall ports necessary (port 443) for the use of the offsite data backup process.
- The customer will ensure the eFinancePlus servers are allowed access to the Internet on port 443.
- In the event the offsite data needs to be restored, TSG will restore the current or desired Microsoft SQL Server data to the customer environment instance of eFinancePlus and test access to the eFinancePlus software.
- All data restoration events will use the Microsoft SQL Server database backup files, which represents a nightly snapshot backup of the data.
- Services included with the offsite data backup process do not include restoring data from Microsoft SQL Server Transaction logs.

- Services included with the offsite data backup process do not include services for point-in-time recovery methods using any Microsoft SQL Server tools.
- All changes made to your environment including database names or configuration must be communicated to TSG.
- The eFinancePlus server(s) must be running eFinancePlus 5.1 and Microsoft SQL Server 2012 SP3 or later to participate in the DCS offsite data backup.
- Invoke the DR testing service by sending a request to TSG soliciting a DR test.
- Provide an internet routable printer IP address with external connectivity and support for PCL Version 5 or above for printing testing.

Backup Monitoring

TSG provides 24/7/365 real-time monitoring of the eFinancePlus backup process resulting in ongoing oversight of the eFinancePlus backups and offsite backup file transfer. The monitoring is passively configured so as to eliminate any potential influence that the act of monitoring might otherwise have on the performance of the individual components or their collective contribution to the operation of the environment. TSG specifically monitors the following components to minimize service disruptions and maintain a high level of availability and productivity:

- The success of the nightly SQL data backup
- The success of the compression, encryption, and uploading of files to the remote secure facility for the offsite data backup process

1. TSG Responsibilities

- TSG will install backup agents on each eFinancePlus-related component that is covered under the DCS offering.
- TSG will be responsible for configuring the monitoring agents to alert TSG personnel in the event a monitoring alert is triggered.
- TSG will respond to all alerts within one (1) hour of its transmission Monday through Friday from 5:00 AM to 5:00 PM Pacific excluding PowerSchool holidays.
- In the event a monitoring alert is triggered, TSG will open a Case, investigate the alert, and notify the customer of the problem and its intended time and nature of resolution.
- If the monitoring event is directly related to the eFinancePlus or SQL application, TSG will open a Case with the Technical Support on the customer's behalf. The customer will then be responsible to work directly with the Technical Support department to rectify the issue.

2. Customer Responsibilities

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

- The customer will provide TSG with an infrastructure-level administrative account to perform the services listed within this agreement. This account can be disabled when services are not being delivered.
- The customer will provide TSG with naming conventions, TCP/IP parameters, and user accounts passwords associated with all support-related infrastructure components

- The customer will perform any firewall configurations to provide TSG with access necessary to perform the services listed within this agreement.
- The customer will provide TSG with updated documentation on any infrastructure-related configuration changes that occur during the DCS term, including additional applications, additional servers, network protocol schemes, naming conventions, LAN/WAN diagrams, directory services, etc.
- The customer will contact the hardware manufacturer directly to rectify the need to replace any faulty hardware or related components.
- The customer will escalate any concerns regarding the components being monitored during the hours of DCS coverage Monday through Friday from 5:00 AM to 5:00 PM Pacific excluding PowerSchool holidays unless otherwise specified or negotiated.
- The customer will work directly with the Technical Support department in the event that TSG determines that a potential issue (arising from the monitoring of eFinancePlus or SQL) is outside the scope of DCS.
- Customer will be responsible for paying additional fees if the growth of the customer's enrollment or their needs extend beyond the scope of DCS.
- Customer will ensure that the eFinancePlus server(s) is/are running eFinancePlus 5.1 or later in order to participate in the DCS.

Environment Restorations

In the event of an emergency, DCS also provides for the restoration of an eFinancePlus database corrupted by hardware failure or user error via the use of a backup datafile to be deployed in full rather than to recover specific elements of data.

1. TSG Responsibilities

- TSG will provide up an unlimited number of data restorations during the twelve (12)-month DCS term.
- Should a restoration event be invoked, TSG will respond to the customer's request within one (1) hour during TSG's extended business hours of DCS coverage Monday through Friday from 5:00 AM to 5:00 PM Pacific excluding PowerSchool holidays.
- Should a restoration event be invoked, the event will be scheduled and performed as quickly as technically feasible during hours of DCS coverage, as established by TSG, unless off-hour services have been negotiated.
- Should an event unrelated to a data restoration be invoked, TSG will respond to the customer's request within one (1) hour during TSG's extended business hours for DCS coverage Monday through Friday from 5:00 AM to 5:00 PM Pacific Time excluding PowerSchool holidays.

2. Customer Responsibilities

It will be the responsibility of the customer to ensure each of the following items are understood and addressed by the customer:

- The customer will submit requests for a data restoration to TSG with the date and nature of the event being requested.
- The customer will identify a Primary Technical Contact that will work with TSG throughout the event.
- The customer will provide TSG with a Primary Technical Contact to assist with onsite tasks that require physical intervention into the event process.
- The customer will ensure the target environment meets all of the minimum system requirements for the relevant eFinancePlus version release being applied.
- The customer will understand that the restoration event processes will utilize the Microsoft SQL Server maintenance plan backups for data backups and associated files to move and/or restore Microsoft SQL Server data.
- The customer will be responsible to test eFinancePlus access and functionality once the restoration event has been completed. Should the customer encounter an inability to access the eFinancePlus environment

instance or believe that data may be missing, the customer will be responsible for contacting TSG within one (1) business day of the completion of the data and server migration and restoration event.

- The customer will understand that TSG shall not be held responsible for the introduction of any conflict into the customer's traditional use of the functionality provided by eFinancePlus or the customer's own efforts.
- The customer will understand that TSG makes no warranties against an updated version's influence on the visibility of data or the continued access to, or use of customizations. Questions should be directed to the Technical Support department.
- The customer will understand restoration events do not include any services relating to the installation or configuration the eFinancePlus application, SIF agents or other components.

Disaster Recovery Testing

- DCSDRT requests will be submitted to the TSG Help Desk (TSGHelpDesk@PowerSchool.com) with the date of service requested and the date of the desired SQL Server backup file to be used for the Data Migration / Server Restoration.
- Requests must be submitted four (4) weeks in advance.
- Clients must include a spreadsheet with the user id's and passwords for individuals requesting access.
- The disaster recovery environment will not replicate the client's production environment and will be limited to a single database and single application server in TSG's cloud platform.
- The DCSDRT environment will have limited capabilities and is primarily intended to allow access to student information data.
- The virtual machines for use in the disaster recovery test environment will be sized to best meet the client's needs.
- A defined number of accounts will be made available with the provision of new credentials as the DR solution will be unable to utilize the clients previous Active Directory authentication mechanism. (typically, 10-20 accounts)
- During DR testing, TSG will provide access to the applications on the DR solution for the requested time period to extend to no more than thirty (30) days.
- The services included within the scope of DCSDRT do not include any services related to the installation / configuration of any other Application or third-party applications that have direct access to the application/database 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.
- The PowerSchool Technical Solutions Group (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 / update performed by TSG. Clients with questions of this nature will be instructed to contact the PowerSchool Application Technical Support department.

1. Client Responsibilities

- To invoke the DCSDRT, the client will submit a request to the TSG Help Desk (TSGHelpDesk@PowerSchool.com) with:
 - Date of service requested
 - Date of the desired SQL Server backup file to be used
 - District Number
 - Site Code
 - Support Account
- Requests must be submitted four (4) weeks in advance.
- Clients must include a spreadsheet with the user id's and passwords for individuals requesting access.

2. TSG Responsibilities

- Initiate build of DCSDRT environment
- Restore database (Prod, Attach) from our cloud storage
- Configure DCU for district
- Add the list of users to our Active Directory
- Provide an URL once the site is ready

Contacting TSG

TSG has established a process for DCS customers to use in order to ensure a timely response to DCS support and service requests. When the customer contacts TSG, a TSG Systems Engineer will be assigned to assist the customer with the request. The Systems Engineer will have access to documentation capturing the technical information related to the customer's eFinancePlus environment and an archive of previous support issues and requests.

The three primary methods for requesting service are as follows:

- **Email**

To receive support or request services by email, the customer should direct their requests to TSG at tsghelpdesk@powerschool.com.

- **Telephone**

To receive support or request services by telephone, the customer should call 1.866.434.6276 or 1.916.288.1881, and select the option #4 for "DCS, EMS, or ITSS".

- **PowerSource Self-Service Portal**

To receive support or request services by posting Cases to the Self-Service portal, please visit <https://support.powerschool.com>

1. Hours of Operation

Standard hours of TSG operations are Monday through Friday from 5:00 AM to 5:00 PM Pacific Time excluding PowerSchool holidays.

Note: Typically, the customer will be contacted within the targeted response time noted above. However, call volume may impact our targeted response time. Pre-scheduled off-hours support is available at an additional cost.

2. Customer Escalation Procedure

The following procedure will be observed if resolution is required to a conflict arising during the performance and fulfillment of this offering:

- If TSG cannot provide resolution or indicate the appropriate path to resolution within two (2) business days from receipt of the request, the customer's Primary Contact can contact TSG management directly at tsgmanagement@powerschool.com via email with the details of the situation and desired escalation.