

Update Subscription Service ("USS") Statement of Work

eFinancePLUS
Enterprise Resource Planning System

Released March 27, 2020

Document Owner: Technical Solutions Group

This edition applies to Release 5.0 of the eFinancePlus software and 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 and specify the services and support provided by the Technical Solutions Group ("TSG") in the fulfillment of the Update Subscription Service ("USS") and address the roles and responsibilities of TSG and the school, district, or other entity subscribing to USS ("Client").

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 located in nine states and two provinces across four countries covering six different time zones.

To assist you with the management of the eFinancePlus, the PowerSchool Technical Solutions Group ("TSG") offers the eFinancePlus Update Subscription Service ("USS") to update your eFinancePlus instance(s) to the latest monthly and annual releases of eFinancePlus. The eFinancePlus Update Subscription Service includes unlimited monthly updates to your existing eFinancePlus server(s) and includes upgrades to new annual releases.

1. Software Update Service

- Automated or on-demand deployment of monthly eFinancePlus updates including compliance reporting version updates and escalation releases
- On-demand deployment of version upgrades
- Flexible schedule options – After-Hours and weekend service windows

Software Update Service

As part of the eFinancePlus Update Subscription Service, the Client can take advantage of TSG's administration of the distribution of monthly updates and annual upgrades fundamental to the operation of the PowerSchool product. This offering provides remote services to install all subsequent application version and compliance related updates and provides the Client with the assurance that their environment is up to date on the latest versions. The Client retains the full control and decision-making authority to determine if and when their environment is updated with a new release.

1. TSG Responsibilities

- For automated distribution and installation of updates, TSG will apply all relevant monthly updates during the Software Update Service maintenance window. The Software Update Service maintenance window will be used to apply updates to the eFinancePlus version release and eFinancePlus compliance reporting code.
- The Client will be notified via a release notice as to the date when TSG will begin to apply the specific update to USS Clients that have chosen automated distribution and installation of updates. Note that this date does not obligate TSG to perform all updates at that time, but rather, indicates when TSG will begin the deployment process for the USS client community.
- TSG will notify the USS Technical Contact(s) via email within one (1) business day of the date that updates will be applied to the Client's environment during the Software Update Service maintenance window.
- TSG reserves the right to delay or otherwise cancel the deployment of specific versions if circumstances render such an action necessary. The Client will be notified of such a decision should it be made.
- Unless otherwise specified, TSG will apply the most current release of eFinancePlus unless a desired release is indicated (subject to availability) within the eFinancePlus Software request submitted by the Client.
- TSG will apply each eFinancePlus update within nine (9) business days of the release date.
- TSG will ensure that the eFinancePlus application is in an available state (as indicated by the presence of a logon screen) once all relevant software updates have been applied.
- TSG will notify the USS Technical Contact(s) via email once all applicable software updates have been applied and the eFinancePlus Software Update Service maintenance window has been completed.

- TSG will notify the USS Technical Contact(s) via email if issues arise during the delivery of service that will prolong the eFinancePlus Software Update Service maintenance window.
- TSG will provide (1) one Parallel (Data Refresh) and (1) one Go-Live for each version upgrade performed unless noted otherwise and agreed to in writing.
- TSG may create an administrative level account within eFinancePlus named "TSG" for testing purposes.

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.

- The Client is responsible for notifying TSG of their desire for Automated or On Demand distribution of software updates via the USS Activation Checklist. Any changes in decision are to be communicated promptly to TSG.
- The Client will understand that TSG will change an Automated subscription to updates to On Demand if two consecutive releases are refused by the Client for any reason.
- If choosing to not have updates applied automatically, the Client must submit an eFinancePlus Update Subscription Service request for each and every update request covered by the Software Update Service.
- Version upgrades will be requested by submitting an eFinancePlus Upgrade Subscription Service request using a pre-provided webform.
- The most current monthly release of the eFinancePlus application will be installed as part of the Software Update Service unless a desired release is specified within the eFinancePlus Software Update Service request submitted by the Client.
- Upgrades to new versions (example 5.2 to 19.4) will require new servers be provided to TSG to perform an installation for testing/training/validation by the client. This new environment will transition to become production at the time of Go-Live.
- eFinancePlus version upgrades (example 5.2 to 19.4) be performed using a new server infrastructure (pre-production) and TSG will not perform a same-server upgrade under the terms of this agreement. In the event the customer opts to forego this requirement, the client will be required to purchase the upgrade as a separate and discrete service.
- The Client is to review all Release Notifications related to the version of eFinancePlus 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,

customizations should be directed to the eFinancePlus Technical Support department.

- The services included within the scope of this offering do not include any services related to the installation or configuration of any third-party applications that have direct access to the eFinancePlus and/or Microsoft SQL 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.
- TSG is not affiliated with the eFinancePlus 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 eFinancePlus configuration or update performed by TSG. Clients with questions of this nature will be instructed to contact the eFinancePlus Technical Support department.
- The Software Update Service will likely require bringing the eFinancePlus application and/or its environment components off-line during the Software Update Service maintenance window to apply updates and restart services. It will be the responsibility of the Client to notify their users of the outage. Note: The USS Technical Contact(s) will be notified via email within one (1) business day of the date that updates will be applied to the Client's environment during the Software Update Service maintenance window.
- During the Software Update Service maintenance window, the eFinancePlus 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 eFinancePlus server(s) that can cause issues during the reboot process.
- TSG is not responsible for any eFinancePlus version updates that fail due to third-party applications or interfaces being run against the eFinancePlus database that prohibit the update of the eFinancePlus application.
- If the eFinancePlus server(s) covered by the USS agreement is/are configured as members of an Active Directory environment, the Domain User account used to logon to the USS covered eFinancePlus server(s) must belong to Local USS covered eFinancePlus server(s) Administrators Group.
- If the eFinancePlus server(s) covered by the USS agreement is/are configured as members of an Active Directory environment, the eFinancePlus server(s) and the Domain Users must have the ability to run scripts within the Windows PowerShell.
- Clients that have selected automated distribution and installation of updates can choose to have updates applied at any time by sending an email to TSGHelpDesk@Powerschool.com.

- The eFinancePlus server(s) must be running eFinancePLUS5.1 and Microsoft SQL Server 2012 SP3 or later to participate in the USS Service.
- The Client will need to purchase any Professional services such as Project Management, Customizations or Training services when upgrading versions as these are not delivered by TSG.

Contacting TSG

TSG has established a process for USS clients to use in order to ensure a timely response to service requests. When the Client contacts TSG, a TSG Systems Engineer, Security Engineer, or Database Administrator will be assigned to assist the Client with the request. The TSG representative will have access to documentation capturing the technical information related to the Client's eFinancePLUS environment and an archive of previous USS requests.

The two primary methods for requesting service or support are indicated below. TSG provides a one (1) hour Service Level Agreement for responding to correspondence directed to either of the following:

- **Email**

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

- **Telephone**

For service via telephone, Clients should call 1.866.434.6276 or 1.916.288.1881, and select Option 4.

Hours of Operation

TSG operations for supporting USS clients are twenty-four hours/day Monday through Thursday, Fridays from Midnight to 9:00 PM Pacific Time, Saturdays from 4:00 AM to 6:00 PM PT, and Sundays from 4:00 AM to 6:00 PM and 9:00 PM to Midnight Pacific Time (excluding PowerSchool holidays and unless otherwise specified or negotiated).

Note: Typically, the Client will be contacted within the targeted response time noted above. However, call volume may impact our targeted response time.

Client Escalation Procedures

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 support request, the Client's Primary Contact can contact TSG management directly at tsgmanagement@powerschool.com via email with the details of the situation and desired escalation.