Information Technology Support Service ("ITSS")
Statement of Work

Contents

Introduction

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

ITSS is a comprehensive solution that monitors and supports the Customer's on-premise environment in the following areas:

1. Environment Monitoring

- Near real-time monitoring of server hardware for performance and faulty hardware
- Near real-time monitoring of Microsoft Windows® operating system logs and resource utilization

- Near real-time monitoring of virtualization hosts performance and utilization

- Monthly reporting of status and trending of performance, hard drive consumption, server uptime, and frequency of incidents and transactions

2. Infrastructure Support

- Pro-active response and intervention to performance situations identified by our monitoring protocols
- Telephone and email escalations <u>directly</u> to TSG twelve (12) hours a day Monday through Fridays from 5:00 AM to 5:00 PM Pacific Time excluding PowerSchool holidays and unless otherwise specified or negotiated regarding any concern involving the application infrastructure components such as hardware, virtualization, third party software configurations, and general performance
- One (1)-hour Service Level Agreement for responses to all needs

Environment Monitoring

TSG will provide 24/7/365 near real-time monitoring of the environment. This feature of ITSS provides monitoring of essential application-agnostic components including the physical and/or virtual infrastructure and Microsoft Windows® operating system to ensure these elements are operating in a fully optimized state. TSG specifically monitors the following components to minimize disruptions and maintain a high level of performance and productivity:

Server Hardware
- Physical disk drive status and monitoring for faulty hardware   - Hardware RAID controller status and monitoring for faulty hardware   - Network Interface Card status and monitoring for faulty hardware   - Power supply status and monitoring for faulty hardware   - Physical RAM status and monitoring for faulty hardware
Microsoft Windows®
- Microsoft Windows® Server Event Log errors   - Microsoft Windows® disk storage   - Microsoft Windows® Updates   - CPU and memory utilization   - Disk I/O utilization
*Virtualization Host
- Network Interface Card status   - Hardware status   - Virtual Machine file storage status   - CPU and memory utilization

Monitoring is provided only if the component exists within the environment and the Customer opts to enroll it in the ITSS package.

Each month, the Customer will receive a report detailing the history, status, and trending of performance, hard drive consumption, server uptime, and the frequency of incidents and transactions TSG responded to and fulfilled.

1. TSG Responsibilities

- TSG will install monitoring software agents on each component that is covered under the ITSS 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 during extended hours of ITSS coverage 12 hours Monday through Fridays from 5:00 AM to 5:00 PM Pacific Time excluding PowerSchool holidays and unless otherwise specified or negotiated.

- In the event a monitoring alert is triggered, TSG will open an ITSS Case, make it visible to the designated primary point of contact for the Customer, investigate the alert, and notify the Customer of the problem and its intended time and nature of resolution.

2. Customer Responsibilities
It will be the responsibility of the Customer to ensure each of the following 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 ITSS 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 extended hours of ITSS coverage 12 hours Monday through Fridays from 5:00 AM to 5:00 PM Pacific Time excluding PowerSchool holidays and unless otherwise specified or negotiated.
- The Customer will work directly with PowerSchool Technical Support in the event that TSG determines that a potential issue is outside the scope of ITSS.
- Customer will install advanced tools made available by the manufacturer (Dell OpenManage Systems Management, Dell Server Administrator, HP System Management, etc.) In their absence, hardware monitoring will utilize the system OS event logs.
- Customer will be responsible for paying additional fees if the growth of the Customer's environment or their needs extend beyond the scope of ITSS.
- Customer will ensure that the PowerSchool product-related server(s) is/are running Microsoft Server 2012 or later in order to receive ITSS coverage.

Infrastructure Support

TSG will provide remote support for the following infrastructure configurations as it **pertains to the operation of a PowerSchool product and its related components**. The items listed below shall exist and be configured in direct support of the Customer's PowerSchool product-related environment. The scope of ITSS shall not extend to the provision of support for hardware, programs, and other Customer assets not deployed for the specific benefit of a PowerSchool product.

Server Hardware Configurations
▪ Hardware disk subsystem configurations ▪ Server attached hardware peripheral configurations ▪ Direct attached SCSI/SAS storage devices
Microsoft Windows® Configurations
▪ Windows Server system settings ▪ Windows Server Event Log errors ▪ Windows Server network settings ▪ Windows Server services
***Virtualization Configurations**
▪ Virtual Machine configurations ▪ Host resource configurations ▪ Host management configurations

Support will be provided only if the component is identified and included with the ITSS package.

Note: All hardware replacement will be handled directly by the manufacturer. It is the Customer's responsibility to contact the hardware manufacturer directly to rectify the need for replacement of any faulty hardware.

1. **TSG Responsibilities**
- In the event a request is received, TSG will respond to the Customer's request within one (1) hour during TSG's extended hours of ITSS coverage twelve (12) hours a day Monday through Fridays from 5:00 AM to 5:00 PM Pacific Time excluding PowerSchool holidays and unless otherwise specified or negotiated.
- In the event a request is received, TSG will open an ITSS Case, make it visible to the designated primary point of contact for the Customer, investigate the situation, and notify the Customer of the status, assignment, and nature of disposition.
- TSG will notify the Customer once the ITSS request has been rectified to the fullest extent of TSG's capability, expertise, and authority.

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:

- Only Customer personnel listed as a PowerSchool Technical Contact may request support and services related to ITSS.
- The Customer will notify TSG of their ITSS need via the two primary methods for requesting service or support as outlined in the **Contacting TSG** section.
- All tasks relating to a request will be performed during TSG's extended hours of ITSS coverage twelve (12) hours a day Monday through Fridays from 5:00 AM to 5:00 PM Pacific Time excluding PowerSchool holidays and unless otherwise specified or negotiated.
- All services within the ITSS offering are to be delivered remotely unless otherwise specified. Onsite support services are available at an additional cost.
- The Customer will provide TSG with one or more infrastructure level administrative accounts to perform the support request.
- While TSG will make every effort to resolve or otherwise address the request, TSG cannot guarantee a remedy.
- The Customer will notify TSG prior to making any changes to the configuration or characteristics to the environment that may have a direct impact on the monitored infrastructure components. This would include the integration of additional servers, server repurposing, changes or updates involving network protocol schemes, naming conventions, LAN/WAN schemes, directory services, load balancing solutions, virtualization, or any software product updates. The Customer shall provide TSG with documentation capturing the nature and extent of any modifications once the planned environmental modification has been coordinated with TSG.
- All hardware replacement will be handled directly by the manufacturer. It is the Customer's responsibility to contact the hardware manufacturer to rectify the need for replacement of any faulty hardware.
- The support services listed within this document are for the support of the infrastructure specifically configured for, or utilized by, the PowerSchool product-related application. It does not include support for aspects of the

infrastructure utilized by Customer assets other than PowerSchool product-related.

- The Infrastructure Support services are not intended to replace the assistance provided by the PowerSchool Technical Support department. It is the Customer's responsibility to contact the PowerSchool Technical Support department for support assistance directly related to the configuration or functionality of the PowerSchool product-related and Microsoft SQL applications.
- The Customer will be responsible for ensuring adequate technical staff is in place to provide support for normal day-to-day operations of the infrastructure for assets or matters not included within ITSS coverage. This includes the monitoring and maintenance of network performance, server infrastructure, infrastructure integrity, and system data protection and recovery.
- The Customer will ensure compliance with all aspects of the minimum system requirements for the installed or planned version of the PowerSchool product.

Contacting TSG

TSG has established a process for ITSS Customers to use in order to ensure a timely response to ITSS support and service requests. When the Customer contacts TSG, a TSG representative will be assigned to assist the Customer with the request. The TSG representative will have access to documentation capturing the technical information related to the Customer's PowerSchool product-related environment and an archive of previous ITSS support issues and requests.

The two 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:

1. **Email**

   To receive support or request services by email, Customers should send their request to TSG at **TSGHelpdesk@powerschool.com**. The PowerSchool Customer Number should be included in the Subject Line for fastest processing.

2. **Telephone**

   For service via telephone, Customers should call 1.866.434.6276 or 1.916.288.1881, and select Option 4 for "ITSS Customers." The PowerSchool Customer Number should be ready to be provided to TSG.

Hours of Operation

TSG operations for supporting ITSS Customers are twelve (12) hours a day Monday through Friday from 5:00 AM to 5:00 PM Pacific Time excluding PowerSchool holidays and unless otherwise specified or negotiated. Every effort will be made to accommodate all ITSS-related needs during the hours, but priority will be given to those situations involving critical tasks.

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 may be available at an additional cost.

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 support 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.