

Enterprise Management Service

To assist you through the management of PowerSchool, the Pearson Technical Solutions Group (“TSG”) offers an **Enterprise Management Service (EMS)** agreement. The Enterprise Management Service (EMS) is a complete comprehensive solution that manages and maintains your self-hosted PowerSchool environment and provides complete coverage of your PowerSchool environment in the following areas:

1. PowerSchool Environment Monitoring

- Real-time monitoring of PowerSchool application logs.
- Real-time monitoring of Oracle application logs.
- Real-time monitoring of Server hardware for performance and faulty hardware.
- Real-time monitoring of Microsoft Windows® Operating System logs and resource utilization.

2. PowerSchool Software Update Service

- Choice of automated or on demand distribution and installation of all PowerSchool version updates and PowerSchool Oracle updates.
- Choice of automated or on demand distribution and installation of all PowerSchool State Reporting Code (SRC) updates.
- Choice of automated or on demand distribution and installation of Microsoft Windows® Operating System related updates.

3. Production to Non-Production Data Refresh

- Services to apply a copy of the hosted Production data to the Non-Production Self-Hosted PowerSchool instance. (Automated or On Demand)

4. Server Restoration / Server Migration

- Remote assistance with PowerSchool / Oracle data restoration or PowerSchool server migrations.

5. PowerSchool Infrastructure Support

- The agreement provides remote phone support (Monday – Friday; 5:00 AM – 5:00 PM US Pacific Time) for the PowerSchool infrastructure components such as hardware configurations and third party software configurations.

Service and Support Information

1. PowerSchool Environment Monitoring

Pearson will provide 24/7 real-time PowerSchool Environment Monitoring of the PowerSchool environment. The PowerSchool Environment Monitoring features of the Enterprise Management Service (EMS) offering provide monitoring of essential PowerSchool components including the server(s) hardware, Microsoft Windows® environment, and PowerSchool applications to ensure all components are operating in a fully optimized state.

The 24/7 real-time PowerSchool Environment Monitoring specifically monitors the following components to minimize disruptions and maintain a high level of productivity:

Server Hardware Monitoring
<ul style="list-style-type: none">▪ Physical hard 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® Monitoring
<ul style="list-style-type: none">▪ Microsoft Windows® Server Event Log errors for PowerSchool services.▪ Microsoft Windows® disk storage.▪ Microsoft Windows® Updates.▪ CPU and memory utilization.▪ Disk I/O utilization.
PowerSchool Application Monitoring
<ul style="list-style-type: none">▪ PowerSchool / PowerTeacher Network service status.▪ ReportWorks Network service status.▪ Oracle Network service(s) status.▪ PowerSchool Tomcat application logs.▪ Oracle application logs.▪ Oracle backup status.▪ PowerSchool website availability.

2. PowerSchool Software Update Service

As part of the Enterprise Management Service (EMS) Clients can take advantage of the PowerSchool Software Update Service which provides remote services to apply all subsequent PowerSchool version updates, all PowerSchool related Oracle updates, all PowerSchool State Reporting Code (SRC) updates, as well as applicable Microsoft third party software updates.

This capability provides clients the assurance that their PowerSchool environment is up to date with the latest PowerSchool and third party updates. This service includes the following features:

- Choice of automated or on demand distribution and installation of PowerSchool version release updates.
- Choice of automated or on demand distribution and installation of PowerSchool State Reporting Code (SRC) updates.
- Choice of automated or on demand distribution and installation of PowerSchool related Oracle updates.
- Choice of automated or on demand distribution and installation of Microsoft Windows® Operating System updates.

The PowerSchool Software Update Service ensures your Non-Production PowerSchool instance(s) are running the same PowerSchool version release as your Production instance.

3. Production to Non-Production Data Refresh

The Enterprise Management Service (EMS) provides North Carolina clients with an automated or on demand service to securely transfer a copy of their hosted Production data to their self-hosted Non-Production server. Once the Production data has been securely transferred to the self-hosted environment it is then applied to the Non-Production PowerSchool instance(s).

This capability provides clients the ability to replicate hosted Production Data to their self-hosted Non-Production server. This service includes the following features:

- Export of the Production PowerSchool and Oracle data.
- AES 256-bit double encryption of PowerSchool/Oracle data to be transferred to a secured remote data center.
- Secure transfer of PowerSchool/Oracle data to the self-hosted Non-Production PowerSchool instance(s).
- Import the Production PowerSchool and Oracle data to the self-hosted Non-Production PowerSchool instance(s).
- Data centers: All data centers employ state-of-the-art security and are SAS70 certified.

4. Server Restoration / Server Migration

The Enterprise Management Service (EMS) offering also includes assistance with PowerSchool Server Restorations and Server Migrations.

The Server Restoration service includes reinstalling the PowerSchool and Oracle application on the self-hosted Non-Production server as well reapplying PowerSchool and Oracle data.

The Server Migration service includes installing the PowerSchool and Oracle application on a new self-hosted Non-Production server to replace an existing self-hosted Non-Production server.

The Pearson Technical Solutions Group ("TSG") will perform the procedures associated with these services on behalf of Pearson Clients. The Server Restoration and Server Migration service(s) are limited to four (4) Server Restoration / Server Migration event(s) over a twelve (12) month period.

5. PowerSchool Infrastructure Support

Pearson will provide remote support for the following infrastructure configurations as it **pertains to the Pearson product deployment**. The items listed below are for direct support of your Pearson deployed application and do not include support for items outside of the Pearson application.

Server Hardware Configurations
<ul style="list-style-type: none">Hardware disk subsystem configurations.Server attached hardware peripheral configurations.Direct attached SCSI / SAS storage devices.
Microsoft Windows® Configurations
<ul style="list-style-type: none">Windows Server system settings.Windows Server Event Log errors.Windows Server network settings.Windows Server services.
Virtualization Configurations
<ul style="list-style-type: none">Virtual Machine configurations.Host resource configurations.Host management configurations.
SSL Configurations
<ul style="list-style-type: none">SSL / Application configurations.Certificate renewals.

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

6. Client Responsibilities

It will be the responsibility of the District / School Board personnel to ensure each of the following items are understood and addressed by the District / School Board.

Support Process

1. Only District / School Board personnel listed as a PowerSchool Technical Contact may request support and service.
2. All support request tasks will be performed during normal business hours unless otherwise specified. (Monday – Friday; 5:00 AM – 5:00 PM US Pacific Time) (Excludes US Pearson Holidays)
3. Provide Pearson with remote access to activate the EMS service. This can include Bomgar access or any Client provided remote access software.
4. All services within the support offering are to be delivered remotely unless otherwise specified. Onsite support services are available at an additional cost.
5. Support requests may require bringing the PowerSchool application and its environment components off line while troubleshooting a support incident.
6. Provide Pearson with a District / School Board resource to assist with support tasks that would require physical interaction with supported components.
7. Support provided as part of the EMS coverage does not provide direct support for the PowerSchool application and its functionality. Customers requiring support for the PowerSchool application and its functionality will still be responsible to contact the PowerSchool Application Technical Support department for assistance.

PowerSchool Environment Monitoring

1. Provide Pearson with infrastructure-level administrative accounts to perform the services listed within this agreement. This account can be disabled when support services are not being delivered
2. Perform any firewall configurations to allow Pearson support personnel access to perform the services listed within this agreement
3. While systems are being monitored 24/7, TSG will respond to monitoring alerts during our normal business hours. (Monday – Friday; 5:00 AM – 5:00 PM US Pacific Time) (Excludes US Pearson Holidays)
4. If TSG is notified of a potential issue as a result of PowerSchool and Oracle application monitoring, TSG will open a support request on the client's behalf with PowerSchool Technical Support.
5. Hardware monitoring will utilize the system OS event logs unless advanced tools made available by the manufacturer (Dell OpenManage Systems Management, Dell Server Administrator, HP System Management, etc.) have been installed by the client.

PowerSchool Software Update Service

1. The District / School Board are responsible for notifying the Pearson Technical Solutions Group of their desire for Automated or On Demand distribution of software updates via the EMS Activation Checklist.
2. If choosing to not have updates applied automatically, the District / School Board must submit a PowerSchool Software Update Service request on PowerSource for each and every update request covered by the PowerSchool Software Update Service.

3. The most current release of the PowerSchool application will be installed as part of the PowerSchool Software Update Service unless a desired release is specified within the PowerSchool Software Update Service request submitted by the client.
4. The client is to review all Release Notifications related to the version of PowerSchool 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.
5. The installation / support of PowerSchool and Oracle within the scope of this offering do 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 Pearson Application Technical Support department.
6. The services included within the scope of this offering do not include any services related to the installation / configuration of any other Pearson 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.
7. The Pearson 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.
8. The installation / upgrade of PowerSchool 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 being applied. Custom page compatibility and modifications should be directed to the Pearson Custom Application Solutions department for fee based consultative services.
9. Each PowerSchool and Oracle version release will be applied within five (5) business days of the version release date during the PowerSchool Software Update Service maintenance window (Monday – Friday; 4:00 PM – 6:00 PM Local Client Time) (Excludes US Pearson Holidays)
10. Each PowerSchool State Reporting Code (SRC) update will be applied within five (5) business days of the state and provincial reporting update release date during the PowerSchool Software Update Service maintenance window (Monday – Friday; 4:00 PM – 6:00 PM Local Client Time) (Excludes US Pearson Holidays).
11. The PowerSchool Software Update Service will require bringing the PowerSchool application and its environment components off line during the PowerSchool Software Update Service maintenance window to apply updates and restart services. It will be responsibility of the District / School Board to notify their users of the outage. The EMS 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 PowerSchool Software Update Service maintenance window.

12. For automated distribution and installation of updates, all applicable Microsoft Windows® Operating System updates and third party updates will be applied during the PowerSchool Environment Update Maintenance Window that is scheduled for a PowerSchool version release update. This process ensures a limited amount of downtime for the client's PowerSchool users.
13. During the PowerSchool Software Update Service maintenance window your PowerSchool 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 PowerSchool server(s) that can cause issues during the reboot process.
14. The Pearson Technical Solutions Group (TSG) is not responsible for any PowerSchool version updates that fail due to third party applications / interfaces being run against the PowerSchool database that prohibit the update of the PowerSchool application.
15. In the event a PowerSchool version update fails, the Pearson Technical Solutions Group (TSG) will reinstall the previous version of PowerSchool and Oracle and apply the last known good Oracle data pump file to repopulate the database.
16. If the PowerSchool server(s) covered by the EMS agreement is/are configured as members of an Active Directory environment, the Domain User account used to logon to the EMS covered PowerSchool server(s) must belong to local EMS covered PowerSchool server(s) Administrators Group.
17. If the PowerSchool server(s) covered by the EMS agreement is/are configured as members of an Active Directory environment, the PowerSchool server(s) and the Domain Users must have the ability to run scripts within the Windows 2008 R2 PowerShell.

Server Restoration / Server Migration

1. The District / School Board must submit an online request for each Server Restoration / Server Migration event.
2. Server Restoration / Server Migration events will be scheduled and performed during normal business hours, as established by Pearson's Technical Solutions Group, using the standard two (2) business-day service window unless weekend services have been negotiated.

Production to Non-Production Data Refresh

1. The Automated data refresh will occur on weekly basis every weekend beginning on Friday at 5:00 PM Local Client Time. (Excludes US Pearson Holidays)
2. The schedule of data refresh and files selected for data refresh are determined by Pearson and may not be modified in any way by the District.
3. Ensure firewall / content filtering allows the PowerSchool server(s) to initiate outgoing communications on ports 80 and 443.
4. To request an on demand data refresh, the client will submit a request to TSGHelpDesk@Pearson.com.
5. The client will ensure the self-hosted Non-Production PowerSchool database server is allowed access to internet on port 443
6. All data refresh events will use the Oracle data pump file, which represents a point-in-time snapshot of the data.

General

1. Services within this offering do not include adding any new components to the existing environment or integration related tasks. Integration related services can be obtained for an additional fee.
2. The District will be responsible to ensure adequate Information Technology administrative staff is in place to provide support for normal day to day operations of the infrastructure that are not included with the EMS coverage including monitoring of network performance, server infrastructure, infrastructure integrity, and system data protection and recovery.
3. Ensure compliance with all aspects of the minimum system requirements for the supported Pearson application.
4. Services within this offering only apply to PowerSchool 7.x or later.
5. The offerings included with the Enterprise Management Service (EMS) do not replace PowerSchool Maintenance and Support and are in addition to PowerSchool Technical Support that is provided by the PowerSchool Maintenance and Support agreement.
6. Services identified are intended to support Enterprise servers hosting the Non-Production PowerSchool application and its environment components and does not include support of client based software.
7. The District will be responsible to test PowerSchool access and functionality once any initiated service(s) as part of this offering have been executed. Should you encounter an inability to access your PowerSchool instance or believe you may have missing data the district will be responsible to contact Pearson TSG support within 1 business day of completing any service / support request.
8. No refunds or credits will be issued in the event the Client opts not to utilize any of the allotted services within this agreement.
9. Any expansion to the existing Non-Production PowerSchool environment via the inclusion of additional components is not included in the EMS service, and all services related to a new installation, deployment, or configuration of the PowerSchool / Oracle applications will be provided for additional fees.
10. The Enterprise Management Service (EMS) agreement will automatically be renewed after the initial 12 month term.
11. The client is responsible to review the fully disclosed Enterprise Management Service (EMS) Statement of Work (SOW) and agree and acknowledge to the terms and conditions by signing this proposal.

7. Contacting TSG for EMS Matters

Pearson has established a support process to ensure a timely response to your Enterprise Management Service (EMS) requests. When you contact Pearson's Enterprise Management Service (EMS) Support a Pearson Systems Engineer will be assigned to assist you with your request. The Systems Engineer will have access to documentation about your network configuration and a log of previous support issues / requests.

There are three primary methods for requesting service or support as follows:

1. Email

To receive support or request services by email send your request to the TSG Help Desk at TSGHelpDesk@Pearson.com. Please reference your Client number in the subject line when requesting support.

1. Phone

For service please call 866-434-6276 or 1-916-288-1881. Please have your client number ready and select the option for "Infrastructure Support Clients" when prompted.

2. PowerSource Self-Service Portal

To receive support or request services by posting cases to the self-service portal:

<https://powersource.pearsonschoolsystems.com>

8. Hours of Operation

- Enterprise Management Service (EMS) Technical support is available Monday – Friday; 5:00 AM – 5:00 PM US Pacific Time (Excludes US Pearson Holidays)
- Each component of the Enterprise Management Service (EMS) has its own defined targeted response time. The targeted response time for all other support requests are four (4) hours during normal business hours Monday – Friday; 5:00 AM – 5:00 PM US Pacific Time (Excludes US Pearson Holidays)

Note: Typically, the client 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.

Pricing Summary – School-Year 2014-2015

The Enterprise Management Service (EMS) will include coverage for the following PowerSchool components:

(1) Non-Production PowerSchool All-in-One Server

Enterprise Management Service: (12 Month Term) (USD) \$2,000

By signing this proposal, the client agrees that they have reviewed the fully disclosed Enterprise Management Service (EMS) Statement of Work (SOW) available on PowerSource and agree and acknowledge to the terms and conditions within that document. <https://powersource.pearsonschoolsystems.com/article/69380>

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 Client has not returned a signed copy of this Proposal to Pearson prior to the expiration of the foregoing sixty (60) day period, Pearson 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.

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

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

Please scan and email this signed agreement and Purchase Order to dan.gwaltney@pearson.com

Thank you and we look forward to working with you and your staff.

**Pearson North America School Services
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