



2601 Skyward Drive, Stevens Point, WI 54482



Edina Public School District 273

Request for Proposal
Enterprise Resource Planning System
Electronic Response

Dave Ilkka
Vice President of New Business Development

DUE: July 13, 2026



JULY 6, 2026

**EDINA PUBLIC SCHOOL DISTRICT 273
5701 NORMANDALE ROAD
EDINA, MN 55424**

RE: RFP FOR ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM

To the Edina Public School District 273 Evaluation Committee:

We appreciate the opportunity to participate in your RFP process for an Enterprise Resource Planning System (ERP). Here at Skyward®, we take pride in developing our core software in-house. With over 46 years of experience in the K-12 market, Skyward has established an innovative solution that sets our clients up for long-term success. We do not provide users with a collection of acquisitions or loosely integrated modules; instead, our products work seamlessly together because they are created by Skyward, for Skyward. Designed with a common look and feel, our software is also easy to use and navigate. With the Skyward Solution, you will be able to spend less time on tasks and more time on what matters most: students.

We understand that as educators, you know what works best. Therefore, we build our solutions with input from actual users. Skyward is committed to a user-centric development process which drives the direction of our products. We value your feedback and offer many ways that Edina Public School District 273 can get involved in shaping Skyward's solutions. This means that you can always rely on us to have the most up-to-date ERP software on the market. That's where you will notice the Skyward difference.

Skyward's dedication to our customers does not stop at building our own solutions. We also recognize the importance of high-quality support. With Skyward, we pride ourselves on the customer support offered to customers. Training, professional development, and just-in-time resources are the foundation of what we call "preemptive support." Everyone, not just your power users and system administrators, will have access to the resources they need to become more confident, capable, and self-sustaining. This means less troubleshooting for your IT team and more ROI at every level of the organization.

Dave Ilkka will be your primary contact for any questions related to this RFP. You can reach him via e-mail at davei@skyward.com, or at the following address and phone number:

Skyward, Inc.
2601 Skyward Drive
Stevens Point, WI 54482
Phone: 612-804-4940

We are honored to share what a better experience would look like for Edina Public School District 273. Thank you for your consideration of Skyward in this evaluation.

Please contact me at ray.ackerlund@skyward.com should you require additional information or assistance throughout this process. We look forward to a long and mutually beneficial partnership with your district.

Sincerely,

DocuSigned by:

Raymond H. Ackerlund

6F27D2E8BCC37465
Raymond H. Ackerlund
President

* I, Raymond H. Ackerlund, can contractually obligate the organization, negotiate contract terms, and render binding decisions regarding contract matters on behalf of Skyward, Inc.

Table of Contents

Executive Summary_____	Tab 1
Product Information_____	Tab 2
Proposal Submission Worksheet_____	Tab 3
Implementation Plan_____	Tab 4
Ongoing Support_____	Tab 5
Infrastructure & Hosting Architecture_____	Tab 6
Pricing_____	Tab 7
Additional Information_____	Tab 8



1. Executive Summary

Executive Summary

The search for new Enterprise Resource Planning (ERP) software can be overwhelming, as you decide who to trust with your data. Whatever challenges you may have faced in the past – struggling through a poor implementation, not seeing the degree of interoperability you hoped for, or missing out on the high-quality support you deserve – you’re ready to make the move to a new system. After reading through your RFP, we understand that you need a solution that makes things easier for you and gives you time to focus on creating a more productive environment. We are confident that with Skyward’s turnkey solution, Edina Public Schools will see all these benefits, plus so much more.

Built, Not Bought

Privately owned and operated, Skyward has been dedicated to the K-12 industry since 1980. However, we are not in the business of acquiring or being acquired. Instead of combining pieces developed and purchased from someone else, we build our own core system. This gives our products a uniform look and feel that goes far deeper than just the surface. Skyward’s software, unlike those with bolted-on features, is like a well-made puzzle – our pieces are specifically designed to work together.

We value getting to know our customers and listening to your ideas as we update our software to meet your evolving needs. Skyward has made an organizational commitment to the principles of the user experience (UX), to the point that our user-centric development process is now the guiding light behind many of our products and services. The core of our UX methodologies can be broken down into the following steps which encompass the entire product development life cycle.

1. Identify and Validate User Needs
2. Brainstorm Possible Solutions
3. Optimize Design and Functionality
4. Measure Impact

Skyward strives to empower school districts with our award-winning products and services. We accomplish this goal by continuously monitoring emerging industry trends and maintaining synergistic relationships with our customers. This means we’re able to ensure that your needs are met both now and in the future.

We also understand that educators know what works best. This is why input from actual users drives our development process and philosophy, as we empower districts to help design their own solutions. The following list includes a few of the ways you can get involved in shaping Skyward’s products.

- Join our User Research Panel
- Submit ideas via our Product Ideas Portal
- Share ideas on an online user forum and vote on others’ ideas

Furthermore, Skyward has dedicated product managers for each of our products. Their role is to guide the strategic direction of our software, based on information gathered from customers, industry research, contracted third-party research, and consulting services. Product managers work directly with development teams, and together, they utilize our user-centered development strategy to provide tactical direction for continuous product improvement.

The Skyward Difference begins and ends with the human element. Throughout our design process, we always start with the who, not the what. Our user-centric development strategy keeps us focused on who our users are and what they need to accomplish. This gives us the opportunity to direct our technology to help you and your team be better at what you do. In the end, it means that with the Skyward Solution, Edina Public Schools can spend less time on tasks and more time on what matters most: students.

Grow With Us

Say goodbye to cumbersome and complicated. Say hello to streamlined and simplified. The result? A district community empowered to realize its full potential. Software is just the beginning, Skyward is committed to the advancement of K-12 education. You will have the tools you need and the support you desire to foster a more productive, more successful work environment.

I am confident this proposal offers the best opportunity for you to enjoy the benefits of a better ERP experience. Our team would welcome the opportunity to demonstrate our solution first-hand as the next step in your evaluation process.

Best regards,

A handwritten signature in blue ink, appearing to read "Thomas J King", is written over a light blue horizontal line.

Thomas J King
Chief Marketing Officer

Company Profile

Skyward is reinventing the school administration software experience by helping over 2,500 K-12 school districts spend less time on tasks and more time with students. By combining leading edge technology with world-class support, we bring together districts, families, and communities in the digital age.

Founded in central Wisconsin in 1980, Skyward has proudly developed and supported two primary product lines: a student information system (SIS) and a finance and human resources management system (ERP). But what sets Skyward apart?

1. **We've got your back:** We take great pride in our customer satisfaction, with transparency, awareness, and rapid response times being baseline expectations.
2. **Built, not bought:** We develop all of our solutions in-house, offering a sense of unity without sacrificing functionality.
3. **District input drives development:** We listen to our users, using their feedback to shape our software.
4. **Freedom with third-party products:** We're committed to making your life easier, meaning third-party programs are interoperable, making data transfer fast and simple.
5. **Data security = top priority:** We know schools are targets for ransomware, so we take steps like cloud hosting, MFA, and more to guarantee data is taken care of.

So that's what we do, but what about who we are?

Team Skyward is a talented and dedicated group of professionals, each playing a vital role in our success. Our organization includes 17 specialized departments and more than 700 employees, including programmers, trainers, support specialists, project managers, consultants, and many others. Together, we foster a culture built on transparency, collaboration, and fun.

True to our family-owned roots and hometown values, we are committed to supporting both our local community and the broader education community. We take pride in making a positive impact close to home and beyond.

Company Profile at a Glance

Year Established:	1980
Years in business:	46
Corporate Office:	2601 Skyward Drive Stevens Point, WI 54482
Employees:	768
Office Locations:	1



2. Product Information

Qmlativ Software Overview

Our goal is the same as yours – to get the right information in front of the right people at the right time. It doesn't have to be more complicated than that. Skyward's Qmlativ School Business Suite is the next evolution of Skyward Technology and is the epitome of a better ERP experience. Built to leverage the latest technology, it's more than just a promise of features and functionality.

This is the most innovative platform the K-12 community has ever seen and the most advanced system available. This SQL-based platform combines an enjoyable user interface and focuses on the growth and development of every user. It includes embedded customization and workflow tools to meet your unique needs for managing important tasks and processes.

The Qmlativ School Business Suite helps you manage all aspects of your Human Resources, Payroll, and Financial departments from one place. With Skyward, your staff will have easy access to the resources they need, which will in turn eliminate paper processing and provide actionable information instead of just data.

Skyward's solution is personalized for each of our clients based on need. The following pages detail some of the options available to you. If any of these features are of interest to you, but not included in your proposal, please notify the RFP contact so we can make the appropriate revisions.

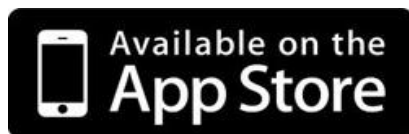
Product highlights

Skyward Mobile App

Skyward's Mobile App is the answer for your district's on-the-go needs.

Whether your employees are in the classroom, roaming the halls, or miles away from the office, Mobile Solutions will keep your staff connected. Users will be able to view requisitions, insurance information, and more from almost any mobile device.

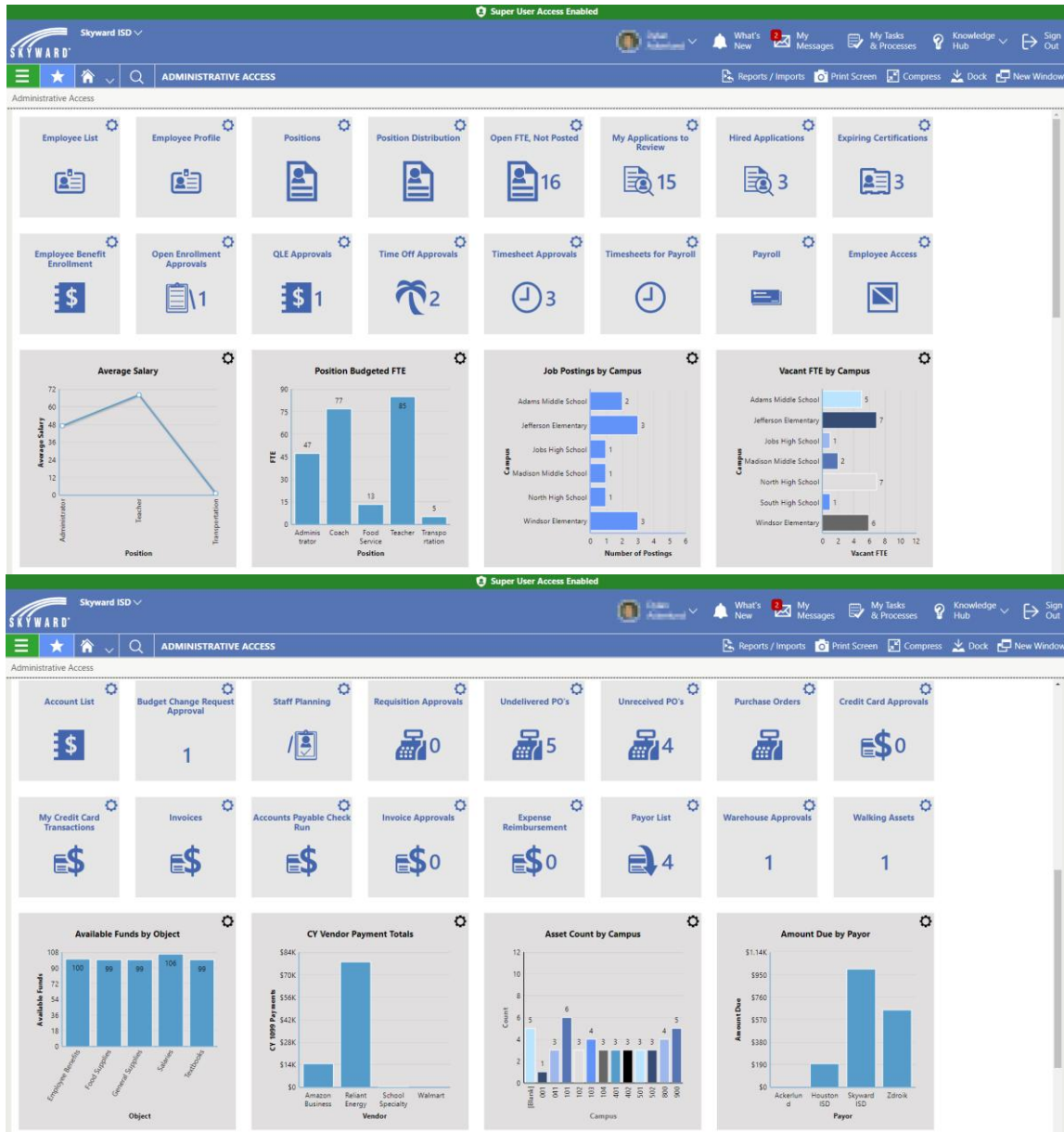
- Skyward Mobile App is available as a free download on the Apple App Store and Google Play app store.
- Responsive design works on almost any mobile platform, including Windows tablets and devices.
- Access nearly all of the up-to-the-minute finance and human resources information that you would be able to view from your computer.



Dashboard

Skyward's portals and dashboards feature role-based customization and design. No matter what part you play in your district's operations, you can see information and screens that are relevant to you.

- Single login for all areas of Skyward.
- Unique information based on user security.
- Easily access detailed information with drill-down capabilities.



Accounts Payable

Skyward will help you eliminate the time-consuming process of poring through stacks of invoices and searching for missing files so you can assign your staff to more valuable pursuits.

- Purchase order information auto populates into invoices
- Generate fixed asset records from invoices
- Automatic encumbrance adjustment
- Easily void and re-issue checks
- Clone invoices for regular monthly bills

Staff Planning

Wouldn't it be nice if you could easily track and review every impact on your bottom line as you plan personnel budgets? With Staff Planning, you can! Manage all available positions, whether filled or vacant, and their respective costs to accurately create your personnel budget for upcoming fiscal years. As you plan for the future, you can efficiently run a variety of scenarios so you're never uncertain about the effects that changes may have. With Staff Planning, you have the ability to:

- Plan and create personnel budgets
- Track the impact of every position on your budget
- Itemize costs by categories, such as the position itself, pays, employees, accounts, or benefits
- Easily move information from Staff Planning to our Position module to enact new-year changes

Skyward ISD

2023-2024

Budgeting

Your budget is the lifeblood of your operations. Get the information you need to make better decisions and stop worrying about whether your numbers are accurate.

- Plan and enter your budget, along with unlimited alternative scenarios
- Allow building-level administrators to enter desired budget amounts for review
- Integrated with Staff Planning for salary and benefit expense budgeting
- See multiple years' worth of budget amounts and activity during entry and review

General Ledger

Your general ledger is the fundamental component of your School Business Suite. Stop waiting on overnight upload processes and watch as your entries and corrections are reflected in real time.

- Built-in audit trails to ensure the integrity of your financial data
- Unlimited account history and the ability to pull up historical transactions in seconds
- Customize accounts by size or department while using parameters to ensure that your transactions are entered against valid accounts only

Purchasing

Secure, feature-rich purchase order processing that makes it easy to track all of the information you need to remain financially accountable while empowering your staff with a streamlined process and safeguards against user error.

- eCommerce option provides a secure, online purchasing portal to trusted third-party partners
- Staff will be notified when requisitions are awaiting their approval
- Integration with Accounts Payable eliminates duplicate entry and auto-populates invoice detail

Skyward ISD 2023-2024														
PURCHASING : PURCHASE ORDER LIST														
PURCHASE ORDER														
Purchase Order Number	Attachments	Vendor	Status	Description	Amount	Contract	Batch	Due Date	Fiscal Year	Attention	Blanket	Purchasing Group	CC	
1012400002	(2)	Amazon Business	O - Open	Chromebooks	5,399.80		20230718	07/18/2023	2023-2024	Dylan Scott Luer		101		
1012400003	(0)	Walmart	O - Open	Classroom Supplies	176.18		20230718	07/18/2023	2023-2024	Dylan Scott Luer		101		
1012400004	(0)	Walmart	O - Open	Classroom Supplies	166.20		20230718	07/18/2023	2023-2024	Matt Zdroik		101		
1012400001	(0)	School Specialty	O - Open	Classroom Supplies	304.65	E2111	20230706	07/06/2023	2023-2024	Dylan Scott Luer		101		
1012000023	(0)	American Engineering	O - Open	Gym renovation	550,000.00		DL	04/16/2020	2023-2024	Dylan Scott Luer		101		
PURCHASE ORDER ACCOUNTING														
Account	Amount													
199 E 00 6399 00 101 0 00 000	5,399.80													

Human Resources and Payroll

Payroll

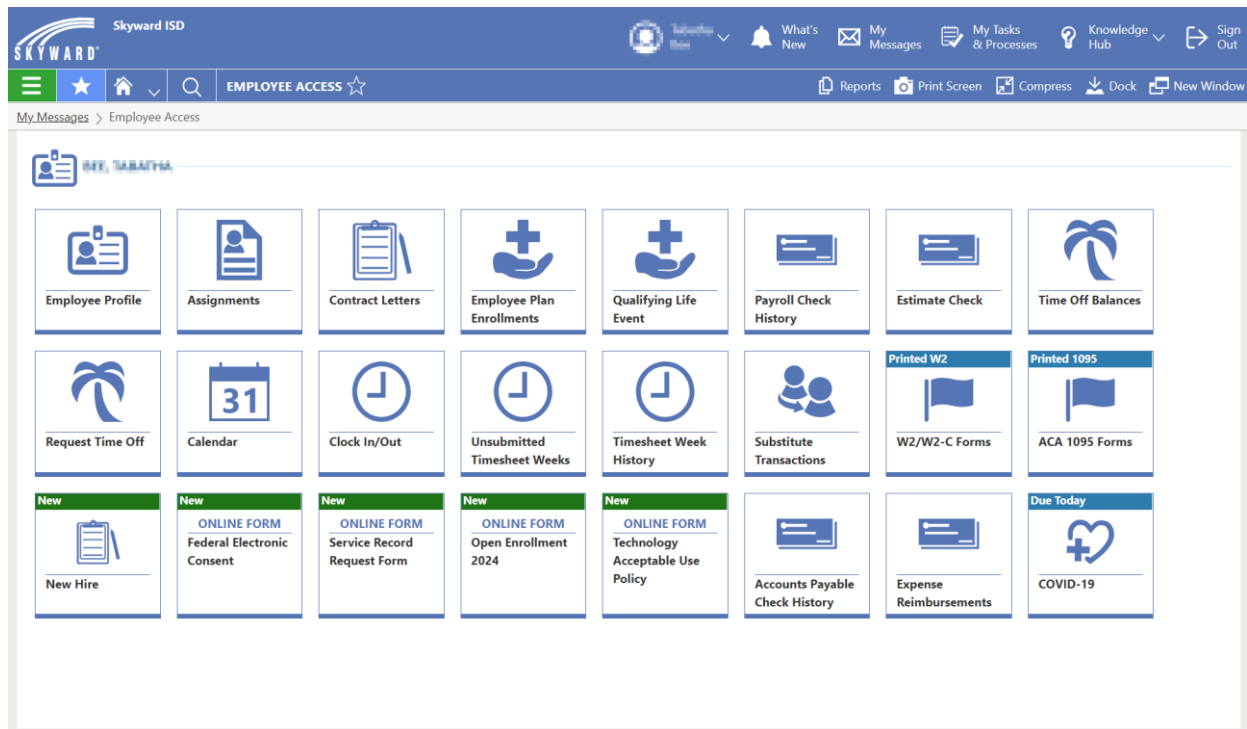
Run paperless payroll without all the complications. Choose from direct deposit or physical checks and enable your employees to view pay history through the self-service portal. No need for you to serve as the middleman anymore.

- Supports unique pay practices, including multiple pay rates and unlimited benefit/deduction types
- Print your own W2s and distribute via the online Employee Access portal
- Track contract amounts, time off, and retirement from one place

Employee Access

Improve transparency and communication while giving your team a better experience. Put employees in charge of their own information while reducing contact with the business office. Your team will also have the option to receive electronic versions of essential forms. It will be more convenient for the majority, and you'll save thousands every year. Some of the key benefits of Employee Access are:

- Commonsense navigation
- Release W2s and other essential forms electronically
- Check time off balances, paycheck history, and more
- Request changes to personal information such as address, phone, W4, or direct deposit



Position Management

Position Management is your one-stop shop for position control and employee administration. Position Management gives you the ability to view current and historical position information, control FTE maximums as you group positions based on district-defined criteria and enforce an optimal, as well as maximum, FTE limit. With Position Management, you can:

- Track employee's position, assignment, building, lane/step (if applicable), and salary information in one area
- Seamless integration with Payroll to drive pay type creation. Not only create employees' primary pay, but also additional pay types
- Create contract letters which can be sent electronically and signed through Employee Access

Skyward ISD

2023-2024

Substitute Tracking

Substitute Tracking will help you pay substitute teachers, track hours worked, and view assignment pay histories. You can easily report on all information related to substitute events.

- Customizable pay scales, so you can establish specific substitute pay rates
- Automate rate increases based on the total number of times a substitute works in your district
- Streamline the process for tracking days of absence and full-day substitutes

Time Off

Time Off provides you with the ability to create and approve time off requests, and it generates pay appropriately as paid, unpaid, or by docking the employee depending on their time off balance. Skyward's Time Off module also allows you to allocate the proper amount of time off to each employee based on their anniversary date and/or an entered date.

- Allocate and track your employees' time off balances
- Fully electronic submission and approval process
- Request and approve time off through the mobile app

Added Value

Accounts Receivable

Centralize all your customer account information into one database. Balances, payments, and invoice details are housed in one central location for maximum accuracy and efficiency. Accounts Receivable will track incoming payments to your district, create aging reports, process batch payments, print invoices, and much more. Your built-in reports will automatically display the information you need to get real-time visibility into your Accounts Receivable. With Accounts Receivable, you can:

- Manage invoices to promote timely billing and increase revenue
- Use reports and graphs to help track vendors, invoices, aging, and more
- Clone your recurring weekly, monthly, and yearly invoices

Applicant Tracking

The success of your district hinges on hiring the right people, and with Skyward's Applicant Tracking you can do just that. With Applicant Tracking, you can post jobs for openings at your organization and collect applications from both internal and external candidates. Review applications with ease via customized hiring processes and create or update employee records for selected hires. Applicant Tracking is integrated with Skyward's core ERP functionality which makes it easy when it comes time to transfer new employee information into your HR systems. Applicant Tracking gives you the ability to:

- Identify and act on vacant positions faster
- Post positions internally, externally, or both
- Remove bulky paperwork and tedious data entry from the hiring equation
- Improve retention with a better onboarding process

Assets

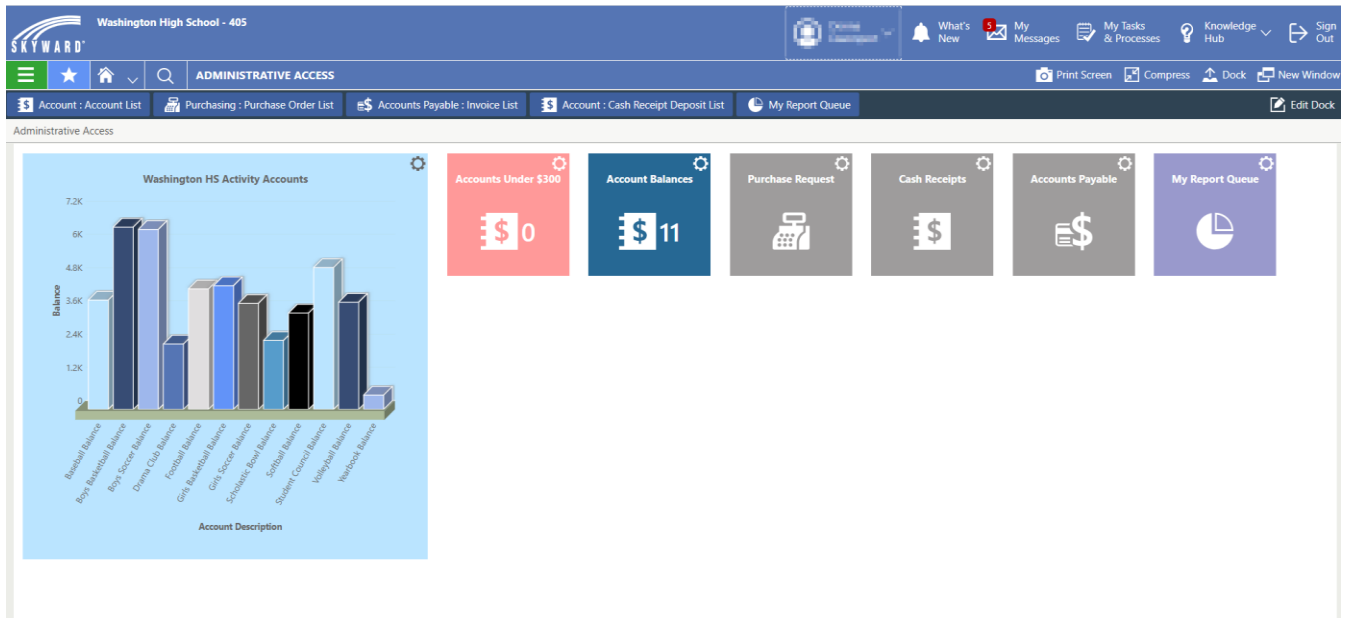
From acquisition to disposal (and everything in between), you can record, maintain, and report all of your fixed assets for each site according to GASB 34 standards. Easily generate asset information from purchase orders or invoices that have been previously entered into Accounts Payable. You can also set up depreciation on your own schedule. Some key benefits of Assets are:

- Fully integrated with the general ledger
- Account for and evaluate all your existing assets
- Identify asset location and type
- Log additions and disposals for review by auditors

Activity Accounting

Basketball, yearbook, theater, school trips... Activity Accounting provides a simple way to stay organized while delegating business operations (cutting checks, writing POs, reconciling bank statements, etc.) to the school level. Activity Accounting ensures activity is only posted to specific accounts which can be defined to indicate a location, such as a specific school. With these separate, defined accounts, you're guaranteed balance by funding and entity. Activity Accounting lets you:

- Keep accurate, secure records of finances for sports and clubs
- Define account dimensions that indicate location
- Maintain separate bank reconciliations for each location



Benefit Management

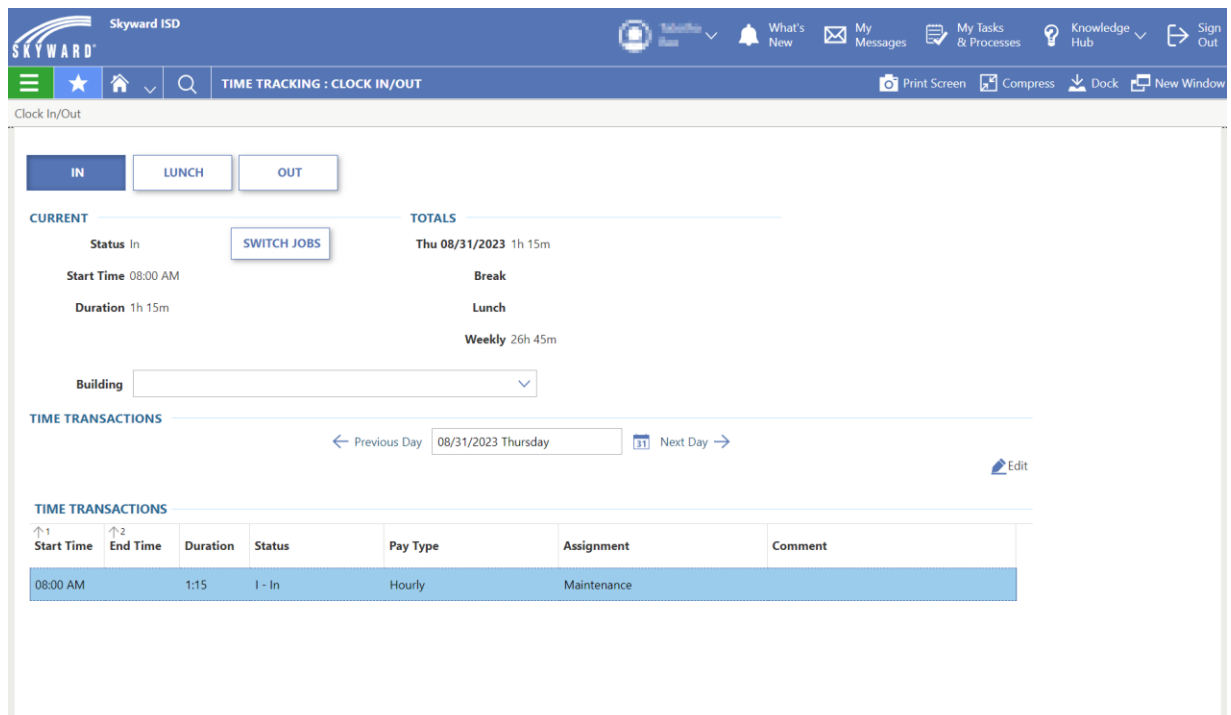
Benefit Management gives you the flexibility to accommodate many different plan types and options for your employees. You'll have the capability to create and customize plans, coverages, deduction benefit schedules, benefit groups, and sub plans. Improved functionality lets benefit specialists quickly mass add sub plans for each of the benefit groups in a single plan. The Open Enrollment process is fully integrated into our Payroll module, which means there's no need for exports and imports from third-party benefit providers. A few key features of Benefit Management are:

- Override or create a specific range for employees' FTE for those with multiple positions or assignments
- Clone benefits at year end to roll previous codes and employee elections into new year
- Retroactive adjustments let employees calculate balances and pay ahead
- Online Open Enrollment and Qualifying Life Events

Time Tracking

Put the ownership of time back on your employees and stop worrying about manual entry of hours worked. Supervisors can verify time entries online and make sure actual hours match up with an individual's schedule. Even a small discrepancy in hours worked can have a big impact on keeping you compliant with the ACA. Time Tracking's detailed tracking and approval process takes the guesswork out of timesheets and ensures that your staff is being paid for the hours they're actually working. The following are a few benefits you'll see with Time Tracking:

- Clock in online, swipe a badge, or even use your phone
- Approved timesheets are automatically available in Payroll
- Different pay codes for different jobs under one login
- FLSA compliant



The screenshot displays the Skyward ISD Time Tracking interface. At the top, there's a navigation bar with the Skyward logo, user information, and various icons for navigation. Below this, a header bar indicates the current page is 'TIME TRACKING : CLOCK IN/OUT'. The main content area is divided into several sections:

- Clock In/Out Buttons:** Three buttons labeled 'IN', 'LUNCH', and 'OUT' are visible at the top left of the main area.
- CURRENT Section:** Shows the user's current status as 'In'. It includes a 'SWITCH JOBS' button, a 'Start Time' of 08:00 AM, and a 'Duration' of 1h 15m. There is also a 'Building' dropdown menu.
- TOTALS Section:** Displays the date 'Thu 08/31/2023' and a total time of '1h 15m'. It also shows 'Break', 'Lunch', and a 'Weekly' total of '26h 45m'.
- TIME TRANSACTIONS Section:** Includes a date selector for '08/31/2023 Thursday' and a table of transactions.

The 'TIME TRANSACTIONS' table has the following data:

Start Time	End Time	Duration	Status	Pay Type	Assignment	Comment
08:00 AM		1:15	I - In	Hourly	Maintenance	

Warehouse

The days of trying to keep up with stock balances are over. With the Skyward Warehouse all your transactions are recorded in real-time and automatic notifications can be set. We make it easy for you to store and report on multiple warehouses separately. Every time an item is purchased and received, your expense account and general ledger are automatically updated. Have the ability to:

- Order at one quantity and stock at another
- Built-in reporting so you can make informed decisions
- Set your own thresholds for alerts on your dashboard



3. Proposal Submission Worksheet

Proposal Submission Worksheet

Your Company

Company Name	Skyward, Inc,	Contact Name	Dave Ilkka
Address	2601 Skyward Drive	City	Stevens Point
State	WI	Zip	54482
Application Name:	Skyward Qmlativ Business Suite		

Your Team

Role	Name	Title	Email
Account Manager/Executive	Dave Ilkka	Vice President of New Business Development	davei@skyward.com
Sales Manager/Supervision	Jordan Roberts	Vice President of Sales	jordanr@skyward.com
Implementation Manager	Leslie Strong	Director of Project Management	leslies@skyward.com

Your References

District Name	Contact Name	Contact Title
Anoka-Hennepin ISD 11	Michelle Vargas	Chief Financial Officer
Eden Prairie ISD 272	Matthew Hippen	Director of Finance
Rosemount-Apple Valley-Eagan 196	Christopher Onyango-Robshaw	Director of Finance & Operations

Qualifiers and Certifications

Question/Data Point	Yes / No
Have you reviewed & agree with all terms, conditions, specifications, and requirements as described?	Yes
Is your application recognized as an approved solution by MDE for integration with MDE's Ed-Fi data reporting?	Yes
Do you certify you comply with FERPA?	Yes
Do you certify you comply with COPPA?	Yes
Do you certify you comply with all applicable Minnesota laws?	Yes

General System Requirements

Question	Yes / No	Notes/Exceptions
Is your proposed application fully SaaS hosted (no District-hosted software/infrastructure required)?	Yes	Qmlativ is delivered as a fully SaaS-hosted solution. No District-hosted servers, software, databases, or related infrastructure are required to operate the application.
Does your proposed application support ROLE-based security?	Yes	Skyward's security framework is built entirely on a role-based access control model, giving districts precise, scalable control over who can see and do what across the entire ERP system. Administrators can define and assign security roles at a granular level — controlling access to individual screens, fields, reports, and workflows — ensuring that each employee sees only the data and functionality relevant to their position. Roles can be configured to reflect the district's organizational structure, whether that's separating payroll staff from HR generalists, limiting budget managers to their specific cost centers, or granting read-only access to building-level administrators. Qmlativ also supports role layering, allowing multiple roles to be assigned to a single user when their responsibilities span departments, and any changes to a role propagate automatically to all users assigned to it — eliminating the need for one-off permission edits. Beyond internal users, role-based security extends to employee access where access is governed by the same framework, ensuring consistent, auditable security enforcement across the entire platform.

Does your proposed application support multi-factor authentication?	Yes	Skyward supports multi-factor authentication (MFA) as part of its layered approach to system security, providing Edina Public School District 273 with an additional safeguard against unauthorized access beyond traditional username and password credentials. When MFA is enabled, users are required to verify their identity through a secondary method — such as a time-based one-time passcode (TOTP) delivered via an authenticator app — before gaining access to the system. This added layer of protection is particularly critical for a K-12 environment where sensitive student, employee, and financial data must be protected against credential-based threats and unauthorized access attempts. Qmlativ's authentication framework is also designed to integrate with district identity providers, supporting single sign-on (SSO) configurations through standards such as SAML, which allows Edina Public School District 273 to leverage existing identity infrastructure — including tools like Microsoft Azure AD or Google Workspace — while still enforcing MFA policies at the district level. This means Edina Public School District 273 can align Qmlativ's authentication requirements with broader district security policies, providing consistent and compliant login experience for all staff across the organization.
--	-------------------	--

Does your proposed application support SSO (SAML/OIDC)?	Yes	Skyward supports Single Sign-On (SSO) through industry-standard protocols, including SAML 2.0, enabling districts to integrate Qmlativ seamlessly into the district's existing identity and access management infrastructure. With SSO enabled, staff can authenticate once through the district's identity provider — such as Microsoft Azure Active Directory or Google Workspace — and gain access to Qmlativ without needing to manage a separate set of credentials, reducing password fatigue and the associated security risks that come with credential sprawl. From an administrative standpoint, SSO simplifies user provisioning and deprovisioning, as access to Qmlativ can be governed centrally through the district's identity provider, ensuring that when an employee separates from the district, their access is terminated consistently and promptly across all connected systems. This integration also supports the district's broader cybersecurity posture by centralizing authentication enforcement, including MFA policies, at the identity provider level so that Qmlativ inherits those controls automatically. The result is a streamlined, secure login experience for district staff that aligns with modern identity management best practices and reduces the administrative burden on the district's technology team.
Does your proposed application provide comprehensive audit logging?	Yes	Skyward's ERP solution provides comprehensive audit logging across all modules, capturing a complete record of every system interaction — including who made a change, what was changed, the before and after values, and the date and time of the action. This audit trail spans financial transactions, configuration changes, user access events, and approval workflows, ensuring you have full transparency and accountability needed to satisfy internal controls, external audits, and state compliance requirements. Audit logs are readily accessible to authorized administrators and can be filtered, queried, and reported directly within the system, supporting both routine oversight and targeted review when needed.

Does your proposed application provide configurable workflow automation?	Yes	Skyward provides user defined workflows for common approval workflows like time off requests, timesheet approvals, purchasing requests, budget transfers and more. Process management also allows districts to define custom workflows for district-defined processes. For common workflows requests like time off approvals, timesheet approvals, and purchasing requests districts define their tier-based approval system. This no code setup allows districts to easily define their approval levels without relying on Skyward or in-depth technical knowledge. Conditional levels can be set up within these workflows. Each area has its own approval structure so districts can define their workflow for each individual approval type. Process management is a district defined workflow tool that allows users to define the steps in their workflow and who owns them, assignees get notified and take action in Skyward, progress is visible, and audit trail provides transparency that your process has been completed as desired.
Does your proposed application provide API-first architecture?	Yes	Skyward supports secure API-based integrations, including managed APIs, OneRoster, and custom API options where needed. API access is controlled through Skyward's approval process to help ensure third-party vendors receive only the data required for approved integrations.
Does your proposed application support mobile devices?	Yes	Skyward's ERP solution is built with a fully responsive, browser-based architecture that provides seamless access across all modern mobile devices. This flexibility empowers district administrators, managers, and staff to stay productive and responsive whether they are in the office, at a school building, or on the go. Skyward also provides a mobile app for iOS and Android.
Does your proposed application support unlimited historical data retention?	Yes	Skyward's solution doesn't include data purging or archiving.

Functional System Requirements

Area/ Section	Question	Yes / No	Notes/Exceptions
Finance	Does your proposed solution address all of these required functions? GENERAL LEDGER BUDGETING ACCOUNTS PAYABLE PURCHASING ASSET MANAGEMENT GRANTS MANAGEMENT BANK RECONCILIATION FINANCIAL REPORTING	Yes	Skyward's ERP solution fully addresses all required financial functions that are listed. Skyward delivers a robust general ledger that serves as the financial backbone of the system, supporting multi-dimensional chart of accounts and real-time transaction processing, alongside a comprehensive budgeting module that enables multi-year planning, budget amendments, and real-time budget-to-actual comparisons. Accounts Payable and Purchasing work together to streamline the full procure-to-pay cycle — from requisition and purchase order creation through invoice matching, approval workflows, and vendor payment processing — while the Asset Management module tracks the full lifecycle of district assets including acquisition, depreciation, and disposal. The Grants Management module ensures school districts can effectively manage federal, state, and local grant funds with proper tracking, compliance reporting, and expenditure controls, and the Bank Reconciliation module simplifies the reconciliation of district bank accounts directly within the system for timely and accurate cash management. Rounding out the solution, Skyward's Financial Reporting capabilities provide powerful, configurable reporting tools — including dashboards, custom reports, and standard financial statements — giving district finance staff and leadership the real-time visibility and transparency needed to support informed decision-making across all financial operations.

Human Resources	Does your proposed solution address all of these required functions? EMPLOYEE RECORDS POSITION CONTROL BENEFITS ADMINISTRATION RECRUITING ONBOARDING PERFORMANCE MANAGEMENT PAYROLL	Yes	Skyward fully addresses Edina Public School District 273's required HR and Payroll functions through a single, integrated suite. The Employee module houses information pertaining to the employee's record. The Position module houses each job in the organization along with each employee's individual assignment details, including job responsibilities and compensation. Position control is built in to manage and control position creation, enforce optimal and maximum FTE limits, and track historical information. Deductions and benefits are maintained on the employee profile. Updates to deduction and benefit rates can be imported from 3rd party systems. Skyward's Applicant Tracking module allows the district to post jobs, collect and review applications, and create employee records for hired applicants. Paired with Process Management, Edina Public School District 273 can manage new hire onboarding by assigning tasks to HR, IT, Payroll, the new employee, and other stakeholders to ensure everything is in place. Payroll supports multiple pays, unlimited benefits and deduction, paperless processing, full tracking of check transactions, payroll runs, retro pay, etc. Skyward does not include a Performance Management module.
Payroll	Does your proposed solution address all of these required functions? PAYROLL PROCESSING TAX MANAGEMENT DIRECT DEPOSIT GARNISHMENTS LEAVE TRACKING	Yes	Skyward addresses these required payroll functions through its integrated Payroll, Employee Access, and Time Off modules. The Payroll module runs paperless payroll with a choice of direct deposit or physical checks, supports multiple pay rates and unlimited benefit and deduction types, and allows districts to define multiple disposable-earning calculations so the system can calculate garnishments automatically. Tax management is supported both at the payroll-processing level and through built-in state and federal reporting. Skyward manages all tax tables and updates the system accordingly. Leave tracking is handled by the Time Off module, which allows employees to create and approve time off requests and interfaces with payroll to generate pay appropriately as paid time or as a dock based on the employee's time off balance. Requesting and approving is fully electronic and available through Employee Access and the mobile app.

Submission Checklist

Area/ Section	Question	Yes / No	Notes/Exceptions
Minnesota School District Experience	Have you included a report of all of your Minnesota School Districts ERP client list (7/1/2019–5/30/2026) including? GO LIVE DATE MODULES IMPLEMENTED TERMINATION DATE (IF APPLICABLE)	No	For confidentiality purposes, we are unable to disclose a comprehensive list of Minnesota clients who already benefit from partnering with Skyward. Upon being awarded the contract, Skyward would be willing to provide this list.
Security	Have you included a report disclosing all cybersecurity incidents disclosed (2021-2026) including? DATE NATURE OF EVENT IMPACT NUMBER OF CLIENTS AFFECTED REMEDIATION ACTIONS	No (N/A)	Skyward, Inc. has no publicly disclosed cybersecurity incidents/data breaches from 2021–2026.
	Have you included your current SOC 2 Type II report including? DATE OF AUDIT AUDITING ORGANIZATION SCOPE OF CERTIFICATION SUMMARY OF FINDINGS	No	For security reasons, we do not provide the current SOC 2 Type II report as part of an RFP response, to prevent unintended disclosure of sensitive information. The district can request and obtain the most current report after signing a non-disclosure agreement with our cloud hosting provider, ISCorp.
	Have you included the following information about your Security Practices? SECURE CODE REVIEW DEPENDENCY SCANNING VULNERABILITY TESTING PENETRATION TESTING	Yes	Security practices for Skyward and ISCorp, our cloud hosting provider, are included in the Skyward System Configuration located on pages 2-29 of the Infrastructure & Hosting Architecture section of our RFP response.
Infrastructure & Hosting Architecture	Have you included the following information about your Hosting Environment? CLOUD PROVIDER(S) DATA CENTER LOCATION(S) GEOGRAPHIC REDUNDANCY	Yes	Hosting Environment information for Skyward and ISCorp, our cloud hosting provider, are included in the Skyward System Configuration located on pages 2-29 of the Infrastructure & Hosting Architecture section of our RFP response.
	Have you included the following information about your Database Architecture? DATABASE PLATFORM REPLICATION STRATEGY HIGH AVAILABILITY DESIGN	Yes	Qmlativ Database Architecture information is included in the Skyward System Configuration located on pages 2-29 of the Infrastructure & Hosting Architecture section of our RFP response.
	Have you included the following information about your Backup and Recovery? BACKUP FREQUENCY RETENTION SCHEDULE RECOVERY POINT OBJECTIVE (RPO) RECOVER TIME OBJECTIVE (RTO)	Yes	Backup and Recovery information for Skyward and ISCorp, our cloud hosting provider, are included in the Skyward System Configuration located on pages 2-29 of the Infrastructure & Hosting Architecture section of our RFP response.

	Have you included the following information about your <u>Disaster Recovery?</u> DR ARCHITECTURE FAILOVER PROCESS TESTING SCHEDULE	Yes	Disaster Recovery information for Skyward and ISCorp, our cloud hosting provider, are included in the Skyward System Configuration located on pages 2-29 of the Infrastructure & Hosting Architecture section of our RFP response.
--	---	-----	---

Submission Checklist			
Area/ Section	Question	Yes / No	Notes/Exceptions
Application Development & Deployment	Have you included the following information about your <u>Source Code Management?</u> REPOSITORY PLATFORM OWNERSHIP BRANCHING STRATEGY	Yes	Qmlativ Source Code management is included in the Skyward System Configuration located on pages 2-29 of the Infrastructure & Hosting Architecture section of our RFP response.
	Have you included the following information about your <u>Deployment Process?</u> DEVELOPMENT ENVIRONMENT TEST ENVIRONMENT PRODUCTION ENVIRONMENT RELEASE PROCESS	Yes	Deployment Processes for Skyward and ISCorp, our cloud hosting provider, are included in the Skyward System Configuration located on pages 2-29 of the Infrastructure & Hosting Architecture section of our RFP response.
	Have you included the following information about your <u>Change Management?</u> RELEASE SCHEDULE EMERGENCY RELEASE PROCESS ROLLBACK PROCEDURES	Yes	Change Management for Skyward and ISCorp, our cloud hosting provider, are included in the Skyward System Configuration located on pages 2-29 of the Infrastructure & Hosting Architecture section of our RFP response.
Sub-Processors	Have you included the following information about your <u>Current Sub-Processors?</u> COMPANY NAME SERVICE PROVIDED DATA SHARED STORAGE LOCATION SECURITY CERTIFICATIONS	Yes	Current Sub-Processors are included in the Skyward System Configuration located on pages 2-29 of the Infrastructure & Hosting Architecture section of our RFP response.

	Have you included the following information about your <u>Sub-Processors Standards and Requirements?</u> DATA TRANSMISSION METHODS ENCRYPTION STANDARDS MONITORING CONTROLS VENDOR RISK MANAGEMENT PROCEDURES	Yes	
--	---	-----	--

Submission Checklist			
Area/ Section	Question	Yes / No	Notes/Exceptions
Data Ownership & API Access	Have you provided information about how you meet the district's <u>REQUIRED features?</u> DISTRICT SHALL RETAIN FULL OWNERSHIP OF ALL DATA UNRESTRICTED ACCESS TO ALL DISTRICT-OWNED DATA ABILITY TO EXPORT DATA AT ANY TIME NO RESTRICTIONS ON THIRD-PARTY INTEGRATIONS ABILITY FOR DISTRICT TO GRANT API ACCESS TO ANY THIRD-PARTY VENDOR	Yes	Data Ownership information is included in the Skyward System Configuration located on pages 2-29 of the Infrastructure & Hosting Architecture section of our RFP response.
	Have you included the following information about your <u>APIs?</u> API DOCUMENTATION RATE LIMITS AUTHENTICATION METHODS EXPORT CAPABILITIES	Yes	API information is included in the Skyward System Configuration located on pages 2-29 of the Infrastructure & Hosting Architecture section of our RFP response.
Integrated Time Clock	Have you included the details about the capabilities of your <u>Integrated Time Clock?</u> MOBILE CAPABILITIES GEOFENCING SUPERVISOR APPROVALS PAYROLL INTEGRATION REPORTING CAPABILITIES HARDWARE REQUIREMENTS	Yes	Skyward's integrated Time Tracking module provides Edina Public Schools with a comprehensive, modern approach to employee time tracking that connects directly to payroll. On the mobile side, employees can clock in and out, view their schedules, and manage time entries directly from any mobile device through Skyward's responsive web interface or the mobile app, eliminating the need for employees to be at a fixed workstation to record their time. Geofencing is not supported but IP Address ranges can be used to determine what network employees would need to be connected to before recording time entries. Supervisors have real-time visibility into employee time activity and can review, edit, and approve or reject timesheets directly

			within Skyward. A tier based approval routing workflow ensures that timesheets pass through the appropriate chain of review before being submitted to payroll. The integration between Time Tracking and Skyward's Payroll module is native and seamless since this is all one software package. Approved hours flow directly into payroll processing without manual data entry or file imports, reducing errors and administrative overhead while ensuring that employees are paid accurately and on time. Robust reporting capabilities give HR and Finance staff access to time and attendance data across the school district. Regarding physical hardware, Skyward's Time Tracking module is primarily software-driven and browser-based, meaning the district can leverage existing devices — including desktop computers, tablets, and mobile phones. Skyward does support dedicated time clock hardware for locations where a fixed clock-in station is preferred, providing Edina the flexibility to deploy the solution in a way that matches each building's operational needs. Physical time clocks and kiosk functionality is provided through Skyward's exclusive third party School Technology Associates and does have an additional cost. If Edina Public Schools is interested in physical time clocks and kiosks, additional information and pricing can be provided.
Implementation Plan	Have you included the following information about your <u>Implementation Management Team</u>? PROJECT MANAGER SUPPORT TEAM NUMBER OF MINNESOTA-BASED SUPPORT STAFF NUMBER OF ERP-DEDICATED SUPPORT STAFF	Yes	Project Manager and Support Team will be determined upon receipt of PO. We do not have any support staff residing in Minnesota; however, we do have Minnesota certified staff. Skyward has a total of 90 employees dedicated to our ERP support.
	Have you included the details about your <u>Implementation Plan</u>? DATA MIGRATION STRATEGY TESTING STRATEGY/PLAN CUTOVER PLAN	Yes	
	Have you included the details about your <u>Post-Implementation Plan</u>? CHANGES TO CONTACTS FOR SUPPORT PROCESS TO REPORT BUGS PROCESS TO REQUEST TRAINING	Yes	

Submission Checklist

Area/ Section	Question	Yes / No	Notes/Exceptions
Ongoing Support	Have you included the details of your support <u>Support Staffing?</u> NUMBER OF SUPPORT PERSONNEL NUMBER OF MINNESOTA-BASED SUPPORT STAFF NUMBER OF ERP-DEDICATED SUPPORT STAFF	Yes	Skyward has a total of 178 support personnel. We do not have any support staff residing in Minnesota; however, we do have Minnesota certified staff. Skyward has a total of 90 employees dedicated to our ERP support.
	Have you included the following information about your <u>Support Performance Metrics?</u> AVERAGE RESPONSE TIME AVERAGE RESOLUTION TIME ESCALATION PROCESS SLA COMMITMENTS	Yes	Please refer to the Ongoing Support section located on pages 101-110 of our RFP response.
	Have you included the details about your capabilities for <u>Onsite Support?</u> PROVIDE ONSITE SUPPORT CONDUCT TRAINING ASSIST WITH MAJOR INCIDENTS	Yes	Please refer to the Ongoing Support section located on pages 101-110 of our RFP response.
	Have you included the following information about your <u>Support Platform?</u> CUSTOMER PORTAL TICKETING SYSTEM KNOWLEDGE BASE SERVICE STATUS MONITORING	Yes	Please refer to the Ongoing Support section located on pages 101-110 of our RFP response.

One-time and Implementation Costs

These spaces are provided for additional cost descriptions that aren't associated with the ones provided.

Description	Proposed Amount	U/M	Est Qty	Fixed?	Notes
Project Management	\$13,020		1	Yes	
Solution Configuration					Included
Data Migration	\$54,882		1	Yes	
Integrations					TBD
Testing					Included
Training	\$73,020		1	Yes	
Go-Live Support					Included
Travel & Expenses					Included
Consulting	\$25,740		1	Yes	
Cloud Set up	\$840		1	Yes	
CORE	\$141,780		1	Yes	
Applicant Tracking	\$16,116		1	Yes	
Time and Attendance	\$16,116		1	Yes	
Assets	\$10,200		1	Yes	
Benefit Management	\$10,200		1	Yes	
Developer API (unlimited)	\$0		1	Yes	

Professional Services Rate Card

These spaces are provided for additional position descriptions that aren't associated with the ones provided.

Description	Amount/Rate	U/M	Minimum
Project Manager	Included		
Functional Consultant	Included		
Technical Consultant	Included		
Integration Developer	Included		
Trainer	Included		

Proposed Pricing/Cost Estimates

Annual Subscription Costs

These spaces are provided for additional feature/module descriptions that aren't associated with the ones provided.

Feature/Module Description	Proposed Amount	U/M	Est Qty	Fixed?	Notes
Financial Management					\$46,079
Human Resources					Included in CORE
Payroll					Included in CORE
Employee Self Service					Included in CORE
Workflow					Included in CORE
Reporting/Analytics					Included in CORE
Applicant Tracking					\$5,238
Assets					\$3,315
Benefit Management					\$3,315
Time and Attendance					\$5,238
Developer API (unlimited)					\$3,825
Cloud Hosting					\$17,000

Proposed Year Changes

Year	Maximum % Increase to Subscriptions or Fees
1	0%
2	0%
3	0%
4	3.8%
5	3.8%



4. Implementation Plan

Implementation

From the minute your project kicks off, Skyward's knowledgeable and dedicated team of industry specialists will begin working with your project manager and other key personnel to determine the best way to migrate and verify your data, train your staff, and personalize your solution within the required timeline. The move to new technology doesn't have to be painful. Skyward has a large and experienced team of project managers to make sure you are set up for success. Your data will be ready, and your staff will be too.

Consultation

Skyward SmartStart consulting involves taking the time to learn your operations inside and out, so everything from training to configuration will be based on meeting your district's unique needs. Skyward SmartStart gives you the opportunity to draw on Skyward's 46 years of experience in the industry. Our internal solution consultants will share best practices from districts just like yours that are already using our technologies. The result is a more complete implementation that will get you off to a successful start on your new system.

Project Management

Your project manager will be a direct line to everyone working on your project—from the solution engineers to the implementation specialists. Their end goal is to make sure you are satisfied with everything throughout the implementation process. Project managers provide their districts with clear and detailed instructions at every step of the way, sharing content, ensuring efficiency, and keeping things moving forward. They will work with you to develop a detailed timeline for migrating your data, training your staff, and providing support when you're ready to flip the switch.

Data Migration

Skyward is proud to offer full data migration services. This means that you don't need to worry about migrating any data, as we'll guide you through the process of moving all your information into Skyward. Our Data Migration Manager and team of Migration Engineers will work to ensure that your migration is efficient and successful. We've also developed our own data migration programs which will provide you with unmatched quality control and review. We have done this thousands of times, moving new customers from more than 200 different systems. We've got this.

Training

Comfortable, confident staff is far more important to your success than the technology you use. Skyward provides you with a team of experts that will teach your staff how to get the most out of your technology. Self-service options will also reduce the need for retraining and empower your staff to pursue their own development. Your new Professional Development Center will serve as the go-to resource for training and development. Here, your staff can learn on their own time and in their own way.

Support

The last thing you want is to feel like you've been left to sink or swim on your own. Skyward provides you with multiple ways to contact us regarding any questions that may arise. Along with our extensive training, documentation, and community, we have a whole bunch of friendly faces waiting to help you out via phone, web, and even live chat. However you choose to contact us, your questions are entered into our support system and reviewed by our trained support specialists. This helps us to identify the problem and quickly work to resolve it.

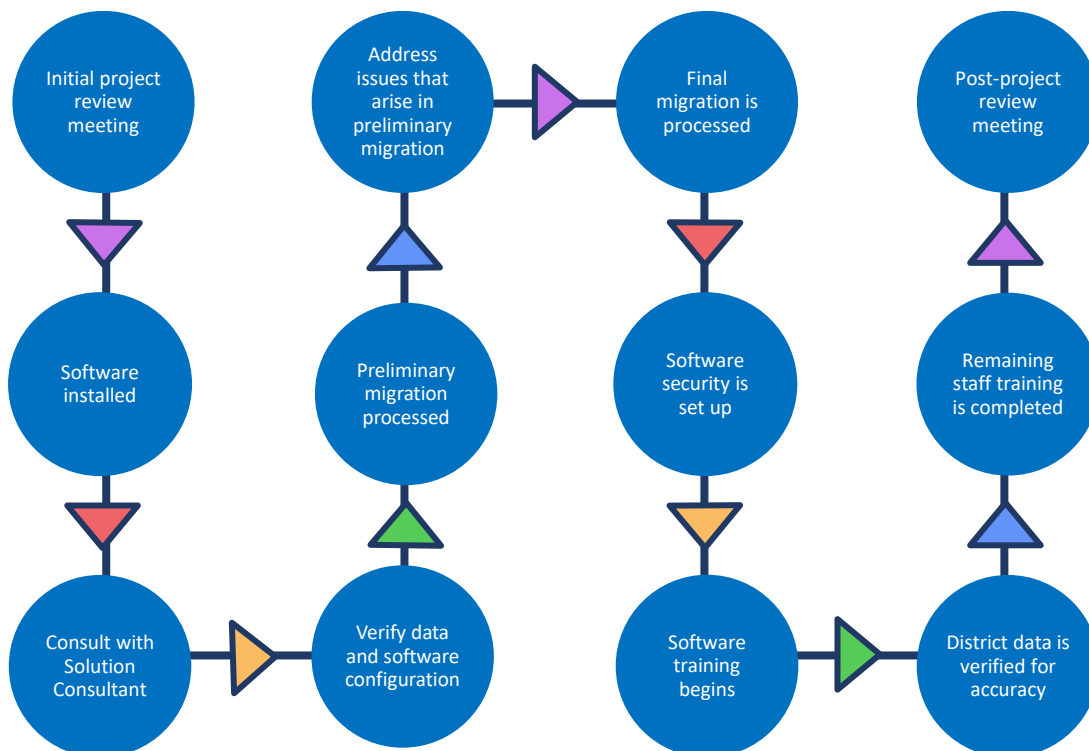
Implementation Overview

The implementation of new administrative technology is a major undertaking that requires close collaboration from start to finish. Skyward has established an innovative solution to address some of the pains of the implementation process, while setting up our clients for long-term success. Skyward's SmartStart Consulting service will help Edina Public School District 273 achieve the smoothest transition possible and ensure that the technology is aligned with your business practices while working to control scope, schedule, and budget. Our solution consultants start by meeting with Edina Public School District 273 to obtain an in-depth understanding of district processes. Areas of opportunity are then identified where best practices are modified or the technology can be configured to create the best fit for your district. From there, Skyward's staff will help to personalize your training and data migrations.

Skyward's School Business Suite will provide Edina Public School District 273 decision makers, end-users, and stakeholders with easy, flexible, dynamic, and user-friendly access to our ERP functions, while improving your district's efficiency for business processes and operations.

We are confident we have the resources and experience to meet the sample implementation project timelines we've provided. Please refer to pages 20-29 of this section of the RFP response for the Edina Public School District 273 Sample Implementation Plans. Skyward's staff is passionate about what we do, and that passion can be seen in every phase of the process, starting with this RFP response, through go-live and beyond. Our project management approach for meeting these timelines are as follows:

Benchmarks and Milestones



Background to the Preparation of the Project Workplan

Our approach for implementing an Enterprise Resource Planning System across multiple departments is to involve the key stakeholders early within the implementation process. To help ease the transition, we implement Skyward software in phases. Various deliverables will be completed and provided to the district within each phase. Upon completion of the Project Planning phase, the district implementation team will receive a completed Scope Document, Project Schedule, and access to a private SharePoint site, which will host all the important documentation needed during the implementation. Microsoft Planner may also be used to help track the phases and corresponding tasks and due dates.

Skyward has included a Sample Project Scope Plan with our response. Please see the next page of the RFP response for the sample document. The Project Scope Plan allows Skyward to communicate with our customers more effectively as well as encourage early discussions with internal team members directly involved in this implementation.

Sample Project Scope Plan



PROJECT SCOPE STATEMENT

EDINA PUBLIC SCHOOL DISTRICT 273

QMLATIV BUSINES



DOCUMENT HISTORY

Skyward, Inc.
CONFIDENTIAL

PROJECT	Edina Public School District 273
PROJECT MANAGER	TBD
DOCUMENT VERSION	0.1
DOCUMENT STATUS	Draft
DOCUMENT AUTHOR	Madelyn Pelot
DATE CREATED	2026-07-02

VERSION	DATE	AUTHOR	COMMENT/CHANGE
0.1	2026-07-02	Madelyn Pelot	Draft

CONTENTS

Skyward, Inc.
CONFIDENTIAL

4	Project Overview
5	Project Management
6	Installation (ISCorp/SCC Hosted)
7	Data Migrations
8	Consulting & Training
10	Assumptions
12	Constraints
13	Risks
14	Escalation Policy
15	Requests for Change

PROJECT OVERVIEW

Skyward, Inc.
CONFIDENTIAL

DELIVERY UNIT	DESCRIPTION
Installation Type	ISCorp Hosted
Suite Type	Business
Platform Type	Qmlativ
Migrations Included	Yes
Consulting Package Type	Platinum; Onsite (3 Days), WebEx (94 Hours)
Training Type	Onsite (9 Days), WebEx (262 Hours), Professional Development Center
Desired Go-Live Date	10/1/27

PROJECT MANAGEMENT

Skyward, Inc.
CONFIDENTIAL

DETAILED DELIVERABLES

- It is the mission of the Skyward Project Management Team to facilitate and design the most successful consultation, data migration and training plan unique to your environment and needs.
- A document repository for the implementation.
- A finalized Scope Document.

CUSTOMER RESPONSIBILITIES

- Communicate any issues, concerns or needed changes to the proposed project dates and times as soon as they are discovered.
- Provide dedicated time and resources to attend the events scheduled by the Project Manager.
- Provide data, materials and other information necessary for successful project completion.

SKYWARD RESPONSIBILITIES

- Coordinate and schedule all events around Installation, Migrations, Consulting and Training in conjunction with the Edina Public School District 273 provided resources and schedules.
- Inform customer of required data, materials and other information necessary for successful project completion.
- Handle any issues and concerns to mitigate delays and risks to the project schedule or increases to the project budget.
- Handle change requests that may occur throughout the project life cycle.
- Coordinate any escalation events with both Skyward and Edina Public School District 273. (Refer to the Escalation Policy for details.)
- Your dedicated Skyward Project Manager will transition off of the project after the go live month. Skyward Project Management will still be available for scheduling, and you can always reach out to your Skyward Account Manager.

INSTALLATION

Skyward, Inc.
CONFIDENTIAL

DETAILED DELIVERABLES

- Installation and configuration of Skyward environments.

CUSTOMER RESPONSIBILITIES (ISCORP SECURE CLOUD HOSTED)

- Provide requested documentation by assigned and agreed upon due date back to ISCorp/Skyward team.
- Attend scheduled meetings with Skyward and ISCorp staff.
- Understand the ISCorp hosting policies, including the product update schedule and planned maintenance windows.
- Complete assigned action items as necessary for external interfaces such as email, LDAP or other third-party interfaces.
- Contact your Skyward Project Manager with questions, concerns and delays prior to the due date of the requested meeting and/or materials.

SKYWARD RESPONSIBILITIES (ISCORP SECURE CLOUD HOSTED)

- Organize the necessary communications (emails, meetings, etc.) between Edina Public School District 273 and ISCorp/Skyward team.

ISCORP RESPONSIBILITIES (ISCORP SECURE CLOUD HOSTED)

- Install and configure servers, provide product access information to the customer.
- Assist with setup for external interfaces such as email, LDAP or other third-party interfaces as necessary.
- Assist with implementation as necessary, verify that the system is fully functional, install product updates and provide ongoing support as necessary.

DATA MIGRATIONS

Skyward, Inc.
CONFIDENTIAL

DETAILED DELIVERABLES

- Data Migrations from your legacy system to Skyward.
 - Further information can be found in your Data Migrations Welcome Letter.

CUSTOMER RESPONSIBILITIES

- Upon request of Skyward, provide a full backup of data and verification materials as needed throughout the project life cycle.
- Proper planning to have access to the data on your current system for up to 6 months after go-live date.
- Posting of data and verification materials (that match) by the dates assigned by your Project Manager is necessary by the customer to keep the project on schedule.
- Have dedicated staff to answer questions regarding your data in a timely manner throughout the data migration process.
- Edina Public School District 273 **must** review migrated data and provide feedback within the requested deadline(s) provided by your Project Manager or Skyward Migration Programmer. Any feedback provided after deadlines will not be captured in live data migrations.

SKYWARD RESPONSIBILITIES

- Provide migrated data in accordance with the established timeline.
- Maintain confidentiality of your data throughout the migration process.
- Establish and maintain proper communications throughout the implementation process.
- Review data and verification materials in a timely manner and provide feedback within 2 business days.

CONSULTING & TRAINING

Skyward, Inc.
CONFIDENTIAL

DETAILED DELIVERABLES

- Consulting on purchased software modules.
- Completed Setup database.
- Comprehensive Consulting Deliverable document detailing decisions made during consulting.
 - Further information can be found in your Consulting and Training Welcome Letter.

CUSTOMER RESPONSIBILITIES

- Edina Public School District 273 will work with the Consultant(s) and provide feedback of how they will want to configure their Skyward database(s).
- Have the correct people at the designated sessions to optimize the performance of your system.
- Provide a complete list of all third-party interfaces the customer is currently using.
- Contact your Skyward Project Manager with questions, concerns, and delays prior to the due date of the requested meeting and/or materials.
- Have the appropriate equipment and facilities for each identified session per discussions with the Project Manager and/or Trainers.
- Complete any assigned homework from the Consultant or Trainer before the due date.
- Utilize the software and tools provided by Skyward to Go Live.
- Utilize the Professional Development Center (PDC) to help train staff. Completing courses prior to scheduled training sessions is Skyward's best practice.

SKYWARD RESPONSIBILITIES

- Coordinate and schedule all events around the Consulting and Training.
- Set up a Consulting and Training plan that allows Edina Public School District 273 to go live on the proposed date.
- Provide a customer-specific experience with regard to using the software based on the customer's needs and Skyward's abilities.
- Provide assistance when questions arise around the software and the implementation process.
- Evaluate and develop a plan to incorporate the customer's third-party interfaces.

- Provide suggestions to update the implementation plan throughout the project lifecycle as it benefits the customer.

Skyward, Inc.
CONFIDENTIAL

SAMPLE

ASSUMPTIONS

Skyward, Inc.
CONFIDENTIAL

The following is a list of Assumptions we are operating under while moving through your implementation:

- All referenced sections in this document will have an accompanying Welcome Letter to better define and support your implementation. Edina Public School District 273 is responsible for reviewing and understanding content within the Welcome Letters.
- The parameters described throughout this document are accurate and complete.
- Edina Public School District 273 has dedicated resources to allocate to the project.
- Edina Public School District 273 and Skyward employees will attend regularly scheduled appointments with any/all necessary documentation to keep the implementation on track.
- Communication between Edina Public School District 273 and Skyward will be prompt, open and forthcoming to allow for the most successful implementation possible.
- Communication (including issues or concerns) between Edina Public School District 273 and Skyward will be channeled directly through the Project Manager.
- Training that may occur in the training database is done with generic data that may not directly reflect the business process at Edina Public School District 273.
- Edina Public School District 273 is responsible for creating and testing any third-party imports or exports if a pre-existing template does not already exist.
 - Skyward can offer assistance with this process as a billable service.
- Edina Public School District 273 is responsible for reviewing available Skyward canned reports as Skyward will have different reports than your legacy system.
- If none of the canned reports meet the needs of staff, a custom report can be created by Edina Public School District 273 via the Report Designer.
 - Skyward can offer assistance with this process as a billable service.
- Edina Public School District 273 will obtain responsibility for submitting service requests (software or hardware) after Go Live.
- Upon utilization (or expiration) of purchased training hours from the sales proposal, Edina Public School District 273 will be responsible for purchasing additional training hours at the current on demand training hours rate.
- Skyward's standard best practice to train district staff in a train the trainer model. This entails Skyward training a select group of staff at the district, who then in turn train their staff.

- When scheduling all necessary training sessions, we will default to following Skyward's standard training schedule, which is as follows (listed in Central Time):
 - 8:30-11:30am – Morning
 - 1:00-4:00pm – Afternoon
 - 8:30-3:30pm – Full Day (Webex or Onsite)
 - This includes a 1-hour break for lunch
- Edina Public School District 273 is responsible for handling accounting adjustments with bank reconciliation variances. Skyward will make every effort to identify the reasons, but we are not responsible for making changes in your live database. Skyward recommends that you verify any accounting adjustment recommendations with your auditor as Skyward representatives are not accountants nor tax professionals.

Skyward, Inc.
CONFIDENTIAL

CONSTRAINTS

Skyward, Inc.
CONFIDENTIAL

The Constraints of this project are limited to the purchased parameters listed in the Project Overview and the available resources Edina Public School District 273 has allocated to the implementation of the software. The Constraints are directly dependent on the established Go-Live date listed in the Project Overview. Add any additional constraints here: i.e. short timeline, low training hours, one-off situations, etc.

- *This will be completed upon purchase and start of implementation*

SAMPLE

RISKS

Skyward, Inc.
CONFIDENTIAL

Failure of either Edina Public School District 273 or Skyward to comply with the expectations listed above in this document may pose risk to the timeline or budget of this project. Some examples of delay-causing risks include, but are not limited to:

- Not completing post-training assignments by the expected due dates.
- Not posting data and verification materials by a specified time.
- Inadequate review and feedback of preliminary data will impact live data migrations and potential clean up that needs to be completed by **Edina Public School District 273**.
- Last-minute cancellation of scheduled sessions (consulting or training).
- Inclement weather concerns may cause travel delays for onsite visits.
- Request for Change to the approved Project Scope.

ESCALATION POLICY

Skyward, Inc.
CONFIDENTIAL

Skyward has an Escalation Policy to handle issues and concerns as they pertain to jeopardizing the scope, budget and/or timeline of the project. Not every issue or change to the project throughout the project lifecycle will go through the Escalation Policy. This is up to the discretion of the Project Manager. The process for an Escalation is as follows:

The issue at hand will be documented and tracked from the Project Manager as soon as it is defined by the project team.

As soon as the defined issue is identified to have an opportunity to affect the outcome of the project, the Project Manager will notify the customer project lead as well as his/her team manager.

The Project Manager's Team Manager will determine if the issue needs to be taken any higher in the Skyward organization. The escalation will go from the Project Manager to the Team Manager to the Branch Manager and finally to the Director of Project Management if the issue warrants this succession. In the event of an escalation, the Team Manager will help the Project Manager to coordinate a meeting with Edina Public School District 273 to discuss the issue and the possible solutions at hand.

- The solutions may result in a valid Request for Change to the project. These are approved by both Edina Public School District 273 and Skyward prior to implementing the change.
- The Edina Public School District 273 escalation response will flow through [CUSTOMER Escalation Contact(s), Title(s)].
 - *This will be completed upon purchase and start of implementation*

REQUESTS FOR CHANGE

Skyward, Inc.
CONFIDENTIAL

The following Requests for Change were submitted during the project and therefore belong to the scope of the project:

CHANGE No.	DATE	DESCRIPTION OF CHANGE	STATUS

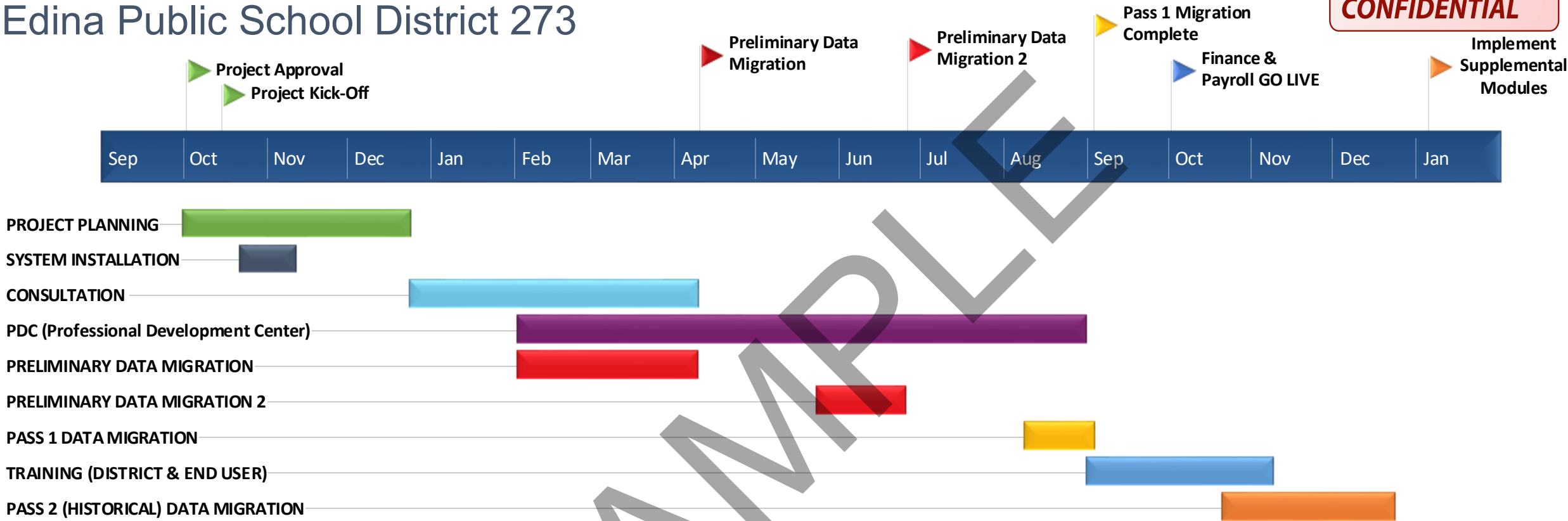
SAMPLE

Business Overview Sample Implementation Timeline

Skyward Qmlativ ERP Sample Implementation – October 2027

Edina Public School District 273

Skyward, Inc.
CONFIDENTIAL



Project Planning

- Project Kick-Off
- Identify Project Team
- Establish Project Communication Procedures and Escalation Contacts
- Finalize Implementation Schedule

System Installation

- Software/Database Installation
- Technical Staff Training
- Test Environment/End system set-up

Consultation/Configuration

The purpose of this phase is to achieve a common understanding of how the District conducts its business.

- Data Migration Strategy and Plan
- Core Module discussions
- Completion of Payroll Cross Reference Worksheets
- Develop requirements for reports, interfaces and migrations

Data Migration

- Initial Meeting with Migration Manager
- Preliminary Migration and Review
- PASS 1 Migration (includes data needed for Go-Live)
- Ancillary Migrations
- PASS 2 Migration (includes historical data)
- Data Verification

Training

- A customized training plan will be created based on knowledge gained during the Consulting Sessions.
- A combination of PDC (Professional Development Center), webinars and train-the-trainer methods will be used
 - Module specific training
 - District Level and End User Training

Business Detailed Sample Implementation Plan

Edina Public School District 273 - Sample Implementation Plan.mpp					
ID	Task Name	Duration	Start	Finish	Resource Names
1	Edina Public School District 273- Sample Implementation Plan	335 days	Thu 10/1/26	Wed 1/12/28	
2	Preparation and System Setup	60 days	Thu 10/1/26	Wed 12/23/26	
3	Order Software	1 day	Thu 10/1/26	Thu 10/1/26	District Administration
4	Kick Off Meeting	1 day	Wed 10/14/26	Wed 10/14/26	District Administration,District IT Manager,District Project Manager,Skyward Project Manager
5	Additional Stakeholder Meetings	5 days	Thu 10/15/26	Wed 10/21/26	District Administration,District IT Manager,District Project Manager,ISCorp Network Administrator,Skyward Data Migration Manager,Skyward Project Manager
6	Installation of Software and Databases	15 days	Thu 10/22/26	Wed 11/11/26	District IT Manager,ISCorp Network Administrator
7	Finalize Implementation Schedule	30 days	Thu 11/12/26	Wed 12/23/26	District Administration,District Project Manager,Skyward Project Manager
8	End System Setup	0 days	Wed 12/23/26	Wed 12/23/26	
9	Preliminary Data Migration and Verification	127 days	Thu 10/15/26	Fri 4/9/27	
10	Data Preparation Meeting	2 days	Thu 10/15/26	Fri 10/16/26	District Administration,District IT Manager,District Project Manager,Skyward Data Migration Manager
11	Initial Data and Verification Provided to Skyward for Review	7 days	Wed 10/28/26	Thu 11/5/26	District Project Manager,District FIN/AP/Purchasing Personnel,District HR Personnel,District Payroll Personnel,District IT Manager
12	Database Backup (or Files) Provided to Skyward	2 days	Tue 2/2/27	Wed 2/3/27	District IT Manager,District Project Manager
13	Supporting Verification Materials Provided to Skyward	2 days	Tue 2/2/27	Wed 2/3/27	District FIN/AP/Purchasing Personnel,District HR Personnel,District Payroll Personnel,District Project Manager
14	Conversion of Preliminary Finance & Payroll Data	31 days	Thu 2/18/27	Thu 4/1/27	Skyward Programmer,Skyward Quality Assurance
15	Converted Data Uploaded for Review	1 day	Fri 4/2/27	Fri 4/2/27	District IT Manager,ISCorp Network Administrator
16	Data Comparison and Verification	5 days	Mon 4/5/27	Fri 4/9/27	District Administration,District FIN/AP/Purchasing Personnel,District HR Personnel,District Payroll Personnel,District Project Manager
17	Preliminary Data Migration Complete	0 days	Fri 4/9/27	Fri 4/9/27	
18	SmartStart Consultation	77 days	Thu 12/24/26	Fri 4/9/27	
19	Finance & Budgetary	5 days	Thu 12/24/26	Wed 12/30/26	District FIN/AP/Purchasing Personnel,District Project Manager,Skyward Customer Success Consultant
20	Position Management	5 days	Mon 1/4/27	Fri 1/8/27	District HR Personnel,District Project Manager,Skyward Customer Success Consultant
21	Payroll	5 days	Wed 1/13/27	Tue 1/19/27	District Payroll Personnel,District Project Manager,Skyward Customer Success Consultant
22	Database Setup Session	7 days	Fri 1/22/27	Mon 2/1/27	District FIN/AP/Purchasing Personnel,District HR Personnel,District Payroll Personnel,District Project Manager,Skyward Customer Success Consultant
23	Time Off	1 day	Tue 2/9/27	Tue 2/9/27	District HR Personnel,District Payroll Personnel,Skyward Customer Success Consultant
24	Sub Tracking	1 day	Mon 2/15/27	Mon 2/15/27	District HR Personnel,District Payroll Personnel,Skyward Customer Success Consultant
25	Additional Modules	5 days	Fri 2/26/27	Thu 3/4/27	District Administration,District FIN/AP/Purchasing Personnel,District HR Personnel,District Payroll Personnel,District Project Manager,Skyward Customer Success Consultant
26	Preliminary Data Review Guidance	5 days	Mon 4/5/27	Fri 4/9/27	District FIN/AP/Purchasing Personnel,District HR Personnel,District Payroll Personnel,District Project Manager,Skyward Customer Success Consultant
27	Professional Development Center (Self Paced Training)	151 days	Tue 2/2/27	Tue 8/31/27	

Edina Public School District 273 - Sample Implementation Plan.mpp					
ID	Task Name	Duration	Start	Finish	Resource Names
28	Enroll Staff in Professional Development Center	1 day	Tue 2/2/27	Tue 2/2/27	District Project Manager
29	District Staff Complete Respective PDC Courses	150 days	Wed 2/3/27	Tue 8/31/27	District Administration,District FIN/AP/Purchasing Personnel,District HR Personnel,District IT Manager,District Payroll Personnel,District Project Manager
30	PDC Course Work Complete	0 days	Tue 8/31/27	Tue 8/31/27	
31	Preliminary 2 Data Migration and Verification	25 days	Mon 5/24/27	Fri 6/25/27	
32	Database Backup (or Files) Provided to Skyward	1 day	Mon 5/24/27	Mon 5/24/27	District IT Manager,District Project Manager
33	Supporting Verification Materials Provided to Skyward	1 day	Mon 5/24/27	Mon 5/24/27	District FIN/AP/Purchasing Personnel,District HR Personnel,District Payroll Personnel,District Project Manager
34	Conversion of Preliminary Finance & Payroll Data	16 days	Tue 5/25/27	Tue 6/15/27	Skyward Programmer,Skyward Quality Assurance
35	Converted Data Uploaded for Review	1 day	Thu 6/17/27	Thu 6/17/27	District IT Manager,ISCorp Network Administrator
36	Data Comparison and Verification	5 days	Mon 6/21/27	Fri 6/25/27	District FIN/AP/Purchasing Personnel,District HR Personnel,District Payroll Personnel,District Project Manager
37	Preliminary 2 Data Migration Complete	0 days	Fri 6/25/27	Fri 6/25/27	
38	Pass 1 (Live) Data Migration	20 days	Mon 8/9/27	Fri 9/3/27	
39	Live Database Backup (or Files) Provided to Skyward	1 day	Mon 8/9/27	Mon 8/9/27	District IT Manager,District Project Manager
40	Supporting Verification Materials Provided to Skyward	1 day	Mon 8/9/27	Mon 8/9/27	District FIN/AP/Purchasing Personnel,District HR Personnel,District Payroll Personnel,District Project Manager
41	Skyward Conversion of Live Finance & Payroll Data	16 days	Tue 8/10/27	Tue 8/31/27	Skyward Programmer,Skyward Quality Assurance
42	Live Data Loaded on District Environment	1 day	Wed 9/1/27	Wed 9/1/27	District IT Manager,ISCorp Network Administrator
43	Data Verification	2 days	Thu 9/2/27	Fri 9/3/27	District FIN/AP/Purchasing Personnel,District HR Personnel,District Payroll Personnel,District Project Manager
44	Live Data Migration Complete	0 days	Fri 9/3/27	Fri 9/3/27	
45	Go Live (Core) Functionality Training	49 days	Wed 9/1/27	Mon 11/8/27	
46	Finance Overview	3 days	Wed 9/1/27	Fri 9/3/27	Skyward Customer Success Trainer,District FIN/AP/Purchasing Personnel
47	Position Overview	3 days	Mon 9/6/27	Wed 9/8/27	District HR Personnel,Skyward Customer Success Trainer
48	Payroll Overview	3 days	Thu 9/9/27	Mon 9/13/27	District Payroll Personnel,Skyward Customer Success Trainer
49	Setup and Security Configuration	3 days	Tue 9/7/27	Thu 9/9/27	District IT Manager,District Project Manager,Skyward Customer Success Trainer
50	Finance Processing (Budgeting, Accounts Payable, Purchasing, etc.)	10 days	Fri 10/1/27	Thu 10/14/27	Skyward Customer Success Trainer,District FIN/AP/Purchasing Personnel
51	Position Management	5 days	Fri 10/15/27	Thu 10/21/27	District HR Personnel,Skyward Customer Success Trainer
52	Payroll Processing	10 days	Fri 10/15/27	Thu 10/28/27	District Payroll Personnel,Skyward Customer Success Trainer
53	Employee Access	2 days	Fri 10/8/27	Mon 10/11/27	District IT Manager,District Project Manager,Skyward Customer Success Trainer
54	Time Off Training	2 days	Fri 10/8/27	Mon 10/11/27	District HR Personnel,District Payroll Personnel,Skyward Customer Success Trainer
55	Substitute Tracking	2 days	Fri 11/5/27	Mon 11/8/27	District HR Personnel,District Payroll Personnel,Skyward Customer Success Trainer
56	Sub-Module Training (Note: Timeframes below may be adjusted as district's comfort level increases with Skyward)	41 days	Tue 11/9/27	Tue 1/4/28	

ID	Task Name	Duration	Start	Finish	Resource Names
57	State Reporting Training	5 days	Tue 11/9/27	Mon 11/15/27	District FIN/AP/Purchasing Personnel,District HR Personnel,District Payroll Personnel,Skyward Customer Success Trainer
58	Time Tracking	7 days	Fri 10/29/27	Mon 11/8/27	District HR Personnel,District Payroll Personnel,Skyward Customer Success Trainer
59	Time Tracking Pilot Group - Testing	25 days	Tue 11/9/27	Mon 12/13/27	
60	Data Tools/Mining	3 days	Mon 11/15/27	Wed 11/17/27	District IT Manager,District Project Manager,Skyward Customer Success Trainer
61	Expense Reimbursements	1 day	Wed 11/17/27	Wed 11/17/27	District FIN/AP/Purchasing Personnel,Skyward Customer Success Trainer
62	Benefit Management	5 days	Thu 11/18/27	Wed 11/24/27	District HR Personnel,Skyward Customer Success Trainer
63	Assets	5 days	Thu 11/25/27	Wed 12/1/27	District FIN/AP/Purchasing Personnel,Skyward Customer Success Trainer
64	Applicant Tracking	5 days	Fri 12/3/27	Thu 12/9/27	District FIN/AP/Purchasing Personnel,Skyward Customer Success Trainer
65	Bank Reconciliation	1 day	Mon 12/27/27	Mon 12/27/27	District FIN/AP/Purchasing Personnel,Skyward Customer Success Trainer
66	Staff Planning	5 days	Wed 12/29/27	Tue 1/4/28	District FIN/AP/Purchasing Personnel,Skyward Customer Success Trainer
67	Pass 2 (Historical) Data Migration	46 days	Thu 10/21/27	Thu 12/23/27	
68	Complete Month/Quarter End in Legacy System	5 days	Thu 10/21/27	Wed 10/27/27	District FIN/AP/Purchasing Personnel,District HR Personnel,District Payroll Personnel
69	Historical Database Backup (or Files) Provided to Skyward	2 days	Thu 10/28/27	Fri 10/29/27	District IT Manager,District Project Manager
70	Historical Verification Materials Provided to Skyward	2 days	Thu 10/28/27	Fri 10/29/27	District FIN/AP/Purchasing Personnel,District HR Personnel,District Payroll Personnel,District Project Manager
71	Skyward Conversion of Historical Data	35 days	Mon 11/1/27	Fri 12/17/27	Skyward Programmer,Skyward Quality Assurance
72	Historical Data Loaded on Preliminary Environment for Review	1 day	Mon 12/20/27	Mon 12/20/27	District IT Manager,ISCorp Network Administrator
73	Data Verification	3 days	Tue 12/21/27	Thu 12/23/27	District FIN/AP/Purchasing Personnel,District HR Personnel,District Payroll Personnel,District Project Manager
74	All Data Migrations are Complete	0 days	Thu 12/23/27	Thu 12/23/27	
75	Ancillary & Miscellaneous System Setup (OPTIONAL)	40 days	Thu 11/18/27	Wed 1/12/28	
76	Meeting with Skyward with regards to any additional reports, exports, imports	1 day	Thu 11/18/27	Thu 11/18/27	District IT Manager,District Project Manager,Skyward Customer Success Trainer
77	Report Manager Introduction	2 days	Fri 11/19/27	Mon 11/22/27	District IT Manager,District Project Manager,Skyward Customer Success Trainer
78	Setup Exports/Imports in Skyward	2 days	Tue 11/23/27	Wed 11/24/27	District IT Manager,District Project Manager,Skyward Customer Success Trainer
79	Project Close Out Meeting	0 days	Wed 1/12/28	Wed 1/12/28	

Skyward SmartStart Consulting

The implementation of new school administrative technology is a major undertaking that requires close collaboration from start to finish. Skyward has established an innovative solution to address some of the challenges of the implementation process while setting our clients up for overall success. With our SmartStart Consulting service, led by a designated Skyward Solution Consultant, you will achieve the smoothest transition possible and ensure that the technology is aligned with your business practices.

Consultation services provide an opportunity to learn how to improve district efficiencies using Skyward products. All consulting services are handled by Skyward Solution Consultants and never subcontracted to other organizations. A Skyward Solution Consultant will work with district administrators to identify best practices for your district. Specific services we will provide are:

- In-depth consultation prior to implementation
- Pro-active evaluation of data migration strategies and set-up questions with corrective action plans documented for project managers to resolve prior to going “live”
- Your own custom best practice recommendations to make your district perform better and run more efficiently
- One-on-one meetings with decision-makers to help them better understand how the implementation will impact their employees
- Before your final migration, data will be verified, and you will receive specific clean-up recommendations to make the process as smooth as possible
- One last review of the data prior to posting it for final migration

**Consulting processes and completion will be dependent on modules, consulting level purchased, and district needs.

Skyward's Project Team Staffing

Highly trained and experienced Skyward personnel will fill several roles that are vital to the implementation process, including each of the following:

Project Manager

The Skyward project manager is your main point of contact at Skyward throughout implementation. This resource will coordinate the development and execution of the overall project plan with you and will work closely with you to address data migration requirements and create the training and installation schedule. Other responsibilities include:

- Coordinates and communicates with Skyward's Solution Engineers and Customer Success staff to ensure deadlines are being met for training and installation.
- Review contracts with key personnel to ensure it includes only what you need.
- Plan and conduct status meetings to review project status and questions, including agenda creation and documented follow-up notes.
- List necessary project tasks and define timelines for these tasks.
- Design project calendar and implementation plan; communicate all pertinent information.
- Provide guidance to the district project management team regarding the most efficient methods for implementing core software and sub-modules.
- Track and record any implementation questions that may arise and ensure that correct Skyward staff members are working with you to achieve successful and timely resolution.

Skyward SmartStart Consultant

Skyward internal consultants define a configuration plan that will ultimately ensure that you are running the system as efficiently as possible based on business needs. Solution Consultants and Senior Solution Consultants are Customer Success staff that have achieved one of the highest levels of product knowledge and have an in-depth understanding of Skyward technology. The Skyward consultants' responsibilities include, but are not limited to:

- Provide in-depth demonstration of Skyward technology options and capabilities and help create custom "best practice" recommendations to help you perform better.
- Conduct a "side-by-side" comparison of Skyward and the legacy software with key departmental personnel to determine how you can improve efficiencies using Skyward products.
- Identify any gaps in Skyward technology capabilities and help you find solutions.
- Review training plan with project management and provide input as needed.
- Communicate decisions to Skyward training team and ensure that trainers configure Skyward technology based on your best practices.
- Assist implementation specialists with necessary preparations for your launch date.
- Collaborate with solution engineers to review preliminary data and answer any related questions.

Hardware and Information Technology (IT) Personnel

Skyward has a full-service IT department available to assist you with hardware-related tasks, questions, and training. For the Edina Public School District 273 implementation, Skyward IT staff responsibilities will include:

- Assess hardware requirements with you during a conference call to help select adequate peripheral devices per Skyward system specifications.
- Conduct any necessary Skyward database administration classes.
- Work with your IT Staff to load Skyward software and configure servers and create databases.
- Load all necessary Skyward data migrations as they are completed.
- Respond to hardware service calls for any Skyward events that arise.

Data Migration Engineers

Regardless of whether we have experience converted from your previous system, all our clients require some customization due to differences in local usage and user defined areas. Data migration engineers are responsible for the following:

- When preliminary data arrives, migration engineers will review the data and ensure that necessary items were submitted.
- Contact your team members to review the data, discuss any questions that they have, and provide tips about areas in the data that will need to be cleaned up prior to live data migration.
- Begin to write preliminary programs and, time permitting, provide preliminary data migrations for districts to review and provide feedback prior to launch.
- Complete live data migrations per the timeframes on the project plan.

Training

Skyward implementation specialists bring with them a wealth of experience and knowledge, with the primary intent of transferring it to you. A good training experience gives your staff confidence, reduces stress level, and improves the outcomes of the goals your district has set with your new Skyward software. We offer a mix of on-site and web training to help make your district more comfortable and confident with the software. Aside from simply running the training sessions, Skyward implementation specialist responsibilities include, but are not limited to:

- Work with your consultant and project manager to ensure that training has been tailored to your specific needs.
- Maintain up-to-date knowledge of the software and undergo rigorous evaluation to qualify for the next "pro level" certification.

Roles and Responsibilities

To set your district up for a successful implementation, Skyward has outlined several key roles. Though not required, this is our recommendation for the successful implementation of a district of similar size and scope.

Edina Public School District 273 Project Manager(s)/Sponsor

Your internal project manager will serve as the main point of contact for us during the project implementation and will assist Skyward's project manager with the development and execution of the overall project plan. This person should be an effective communicator and detail oriented. The inherent responsibilities of this role include:

- Attend status meetings to review project status and questions.
- Confirm timelines with Skyward project management team for all tasks.
- Assist Skyward project manager and consultants with decisions regarding implementation plan and configuration and gather decisions from necessary district personnel.
- Communicate and coordinate all necessary implementation tasks, information, instructions, and calendar timelines to correct district personnel.
- Follow up with all members of the project team to ensure necessary tasks are completed on time.
- Ensure all necessary district data and information is passed to Skyward (such as training locations, configuration decisions, migration data, etc.).
- Assist district departmental staff with the creation of new procedures based on Skyward processing requirements and decisions.
- Track and record any implementation questions that may arise and work with Skyward toward a successful resolution.

Staff Development/Training Coordinator

The training coordinator manages all training dates, locations, trainees, training follow-up, etc. Inherent responsibilities include:

- Create class lists for all training and communicate training dates and times to necessary trainees.
- Ensure training labs are available, and workstations are properly configured for training.
- Track attendance at all training sessions.
- Gather completed training evaluations and feedback from trainees to forward to Skyward.

Key Departmental/Leadership Staff

Departmental staff/leaders are your configuration decision makers. This role must be filled by people that know how your processes function in areas such as scheduling, attendance, discipline, finance, payroll, etc. and have the authority to make sound decisions about Skyward configuration and processing. Inherent responsibilities include:

- Meet with Skyward consultants and support staff to understand the functionality and options available in the software within his/her subject area to make accurate decisions regarding district configuration and end-user training.
- Work with your project manager to document and implement all district procedural changes necessary as a result of the migration to the Skyward technology.
- Assist migration engineers with data-related questions and verify accuracy of migrated data.

I.S. Staff (Developers, Architects, Solution Engineers)

Depending on the delivery model, the role of your I.S. staff will be to manage the Skyward databases on your servers and/or configure your network appropriately. I.S. staff project responsibilities include:

- Select, order, and assemble adequate hardware and peripheral devices per Skyward specifications.
- Attend any necessary Skyward database administration classes.
- Work with Skyward IT Staff to load Skyward software and configure servers.
- Open correct firewalls for necessary outside access.
- Load all necessary Skyward updates if hosted on-premises.
- Create hardware service calls for any Skyward hardware questions that arise.
- Monitor changes to Skyward specifications and hardware-related information over time.

Technology Support Personnel

Many of our clients create a multi-tier support network of strong users or technology specialists to monitor service calls and provide immediate support to end users. Service calls that cannot be resolved through this process are then forwarded to Skyward through our Customer Access network. Technology support personnel responsibilities include:

- Become familiar with Skyward documentation to successfully troubleshoot questions.
- Monitor the Customer Access service call queue and assist end users with support questions.
- Escalate any questions that cannot be resolved internally to Skyward support for assistance.

End Users

This group includes all staff that will be using Skyward software. Their responsibilities include:

- Attend necessary training sessions and provide feedback after each session.
- Assist with data migration data verification.
- Report questions to correct support personnel.

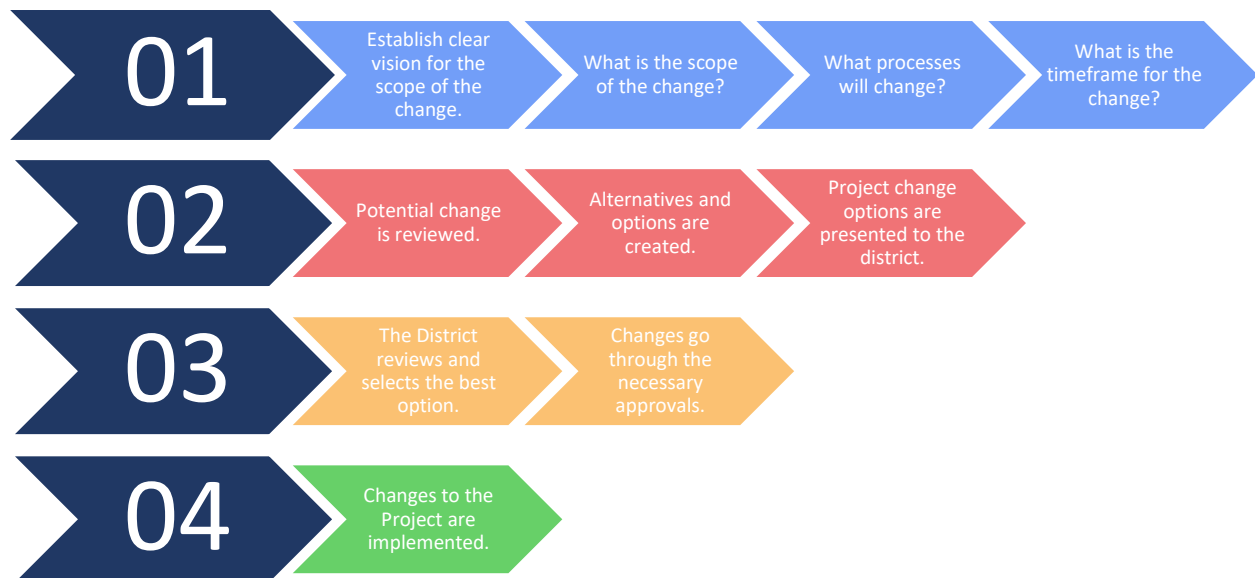
Change Management Approach

The most important step that Skyward has implemented for Change Management is the aforementioned Skyward SmartStart Consulting program. The goal of consultation is to help your district determine the following:

- The scope of the changes
- Which users will be impacted
- What processes will change
- What the timeframes will be for these changes

Once these questions are answered, the change management process becomes a collaborative effort between you and Skyward. Your main role will be to redefine all pertinent processes and communicate these changes frequently and completely to all affected users. If you can provide opportunities and encouragement to end users to ask questions, Skyward will help you answer these as honestly as possible in order to create realistic expectations. Finally, it will be important for you to continuously reassess the comfort level of your users and suggest adjustments to the project plan, accordingly, should the cultural landscape shift in a positive or negative direction.

Skyward will support you throughout the implementation by ensuring that the lines of communication are open. We will promptly, completely, and openly answer your questions and address concerns. Providing users with access to the software as early as possible is also advantageous – Skyward will give you a training database with scramble data as part of the initial installation. This should help generate questions and increase district participation at the user level as the project moves forward.



Project Change Management

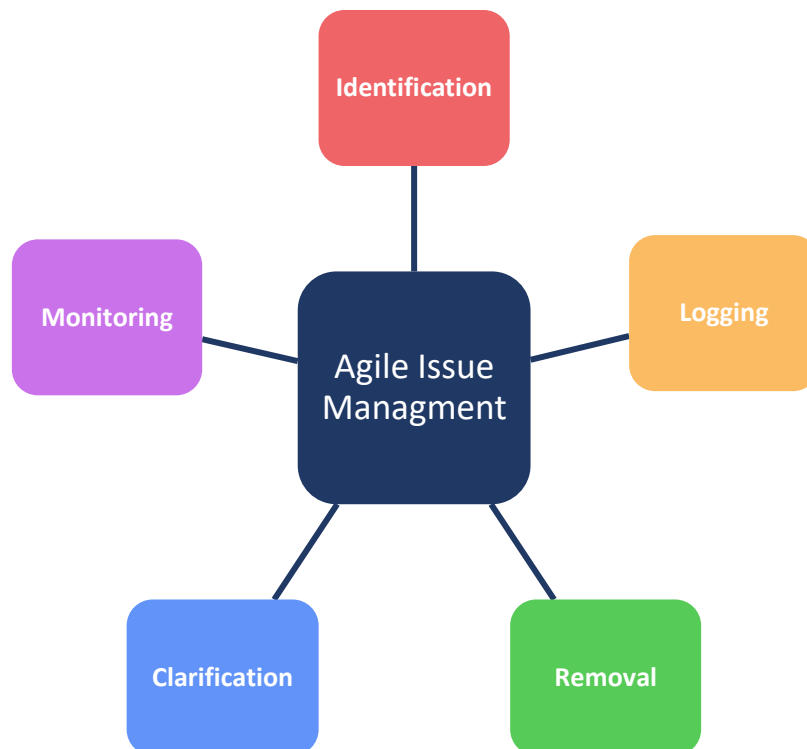
Any changes to the project plan will be discussed during the weekly status meetings throughout the life of the project. Depending on the nature of the change, it will be handled via the process decided upon in the project's early stages, which usually includes:

- Potential change is suggested and reviewed
- Alternatives and options are created
- Alternatives and options are presented to necessary parties
- Best option is selected
- Change goes to the necessary approvers
- Change is implemented upon approval

The most typical project changes include training dates or migration program changes. Each of these would be handled through different channels, as agreed upon in the planning phase of the project. Skyward has a change order process in place to address any changes that need to be made to the actual sale.

Issue Management Approach

Skyward's project management team borrows from the agile Kanban methodology of our development team in many respects when it comes to issue management. This allows us to rapidly deal with immediate issues while mitigating the adverse effect on the overall project schedule. Agile issue management emphasizes teamwork, communication, and openness, which falls right in line with our implementation methodology.



Identification

Issue identification and prioritization is built into the process. When the project manager is notified of an Issue that affects critical project phases, steps are taken to immediately flag the issue and communicate it to all appropriate parties to remove the impediment and get back on track.

If an issue is identified and categorized by the project manager as non-critical, it will be addressed in the next project meeting and an appropriate plan of action devised.

Logging

Agile issue management places an emphasis on action over documentation. Our project managers will log software issues into our resource management system, as well as be added to the status call, but most of their energy will be put into clearing the issue.

Clarification

This is where communication is key. Skyward's project manager will be in close contact with the implementation specialists, consultants, data migration engineers, and IT personnel that are working on your project. In some cases, an issue may arise that requires further clarification of your specific business rules or practices. Your project manager will take every step to facilitate the flow of information between your subject matter experts and the responsible parties within Skyward so that the issue can be cleared.

Removal

Once all the necessary information has been gathered, the issue will typically be assigned to the owner of the impeded task or escalated to the person with the proper level of authority and expertise to remove the issue or highlight ways to mitigate the issue's impact on the project.

Monitoring

Removal of an issue does not always signify the end of its impact on the project. Skyward's project manager and your stakeholders should continue to monitor and review the affected deliverable to ensure that the issue does not return. Skyward's project management team will conduct a post-mortem discussion and review of the issue as needed to improve upon the process.

Risk Management Approach

Skyward's project management team adheres closely to industry standards for risk management. We will work with Edina Public School District 273 staff throughout the life of the project to keep risk under control. Based on our experience with implementations on a similar scale to the one being proposed for you, we have built several controls into our projects to assist us in monitoring and controlling risk. Some examples are as follows:

- Project status meetings with a focus on upcoming activities and ongoing project review. During these meetings, Skyward's project manager will help to identify upcoming risks and begin preparing for possible changes to the plan.
- Skyward SmartStart consultation and fit-gap analysis are the next step in risk management. By taking a proactive approach to determining where and how the technology fits with your business practices, Skyward increases the time available to research the best ways to overcome these obstacles. Consultation also provides you with an opportunity to evaluate current processes prior to launch and discuss best practice recommendations that might be implemented as part of the migration process.
- Finally, the preliminary migration phase in the implementation process will provide the necessary "double-checking" for the risk mitigation process. By looking at migrations early and verifying data, we can ensure that our process is working correctly with your data and decrease the risk of erroneous data populating the system. Preliminary migrations also help us provide direction to your staff for data cleanup in the legacy system.

What makes K-12 risk management any different?

Compared to other industries, the level of risk tolerance for education agencies like Edina Public School District 273 is extremely low. Whether it's a breach of data privacy and security during your implementation process or a missed deadline that leaves your schools in the dark, you cannot afford to accept these kinds of risks due to the highly critical nature of your work. Skyward's risk management process is specifically built around K-12 and is designed to prevent these types of events from occurring.

Intangible Risks

Skyward identifies intangible risks as something that must be taken into consideration as part of the risk management process. In a project such as the one you are currently undertaking, these can often be the most dangerous risks, resulting in these all-too-common results:

- Knowledge risks due to poor training, lack of experience, or failure to understand business practices. These risk factors can lead to a solution that does not fit with your operations or roadmap, causing you to go through the entire evaluation and purchasing process again in just a few years.
- Relationship risks due to poor vendor communication. This can lead to failed knowledge transfer and misaligned expectations, leaving you with a solution that falls short or only minimally meets the scope of your project.

The fact is you need to be sure that you are investing with a firm that presents the least amount of risk to you, not just on paper, but based on real-world experience. Skyward has never been involved in a lawsuit for breach of contract in our 45 years of existence; if we say we can do something, you can rest assured that we will follow through.

Data Migration Strategy

Data Migrations

Successful Data Migrations

Because your users know the data better than anyone, communication will be vital to a successful data migration. Everyone wants a smooth migration and accurate data to be migrated into Skyward. Any data clean-up that can be accomplished prior to your migration will be helpful for a few reasons. Cleaner data migrates more easily and the programmers that are working on your data will have fewer questions and exceptions during the process. Clean data going into migrations will mean less clean-up after your migration is completed.

Compared to other solutions on the market, Skyward is proud to offer full data migration services. Which means you, the district, don't need to worry about migrating any data. The last thing you need in a project this size is to get hung up trying to pull information over from your previous solution. We have been migrating third-party data for more than 40 years and have migrated over 200 different vendor systems. We currently have over 20 in-house data migration programmers with decades of experience moving new clients to Skyward's database.

- The migration is performed by Skyward, which means that your staff requires no additional training.
- Data migration programs have been developed by Skyward with no assistance from third-party developers. This ensures that all data migrations are subject to unmatched quality control and review.
- Before your final data migration, data will be verified and you will receive specific clean-up recommendations to make the process run as smoothly as possible. One last review will also be completed prior to posting it for final migration.

Communication with your district will be a key component of successful data migration. Staff members from the district will work closely with Skyward's Project Manager and Data Migration staff to help us fully understand the data and the district's business processes.

What can you do to help with a successful migration?

We ask that the district provides data in a migratable format. This usually means providing Skyward with ASCII files or on a SQL database. Skyward will review the data, and identify problem areas, such as duplicate names and addresses, along with data elements that may require reformatting such as length change or zero fill. Some items will require manual corrections, in some cases Skyward is able to work with the district to develop algorithms and correct the data in the migrations programs. We ask that every step of the way you provide Skyward with verification materials, as well as participation in verifying the data.

Data Migrations Process Overview

We have a dedicated staff that writes the migration programs while in contact with district technology staff to verify that it is working as expected. Once your district purchases Skyward, a project manager is assigned to your district and your first conference call to discuss the scope of the project. The district is responsible to post a preliminary cut of the data and verification materials to Skyward's FTP Site. At this point a migration/training schedule is created by the project manager.

The project manager will request an Entity Cross Reference, this allows Skyward to create your current district structure of school's names and numbers in your new database. Once this is completed, you will then have a conference call with a migration programmer to discuss your data. Initial migration programs are written based on your preliminary data submission. After the Essential Data Elements are completed, a Skyward software manager will review this information with you and discuss setup options. Sixteen business days prior to your data load, you will post a final cut of data and accompanying verification materials to Skyward's FTP site. Final migration takes place at Skyward, on the sixteenth day after your data is sent, a finalized database is loaded on your servers at your ASP provider's location. Your district personnel will need to review and verify data. The district will sign off on migrated data within 30 days.

Data Migration Engineers

Even though your current system is one that Skyward has migrated in the past, all of our clients require some customization due to differences in local usage and user-defined areas. Data Migration Engineers are responsible for the following:

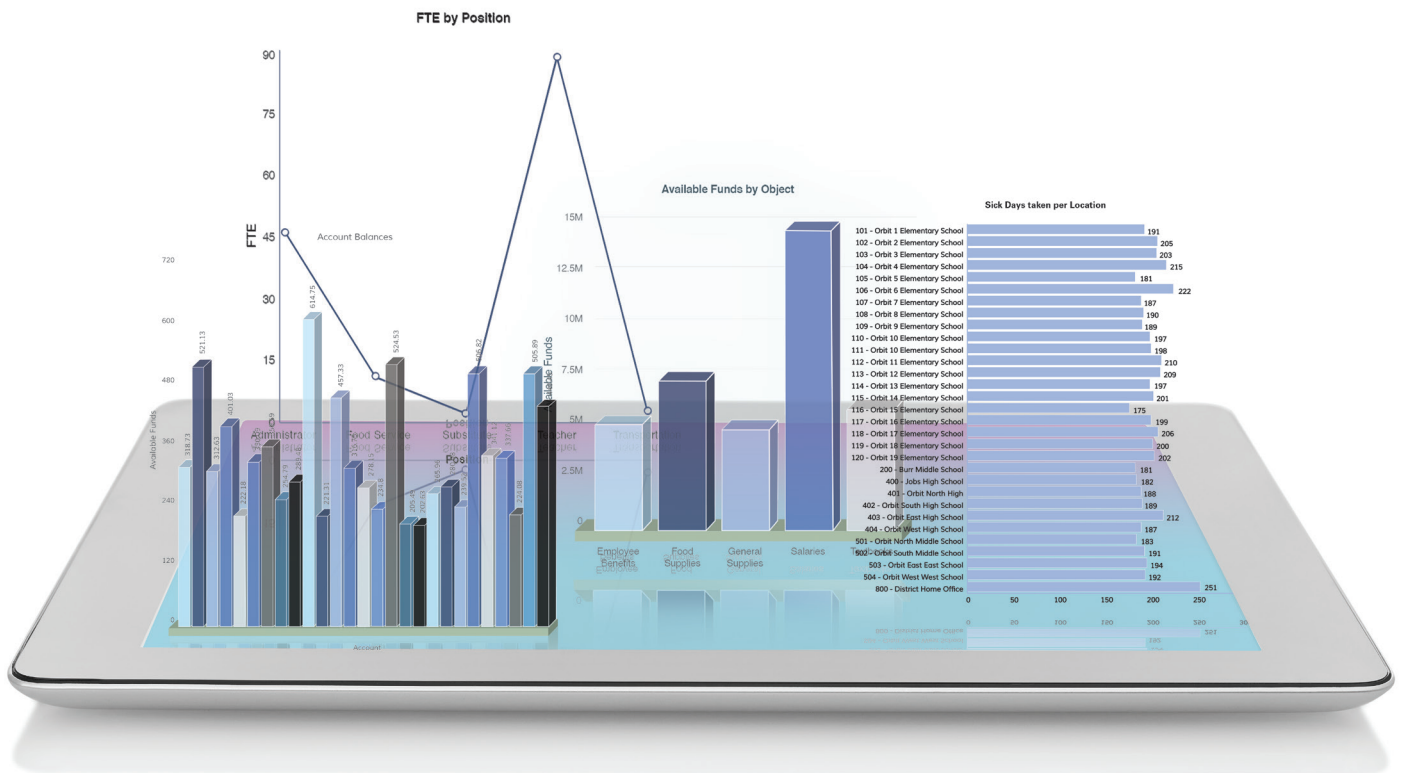
- When preliminary data arrives, Data Migration Engineers will review the data and ensure that necessary items were submitted.
- Contact district team members to review the data, discuss any questions that they have, and provide tips about areas in the data that will need to be cleaned up prior to live data migration.
- Begin to write preliminary programs and, time permitting, provide preliminary data migrations for districts to review and provide feedback prior to launch.
- Complete live data migrations per the timeframes on the implementation plan.

We have included a standard data migration package with our proposal. Additional migrations may be purchased based on district need as identified during our initial consultation. Please refer to the Skyward Qmlativ Data Migration booklet in the following pages.



QMLATIV BUSINESS MANAGEMENT SUITE

MIGRATION GUIDE





WELCOME TO SKYWARD

What Migrations Does Skyward Offer?	3
Pass I vs. Pass II Data	8
Order Checks & Send Your eSign	10
The Migration Process	11
How to Prepare for Migration	12
How to Transfer Data to Skyward	14
Verification Materials	15
Why Does Skyward Need Data Now?	16
Final Migration	17
Data Review	18
Appendix A: Dos and Don'ts to Remember	19
Appendix B: Skyward Terminology	20
Acceptance of Skyward Migration Form	21

WHAT MIGRATIONS DOES SKYWARD OFFER?

Skyward offers several business management migrations for purchase. Each migration is detailed below. Please reference your proposal to determine what migration(s) your district has purchased. Please also note that due to state and federal reporting requirements, school districts can only go live on the business management suite on the first day of a quarter.

In some instances, an import may be considered as a means to migrate data. Requests will be reviewed by the team assigned to your implementation in order to determine the feasibility of processing specific data in this manner.

Note: Skyward does not offer field mapping for migrations.

Business Migration Bundle

FINANCE STANDARD

ACCOUNT

An Account record will be created which includes Account Numbers, Account Descriptions, Dimension, Dimension Descriptions, Summary Accounts, Active Status, Quick Keys, Categories, and Budgets/Budget Balances. Accounts cannot be eliminated if they are needed in a history migration.

VENDOR

A Vendor record will be created which includes Name, Order From/Remit to Address(es), Email, A/P Contacts, PO Contacts, Phones, ACH, Vendor Key, Active Status, and 1099 Information. Vendors will be migrated as Individuals if they are also an Employee or if the customer's data has the Vendor's name data separated by First Name, Last Name, and includes their SSN. Otherwise, all Vendors will be migrated as Businesses. Vendors cannot be eliminated if they are needed in a history migration.

PAYROLL STANDARD

EMPLOYEE*

An Employee record will be created which includes Name (Demographics), SSN/EIN, Address, Email, Phones, ACH, Years of Experience, Employment History, Tax Information, Retirement, Veteran Status, and Termination Information. Employees cannot be eliminated if they are needed in a history migration.

**Skyward does not migrate emergency contacts since we feel it is a good policy to add the most up-to-date contacts to ensure they are as accurate as possible.*

PAY TYPES, DEDUCTIONS, AND BENEFITS

Pay Types, Deductions, and Benefits are migrated from the cross-reference files developed in collaboration with Skyward consulting. Deductions and Benefits will be attached to the employees.

POSITION

Data migrated is Position, Position Distribution, Assignment, Assignment Detail, Assignment Distribution, Assignment Pay Types, Matrix Lane and Step, Supplements, Stipends, and Placements. Position data will only be migrated if customer's third-party data contains valid Position and Assignment data.

TEXAS TRS HISTORY

Customer must download and provide data files from TRS. Skyward will provide instructions on how to obtain the data. The migration will create ED 20/25, ED 40/45, ED 90, RP 20/25, ER 20/25/27 from the data files downloaded from TRS. Note the Employee Identification Number on some of the files does not contain the full SSN number. It is the district's responsibility to populate the files with the full SSN before providing them to Skyward if they want those records migrated.

PAYROLL CHECK – CURRENT ACTIVITY

The purpose of this data is to allow W2s to be processed in Skyward only. Data typically goes back to January of the migration year (see below for a breakdown based on Go Live month). How data is migrated is dependent on data and verification provided from the customer. The preferred method is to have individual Pay History records for each Check attached to each Individual Assignment Pay Type paid in that Fiscal Year. If the data and verification cannot have the pays or checks separated, then a single check may be created or each check may only have one CONVDFD Assignment Pay Type. An Assignment Pay Type will be created if the record does not already exist for the Employee in that Fiscal Year. All checks are attached to Conversion Default Position, Assignment, Assignment Detail, and Assignment Distribution records, as well as using default Account on every check.

This migration will not migrate historical Position/Assignment data from your previous system, this is only for historical Payroll data. This migration also includes Individual Deductions, Benefits, Net Amount, Gross Amount, and Taxable Grosses for each check. No other data is included with this migration. Contract balances cannot be calculated from this migration.

GO LIVE MONTH	DATA MIGRATED
JANUARY	No Data to Migrate (7/1–12/31 if IL, TX, MI)
APRIL	1/1–3/31 (7/1–12/31 if IL, TX, MI)
JULY	1/1–6/30
SEPTEMBER	1/1–8/31
OCTOBER	1/1–9/30

ACCOUNT – CURRENT ACTIVITY (JE) – LEVEL 1

For each Account a Fiscal Year-to-Date record is created with a Beginning Balance or Budget Amount and a Summarized Budget Amendment/Revision Amount, depending on Account Type. A single summarized Journal Entry (JE) record is created for all Activity (Total Debits/Total Credits if available) in the Fiscal Year for that Account. JEs are dated the last day before going live in Skyward.

GO LIVE MONTH	DATA MIGRATED
JANUARY	7/1–12/31
APRIL	7/1–3/31
JULY	7/1–6/30
SEPTEMBER	7/1–8/31 *July of current year
OCTOBER	7/1–9/30 *July of current year

**Example when Fiscal Year is from July to June*

1099

Data migrated is a Summary History Invoice for the amount that was paid to the 1099 Vendor in that Calendar year along with populating the Invoice Number, Vendor Name, Invoice Date, Invoice Detail Lines, Invoice Accounting, and Check Issued fields with default values. A default Account can be used since these are history invoices/checks and do not affect accounting. Once the migration is complete, it will allow for 1099M and 1099NECs to be completed in Skyward. Twenty-five 1099 records are required for this migration. If you have less than twenty-five records, those must be entered manually.

Add-On Migrations**

***These migrations are only offered if purchased.*

ACCOUNT – CURRENT ACTIVITY (JE) – LEVEL 2

This migration is a substitute for the Account – Current Activity (JE) – Level 1 migration. For each Account a Fiscal Year to Date record is created with a Budget Amount or Beginning Balance depending on Account Type. A single summarized Budget Amendment record is created for all Budget Revisions made in the Fiscal Year for that Account. Individual JE detail records are created for each Activity record in the Fiscal Year for that Account. Descriptions on the JE Detail records can contain more specific information such as Check Number, Vendor, Employee, etc. District must be able to provide data and verification which supports a Level 2 migration. Those requirements are outlined in the Account Activity Migrations – Criteria & Differences Level 1 v Level 2. If the proper data and/or verification cannot be provided, the district will receive a Level 1 migration.

GO LIVE MONTH	DATA MIGRATED
JANUARY	7/1–12/31
APRIL	7/1–3/31
JULY	7/1–6/30
SEPTEMBER	7/1–8/31 *July of current year
OCTOBER	7/1–9/30 *July of current year

**Example when Fiscal Year is from July to June*

ACCOUNT – HISTORICAL ACTIVITY (JE) – LEVEL 1

This is an add-on migration to bring in additional years of historical data. For each Account, a Fiscal Year-to-Date record is created with a Beginning Balance or Budget Amount and a Summarized Budget Amendment/Revision Amount, depending on Account Type. A single summarized JE record is created for all Activity (Total Debits/Total Credits if available) in the Fiscal Year for the Account.

Note: Historical data migrations are completed after the district goes live. However, there is no guarantee for a specific timeline in which this migration will occur.

ACCOUNT – HISTORICAL ACTIVITY (JE) – LEVEL 2

This is an add-on migration to bring in additional years of historical data. For each Account, a Fiscal Year-to-Date record is created with a Budget Amount or Beginning Balance depending on Account Type. A single summarized Budget Amendment record is created for all Budget Revisions made in the Fiscal Year for that Account. Individual JE detail records are created for each Activity record in the Fiscal Year for that Account. Descriptions on the JE Detail records can contain more specific information such as Check Number, Vendor, Employee, etc. District must be able to provide data and verification which supports a Level 2 migration. Those requirements are outlined in the Account Activity Migrations – Criteria & Differences Level 1 v Level 2. If the proper data and/or verification cannot be provided, the district will receive a Level 1 migration.

Note: Historical data migrations are completed after the district goes live. However, there is no guarantee for a specific timeline in which this migration will occur.

AR PAYOR

A Payor record will be created which includes Name (Demographics), Addresses, Emails and Phones. These records will be included with your Live Pass I data. Invoices are not included, but can be brought in via an import if sufficient records exist.

ASSETS

Data migrated is Asset Details, Asset Accounts, Asset Location, Additions/Disposals, and Depreciation History (if data supports it, otherwise we will migrate a single Accumulated Depreciation entry). These are items that may or may not be depreciable (but are not consumable).

ATTACHMENTS

Attachment migrations are limited to specific modules (Employee, Vendor, Student); ask your Sales Representative for a complete list. Requirements for the migration include:

1. District must provide the actual attachment files (.pdf, .jpg, .png, .docx, etc.). We cannot extract attachments stored within the database as BLOB, CLOB, or a similar data type.
2. A connection from the attachment files to the source record is required. That can be done by the naming convention of the attachment including the information or a separate mapping file (Meta Table) is required.

Attachment migrations must be approved by migrations prior to purchase and can be cancelled if data provided does not meet requirements.

CHECK RECONCILIATION

An unreconciled Check Record is created for the purpose of Check Reconciliation only. Checks are not attached to Employees/Vendors. Data migrated includes Check Number, Check Date, Check Amount, Check Type, Bank, and Name on Check.

OPEN PURCHASE ORDERS

Data migrated is the Non-Liquidated portions of Open Purchase Orders from previous system. Data includes Purchase Order Detail Lines, and Purchase Order Accounts. Purchase Order numbers are ten (10) digits and cannot include alpha characters. The first three (3) digits are reserved for the Purchase Order Group. Vendors must exist in Skyward. If Purchase Orders are partially liquidated, an additional line is added for the liquidation/amount paid. Purchase Orders are migrated into the Current Fiscal Year in Batch Status. Encumbrances are established when Purchase Orders are updated to Open Status. Includes Ship To, Commodity Codes, Contract Description, Purchasing Group, Quantity, Unit of Measure, and Item Cost. Purchase Orders can be flagged as Blanket (open-ended) or Warehouse Purchase Orders (for stocking your warehouse). Purchase Orders are assigned to the Current Fiscal Year.

PAYROLL CHECK – HISTORICAL ACTIVITY

This migration is purchased on a per year basis based on the District's Fiscal Year. An individual check for each check provided with your data will be created. For each check, all pays are combined into a single CONVDFT Assignment Pay Type. All checks are attached to Conversion Default Position, Assignment, Assignment Detail, and Assignment Distribution records, as well as using a default Account on every check.

This migration will not migrate historical Position/Assignment data from your previous system, this is only for historical Payroll data. This migration also includes Individual Deductions, Benefits, Net Amount, Gross Amount, and Taxable Grosses for each check. No other data is included with this migration. Contract Balances, Benefit and Deduction Maximums cannot be calculated from this migration.

Note: Historical data migrations are completed after the district goes live. However, there is no guarantee for a specific timeline in which this migration will occur.

TIME OFF BALANCES

Data migrated is Time Off Balances. Migration includes Ending Balance for Previous Fiscal Year, Allocations for Current Fiscal Year, Used Amount for Current Fiscal Year for each Time Off Type the employee has. Time Off Types must be set up in Skyward using the same units (Days or Hours) used in the customer's current system. If the customer wants to switch from one-unit type to another that must be done after the data is migrated.

WAREHOUSE

Warehouse migrations refer to the storing and tracking of your inventory. Data migrated is Warehouse, Warehouse Locations, Item Details, Quantity in Stock, Reorder Points, Reorder Quantities, Item Asset Account, Ordered from Vendor (can also tie a Catalog to the Vendor). Catalogs can be imported. Items can be assigned to multiple warehouses. These are items which are not depreciable (are consumable).

W2 ATTACHMENTS

The migration will take a W2 (created from district's current system) for an employee and attach it to Employee Access in Skyward. The W2 attachments will not be viewable by HR via the Employee Profile. Migration will migrate up to 5 years of historical W2s; more years can be purchased at an additional cost. Requirements for the migration include:

1. District must provide the actual attachment files (.pdf, .jpg, .png, .docx, etc.). We cannot extract attachments stored within the database as BLOB, CLOB, or a similar data type.
2. A connection from the attachment files to the source record is required. That can be done by the naming convention of the attachment including the information or a separate mapping file (Meta Table) is required.

PASS I vs. PASS II

In order for Skyward to migrate your data with little-to-no downtime, we need to complete your migrations in two phases called Passes.

Pass I Data Submission

Pass I consists of all of the data you will need to start processing payrolls and create new POs using Skyward. Since we require a 15 business day turnaround for Pass I, we cannot migrate your balances since you will still need to be drawing from them during that 15 day period. Thus, you will be using Skyward live with no account balances until Pass II is completed, but an import can be done in the meantime if needed.

ITEMS MIGRATED IN PASS I

FINANCE STANDARD

- Account numbers and descriptions
- Vendor demographics

PAYROLL STANDARD

- Employee demographics
- Pay Type records
- Deductions and Benefits
- ACH banks and accounts
- Position and Assignment Data

Pass II Data Submission

You will need to close out your previous month/quarter/year on your third-party software prior to sending Pass II data. Pass II data can be submitted to Skyward as soon as the previous month's processing is completed. You do not need to worry about submitting payroll history with finance history—send them as soon as they are ready. Skyward will return each migration to you as it is completed.

ITEMS MIGRATED IN PASS II

ACCOUNT – CURRENT ACTIVITY (JE) – LEVEL 1

- Budget amounts and/or year-to-date totals (based on migration type purchased)

PAYROLL CHECK – CURRENT ACTIVITY

- Year-to-date totals (based on migration type purchased)

1099M

- Summary History Invoice for the amount that was paid to the 1099 Vendor in that calendar year

Additional Migrations

If you purchased any additional add-on migrations, your project manager will direct you regarding the time frame of these migrations based on your district's needs. It is possible that add-on migrations could be added to either Pass, or there might be a separate timeline for these additional migrations.

ORDER CHECKS & SEND YOUR ESIGN

Forms & Checks

The Skyward software requires specific check and form layouts for successful printing. Forms can be ordered from any vendor; however, Skyward has an exclusive partnership with Nelco to ensure that you are purchasing forms with the correct specifications.



eSign (Electronic Signature)

In the Skyward software, you have the capability to load check or PO signatures into the system for automatic printing on your checks and forms. These encrypted signature files are \$200 per signature block, and up to three (3) signatures can be on one (1) eSign block. Check your initial proposal to determine whether or not you have purchased an eSign with your sale. Your Skyward project manager will provide you with a form that can be used to gather signatures for encryption.

Please mail or scan your eSign form (please do not fax as this form is required in color) to Skyward two weeks or more before you intend to start using the software so that the file can be created in time for your first payroll. If you are purchasing additional blocks, please include a PO with the form.

THE MIGRATION PROCESS

Note: Best practice suggests retaining access to your district's current software for a minimum of six (6) months after going live on Skyward. Skyward also recommends you do not perform an upgrade of your current system while the implementation is in progress.

1. Your district purchases the Skyward Business Management Suite.
2. A project manager is assigned to your district, and you have your first conference call to discuss the scope of the project.
3. You will post a preliminary cut of your data and verification materials right away to Skyward's FTP site.
4. A migration/training schedule is created by your project manager.
5. You will have a conference call with migration programmers to discuss your data.
6. Order checks and other necessary forms. Consult with your project manager for correct specifications on checks.
7. If you will be using ACH, notify your bank that the district is changing software providers and find out what will be required to complete a pre-notification once live on Skyward.
8. The preliminary data you submitted is migrated into a Prelim Skyward environment to be used during review sessions with your consultant.
9. 17 business days prior to going live with your Pass I migrations, you will post a final cut of data and accompanying verification materials to Skyward's FTP site.
10. Final migration of Pass I data takes place at Skyward.
11. A finalized database is loaded on your servers or with your hosting vendor.
12. Training takes place.
13. Your district personnel will review and verify data.
14. You will sign off on migrated data within 30 days.
15. Upon completion of month-end/year-end processing on your previous software, you will post data and verification for all supplemental and historical migrations that remain—this is Pass II.

Texas only – All salary accruals must be reversed before sending in Pass II data for migration.

16. Pass II migrations are returned to the district for loading as they are completed.

Note: If several migrations are purchased, many of the steps outlined here will be repeated based on your district's specific migration schedule.

HOW TO PREPARE FOR MIGRATION

Any data clean up that can be accomplished prior to your migration will be helpful for a few reasons. First, cleaner data migrates more easily, and the programmers who are working on your data will have fewer questions and exceptions during the process. Second, if you clean-up before submitting data, this means that you will have less to clean up after your migration when you are training and learning to use new software and preparing to go live.

There are several areas that you can clean-up prior to your migrations that can help to make the transition a little smoother for everyone involved. Here is a list of items that you can review in your current system prior to submitting final data to Skyward:

- Consistency is important. For example, if your system has people who are both employees and vendors, try to verify that their information matches on the HR side and the vendor side. Try to watch addresses for incorrect spellings and multiple versions of the same data.
- Make sure middle names, other names, or prefixes are all set up consistently in your data. If there is no separate place for a name suffix, then it would be ideal if the suffix is consistently found after the last name. For example, "Steve Jones, Jr." is set up so "Jr." is in the field with the last name and separated with a comma. Again, nicknames (if used) should be entered consistently; for example "Benjamin Brown (Ben)" is set up in the data with other name "Ben" surrounded by parentheses. Keep it consistent; keep it understandable.
- Verify that the phone numbers and addresses are entered in the correct format. This is especially true of addresses. Separate the house number from the street address. Be sure that all directions like "North" are standardized (for example, if you decided to use "N" with no period, do so throughout all data). Be sure that all streets are named in the same way such as Ave, AVE, AV, or Avenue.
- If you have a field you are not using, please clean out any old data. Sometimes we find that there is data in fields that no one knows about. We don't know if it is or isn't valid, so if the "garbage" data can be deleted, this would be helpful.
- Maintain and update any code files. Sometimes we find codes used that are not listed in a district's code tables. If these can be removed, it is helpful. Also, make sure all descriptions are accurate. We'll be migrating whatever data is provided by the district, so try to look at what you have and see if it is clean. Ask yourself this: if someone new to the system looked at the descriptions in your tables, would they be able to understand what it is?
- If there is any information that needs to be sent to your state on a regular basis, be sure that it is as up-to-date as possible before migration.
- Ensure that data integrity exists in all fields. For example, if certain fields have three options—M, S, or D—verify that only those values exist in that field.
- If "dummy" records exist in your data, get rid of them or tell Skyward they exist.
- If you need to produce an Excel file in a query to submit data to Skyward (or if you are manipulating your data in any way), please let us know. Also, let us know what actions were taken and how the query was written. Queries are not raw data, which is what we typically want to receive for migration, but we understand that sometimes this is the only way. If this is the case, we ask that you alert your project manager and/or migration programmer. Data should be submitted in the same format and layout each time or delays will be created. Skyward must be notified of any changes to queries.

- Think seriously about how much history you want to migrate. Skyward can go back multiple years, but do you really want this if past data is not well maintained? As old data is combined with new data, many problems can arise, so when it comes to certain information it is best not to clutter your new software with unnecessary, outdated information.

HOW TO TRANSFER DATA TO SKYWARD

When Skyward requests data, we ask that you post your files to our secure FTP site. As best practices for secure data transfer change, we will keep you informed on how to safely post your files. For detailed instructions, please visit:

skyward.com/MigrationFTP

VERIFICATION MATERIALS

Verification materials are screenshots and reports that help Skyward programmers ensure that we migrate your data from your third-party software into the correct fields in Skyward. Generally, the better the verification materials are, the more successful the migration to Skyward is overall.

The verification process will be done in tandem with each cut of third-party data. Some districts will have two cuts of third-party data and verification; others will have three. This decision will be made by the data migration manager. Because we use verification materials to check our migration results, reports and screenshots should be taken as close to the data cut as possible. Reports for each year of historical information migrated may also be required. If we are migrating from a third-party software vendor that we have migrated from in the past, we may have separate documentation with specific files and verification reports we are looking for. Your project manager will provide you with this documentation if it is available.

The district will meet with the programming department's manager and the data migration specialist to review what materials are needed. The migrations department and project manager will communicate relevant deadlines to the district via the email: dataspecialist@skyward.com. Delays in receiving data verification may result in delays in other parts of the migration. The district will be asked to identify staff that can assist Skyward in supplying verification materials.

WHY DOES SKYWARD NEED DATA NOW?

In most cases, Skyward programmers will want a copy of your data as soon as we receive your signed proposal.

Here is our reasoning:

- If we have never migrated from your current software, we would like as much time as possible to get to know your data and understand how the fields will map into Skyward.
- Even if we have migrated from your previous software hundreds of times, every school is unique and uses fields differently. We would like to see what data you have for us to work with.
- We can begin the programming process with sample data. Writing the programming in advance allows us to turn around your final data in only 17 business days.
- As time permits, we like to get started on future migrations. If we have your files, we can begin to work on migrations as soon as possible.

Data must all be coming from the same system. If multiple systems are involved, additional costs may be incurred.

Note: Skyward does not offer field mapping for our migrations.

FINAL MIGRATION

1. Final Pass I data posting – 17 business days prior to live data load on your system

- Please include all required data files, all required verification materials, any special instructions or mapping information.
- Submit all files in the SAME format as any preliminary files submitted.
- Post to Skyward FTP site.
- Email your project manager when completed.
- See page 19 “Dos and Don’ts to Remember.” This page includes items you need to track during the live migration.
- Ensure that someone knowledgeable with your data is available to answer programming’s questions should issues arise during this 17-day time frame.
- *If you cannot post data by the designated time, you may jeopardize the completion of your migration as it is scheduled. Notify your project manager as soon as you know of complications. Your migration and training may require rescheduling and could be pushed back until the following quarter.*

2. Data is loaded on your system – GO LIVE!

- A Skyward IT services technician will set up a WebEx session with you to load the migrated Pass I data on your system. If your servers reside with an ASP, such as ISCorp, the data will be taken care of by this provider.

3. Training begins on live data

4. Final Pass II data is posted as month-end/year-end is completed on your previous software

- Since you are already live on Skyward, Pass II migrations will be installed on your Live database by Skyward programmers. All Pass II migrations will first be installed on your Prelim database where you will need to verify the accuracy. Once verified on your Prelim database, a Skyward programmer will migrate the data into your Live database. The system does not need to be taken down for Pass II migrations and in most cases, employees can continue to work in Skyward while the migrations are being installed.

DATA REVIEW

Because no two systems are exactly alike, a data migration is a sensitive process that requires careful verification. We will be making every effort to ensure that the migration is as accurate as the data you've submitted. However, there are some cases where terminology can be confused or data is misunderstood; we will work together on resolving those issues.

Ultimately **you** are responsible for authorizing the completeness of the migration. Completing your training is essential for the thorough testing of your data. After training is completed, you will have the tools you need to review your migration(s) and alert Skyward of any problems you encounter. Skyward will also provide you with migration notes and exceptions that you will need to review.

This is the most critical step in your implementation process. In advance, please plan on and dedicate a specific block of time to evaluate and verify your migration(s).

Once verified, you will need to sign off on the migrations. There are two (2) options available for signing off on your migrations:

1. Sign the *"Acceptance of Skyward Migration"* document and return it to your project manager. This form is located on the last page of this document.
2. Email your project manager and indicate that you have verified and approve of the data. This email will serve as a signed version of the *"Acceptance of Skyward Migration"* document.

Return this form within **30 days** of your final migration data load for each migration. If we do not receive acceptance from you within this time frame, we will consider the migration accepted.

If you find issues with the migrated data, please contact your project manager. Make sure you create print screens and examples of your findings so that the migration team can easily locate these issues and determine the best ways to fix them.

Nobody knows your finance and employee data better than you, so we need you to check our work! What's at stake? Your financial reports, district-vendor relations, the budget, your paycheck...to name a few.

Note: After you have your final data, there will not be any additional migrations of additional information into Skyward. Thus, in some cases, you may need to maintain two systems concurrently for a given period of time until you can successfully cease activity on your current software.

APPENDIX A

Do's and Don'ts to Remember

When your district is involved in business migrations, there are some dos and don'ts to remember. Please review this page and discuss any questions you have with your project manager.

After you post your final Pass I data to Skyward, district staff need to maintain a listing of:

- New vendors
- New accounts
- Vendor demographic changes
- 1099 information for vendors
- New employees
- Employee demographic changes
- Pay records/salary changes
- Deduction/benefit changes

This information will have to be manually entered into the Skyward system after the Pass I data migration is loaded.

Any other data that you send for migration with Pass I needs to be treated the same way. For example, if you send open POs for migration with Pass I, you will need to either:

- Stop entering POs that will remain open until your migration is completed, or
- Track any open POs you add to your previous software for manual entry into Skyward.

Things to avoid after Pass I data has been loaded until Pass II is completed:

- Do not delete employees.
- Do not delete vendors.
- Do not change an employee's name or employee number.
- Do not change a vendor's name or vendor number.
- Do not change the attributes of a deduction or benefit. If a change is needed, create a new code.
- Do not make any budget or amendment changes or add any Journal Entries to force a beginning balance. If you feel this is necessary before getting your Pass II data, talk with your Skyward consultant or programming first.

APPENDIX B

Skyward Terminology

ASP	<i>Application Service Provider.</i> This refers to a third-party database server provider that is contracted to house and maintain database servers for a school district at a remote location. This is most commonly ISCorp.
CONVDFT	<i>Conversion Default.</i> This field is the standard default value used by Skyward. If the migration must create a new code, this is the one used for districts to easily know which fields were created by the migration.
Data Load	When Skyward loads migrated data on your network or with your ASP provider.
Entity	The term Skyward uses to refer to a campus, building, or school.
FTP	This is an internet location where information can be exchanged. Data is “posted” to Skyward’s FTP site by the district and retrieved by Skyward to complete migrations. As best practices for secure data transfer change, we will keep you informed on how to safely post your files. For detailed instructions, please visit: skyward.com/MigrationFTP
PM	<i>Project Manager.</i> Each proposal for new software is assigned to a project manager. This person acts as a central point of contact for the customer and is responsible for creating an implementation plan for the product(s) purchased.
Post Data	When a school district puts data on the Skyward FTP site for migration.
Skyback	A Skyward student backup file. Can also be named “Skystu.”
Skybackfin	A Skyward business backup file. Can also be named “Skyfin.”
WebEx	WebEx is a third-party internet meeting area that allows users to access each other’s desktop and systems. Training and installations can be conducted remotely via WebEx, which gives Skyward greater flexibility in scheduling and the opportunity to get into a district’s database or servers remotely for faster resolution of software support calls.

ACCEPTANCE OF SKYWARD MIGRATION

I understand that, by signing this form or emailing this text to my project manager, I give approval of the migration services performed by Skyward, Inc., and that I have the authority to make this decision.

Any requests for rework of the Skyward database or migrations following the date of this Acceptance will result in a new quote being provided by Skyward, estimating the costs for alterations to my database.

Further, I agree that Skyward will not be held responsible for any issues that arise as a result of the migrated data, as it has been verified completely by my district, and I am satisfied with the outcome.

DATE:

DISTRICT NAME:

MIGRATION VERIFIED:

NAME:

SIGNED:

Please sign and scan a copy of this document, then email to your project manager, or copy text into an email and Skyward will consider this your acceptance.

Return this form within **30 days** of your final migration data load. If we do not receive acceptance from you within this time frame, we will consider the migration accepted by you.

If you find issues with the migrated data, please contact your project manager. Make sure you keep print screens and examples of your findings so that the migration team can easily locate these issues and determine the best ways to fix them.

Testing Plan

Testing Plan

System Testing – All changes which are implemented are processed via a lean, Kanban approach, where large changes are broken down into smaller pieces. A development team, which includes a software quality specialist, evaluates the change requirements, identifies code changes to be made and creates change acceptance criteria to validate the change works as desired and has no adverse effects. During the development process, the changes go through a code review, testing against the change acceptance criteria, and review by the team and other developers. This review affirms the change works with the system.

Integration Testing - Skyward has implemented automated testing with SmartBear Software, an application that allows tasks to be recorded and then processed against multiple browsers to ensure product compatibility. This helps reduce the time needed for testing enhancements, improve the quality of our updates, and shorten the turnaround time for fixes. Automated testing is done as part of the development process and is not part of our standard implementation practice. In addition to regularly running automated tests of the system processes, regression testing is done manually by the team at the end of each 2-week cycle. The testing performed is general testing and not specific to a site. We are unable to provide all the tests for our customers.

System Performance Monitoring – Skyward has created a custom monitoring system for Qmlativ to ensure the most relevant data and metrics are captured and analyzed as efficiently as possible. Performance, Error Log, Backup status, and Usage data are streamed to our internal data warehouse from production Qmlativ environments in near-real time. Alerts are generated when performance metrics are outside of normal limits.

The IT Services department monitors the dashboard and often investigates alerts before our customers know they have a problem. Our support and development teams also use this data for troubleshooting and product improvement.

User Acceptance Testing – For any end user requested programming, our Product Management team works with the customer to define the end user story that conveys the change needed to the development team. The product manager/owner works with both customer and development to confirm the changes meet the user stories as defined. In addition, Customer Consulting and Support consultants can work with the customer prior to the implementation process to identify fit-gap issues and negotiate how and when such issues can be resolved.

Module/Parallel Testing – Districts are provided with live and training databases. At first, the training database is loaded with scrambled data, but this database may be copied over with live data during the migration process. In these instances, the training database may be used to conduct testing in specific modules and/or parallel testing with the live database. This would be in addition to Skyward's testing of any new feature, improvement, or software change.

Project Team

Skyward's Project Team Leaders

Skyward will devote a team of highly specialized, expert personnel to oversee the various aspects of your implementation. We have identified several key roles to fulfill the requirements of this project, as shown below. Skyward affirms that any of its staff assigned to Edina Public School District 273 project will be properly educated, trained, qualified, certified, and experienced for the services they are asked to perform. Skyward will provide 2 project managers, 1 conversions programmer, 1 senior consultant and up to 5 trainers. We also have 1 project management branch manager, 3 additional project management managers with 15 supporting project management staff. At this time personnel cannot be dedicated; however, once an agreement is reached between Edina Public School District 273 and Skyward, members of the implementation team will be selected at that time.

Key Personnel

Erin Pinter – Vice President of Customer Success

Leslie Strong – Director of Project Management

Jessica Peterman – Project Management Branch Manager

Mike Bianco – Vice President of Data & Information Security

Erin Pinter

Vice President of Customer Success

Proposed Project Role

Consulting, Training, and Support Lead

Summary of Experience

30 years with Skyward, 20 years directly overseeing the Customer Success Department.
Involved in managing the training process for over 500 Districts.

Notable Implementations

Jordan School District, Utah

- Student Count – 56,102
- Number of Entities – 92
- Worked directly with end users on the software installation.

San Benito CISD, TX

- Student Count – 9,728
- Number of Entities – 22
- Assisted with the Project Management of the installation. Worked daily with the leadership staff to ensure we had transparency and communication throughout the process.

Sarasota, Florida

- Student Count – 41,612
- Assisted with the Project Management of the installation. Worked daily with the leadership staff to ensure we had transparency and communication throughout the process.

Applicable Education and Professional Certifications

Chippewa Valley Technical College – Associate's degree, Business Management

References

Diane Austin – Middleton-Cross Plains School District

Phone - 608-829-9041

Email - daustin@mcpasd.k12.wi.us

Stephanie Tarnutzer – Sauk Prairie School District

Phone – 608-643-5984

Email – stephanie.tarnutzer@saukprairieschools.org

Leslie Strong

Director of Project Management

Proposed Project Role

Implementation Team Lead

Summary of Experience

28 years with Skyward in various capacities of the implementation team

- Customer Consulting and Support Team Manager
- Director of Product Management
- Director of Project Management

Notable Implementations

St Lucie County School District

- Student Count – 41,779
- Number of Entities – 53
- Worked directly with district staff and another vendor to successfully implement a vending machine interface with Skyward's Food Service application.

New State Qmlativ Implementation Team Lead

- Coordinated representatives from the following departments to prepare for Qmlativ initial rollout in the states of Indiana, Michigan, Missouri, Kansas, Tennessee, and Florida: Project Management, Product Development, State & Federal Compliance, Customer Consulting & Support and Data Migration.
- Worked closely with Project Management team to ensure transparency and communication with district personnel throughout the process.

Project Managed the Food Service phase 1 module build (Qmlativ)

- Managed all aspects of project. Developed project plans and schedules, identified needed resources, coordinated the activities of project teams per the project plan. Worked with Stakeholders to define project scope, resource requirements, timeline, deliverables, and milestones.

Applicable Education and Professional Certifications

UW-Eau Claire Bachelor of Business Administration

Professional Scrum Product Owner I

Project Management Professional (PMP)

References

John Connolly – Consolidated HS District #230, IL

Phone – 708-745-5253

Email – jconnolly@d230.org

Uma Shankar – Alachua County Public Schools, FL

Phone – 352-955-6850 x1502

Email – shankau@alachuaschools.net

Jessica Peterman

Skyward, Inc.
CONFIDENTIAL

Project Management – Branch Manager

Proposed Project Role

Implementation Team Lead

Summary of Experience

12 years with the Skyward Project Management team

- Project Management Branch Manager
- Project Management Team Manager
- Project Manager

Notable Implementations

Sarasota County Schools, Florida

New Qmlativ Business State Rollout

- Student Count – 44,000
- Employee Count – 7,500

School District 49, Colorado

New Qmlativ Business State Rollout

- Student Count – 25,000
- Number of Entities – 27

Pasadena Independent School District, Texas

Initial Qmlativ Student Rollout

- Student Count – 20,000
- Number of Entities – 22

Applicable Education and Professional Certifications

Project Management Professional (PMP)

References

Mary Velasquez – School District 49, CO

Senior Systems and Data Analyst

Phone – 719-495-3728

Email – mary.velasquez@d49.org

Jarrod Chamberlain – Sarasota County Schools, FL

Business System Analyst

Phone – 941-927-9000 x31140

Email – jarrod.chamberlain@sarasotacountyschools.net

Mike Bianco

Vice President of Data & Information Security

Proposed Project Role

Technical Lead

Summary of Experience

28 years with Skyward

Involved in the installation and/or administration of 1,000+ Skyward Implementations

Notable Implementations

Orange County School District, FL – Cloud Hosted

- Student Count – 190,000
- Number of Entities – 286

Seminole County School District, FL – On-Premises Hosted

- Student Count – 59,000
- Number of Entities – 66

Alpine School District, UT – Managed Service On-Premises Hosted

- Student Count – 85,000
- Number of Entities – 81

St. Lucie County School District – On-Premises Hosted

- Student Count – 45,000
- Number of Entities – 53

Fort Bend ISD, TX – Cloud Hosted

- Student Count – 80,000
- Number of entities – 76

References

Jim Dunn – St. Lucie County, FL

Phone – 772-429-7561

Email – jim.dunn@stlucieschools.org

Paul Lewis – Alpine, UT

Phone – 801-830-8735

Email – plewis@alpinedistrict.org

Tina Weems – Orange County, FL

Phone – 407-317-3200

Email – tina.weems@ocps.net



5. Ongoing Support

Support

Don't get stuck running around in circles when you need help. Your time is essential to the educational mission, so we provide you with numerous ways to contact us regarding technology issues. With the Skyward solution, the district-named support contacts will enjoy the following benefits:

- Named support contacts have unlimited access to Customer Success for all your needs via phone, email, or live chat.
- Customer support portal allows easy review of past service calls, access to a detailed knowledgebase, FAQ, and the ability to submit requests for enhancements.
- Extensive use of tutorials for visual walk-through on new features.
- Free use of web conferencing for specialists to work directly with your system while on the phone.
- Skyward's Internal certification program will ensure that technical specialists are certified to help in the specific area of your call.

Phone, email ticket, and Customer Access. Customer Access is functionality built within the software allowing end users to click one button. It tracks who they are, what screen they are on, and program version. The user can code the level of severity and description. Once entered, this ticket flows to the district support staff for resolution. If the district support staff can't solve the issue, they can take the same ticket and forward it directly into our ticketing system to be addressed by a Skyward professional.

The Knowledge Hub

Even your most knowledgeable people still need help from time to time. Available exclusively with Skyward, our Knowledge Hub is the ultimate in self-service support, giving you:

- **Intelligent search** delivers relevant content based on your role.
- **Multimedia tutorials** offer quick, engaging, and visual depictions of most tasks in the software.
- **Interactive flowcharts** provide a big picture view of entire processes, with one-click access to more information about each step.

Skyward's Knowledge Hub is a place where customers can go to review helpful documentation or information for assistance in answering their immediate questions. Product release notes are easily accessible to all end-users via the Knowledge Hub. Districts can also place Service Calls if they are a support contact.

The Knowledge Hub is user-friendly and easy to navigate.

How it Works

Thanks to a single sign-on access point from within the Skyward software, key bits of information come with you when you enter, including what your role is in the district and what your security access looks like. If you have customized any of our standard documentation to fit district-specific requirements, that's what your users will see. The system also responds to user behavior over time, so if a specific piece of content appears to be the most helpful for a given query, it will be the first item presented the next time someone asks a similar question.

The End Result

Clunky user manuals and massive, complex online documentation databases are a thing of the past. With the Knowledge Hub, your employees can learn what they need to know at the exact time they need to know it. This is what a better support experience looks like.

A Trained and Experienced Team

At Skyward, we understand that support is more than a nice voice on the phone. The person on the other end needs to be knowledgeable and experienced in the field if they have any hope of answering your questions accurately and quickly. That's why our clients consistently say we are the best they have ever experienced.

Unique benefits of Skyward's Customer Success staff:

- A significant number of employees that are former school professionals. Many of the people you will talk to have walked in your shoes at one point or another.
- Our technical specialists conduct on-site training to gain real-world experience from your perspective.
- We adhere to a rigorous 4-level qualification program that continuously evaluates the skills and knowledge of our specialists.
- Your calls are entered into a detailed customer management system, which is used to track all activity, generate online tutorials, and manage your district information.

Regardless of the method you use to reach us, your issues are entered into our state-of-the-art support system and reviewed by a highly trained support specialist. When needed, Skyward can also utilize Remote Assistance, an online support tool that gives us the ability to remotely look at your screen, identify the problem, and provide even quicker resolution.

Response Times

Skyward's average response time on all calls is 4-6 hours, depending on the season.

2026 Service Statistics through 6/29/2026 (Business Management Suite)	
Total Service Calls	10,086
Closed / Resolved	9,695
Response Time < 1 Hour	18% of all calls
Response Time < 2 Hours	27% of all calls
First Attempt Resolved	72%

The Support Process

Skyward's Customer Success operations are based out of our corporate office in Stevens Point, Wisconsin. We provide our customers with both friendly and knowledgeable support Monday through Friday between the hours of 7:00 A.M. to 5:00 P.M. CST excluding holidays. The department operates out of a call queue, with assigned managers of the day responsible for monitoring the queue and escalating any issues that are identified as an emergency.

In a typical implementation, Skyward will train several of your staff to a similar level of proficiency as our internal technical specialists. These system support personnel will be the first line of support for your end users. If an issue needs to be escalated, one of your authorized support contacts will submit it to Skyward, where our specialists will work to resolve the issue quickly.

Extended Hours for Telephone and Support Operations

Our hosted customers will receive 24x7 technical support at no additional charge.

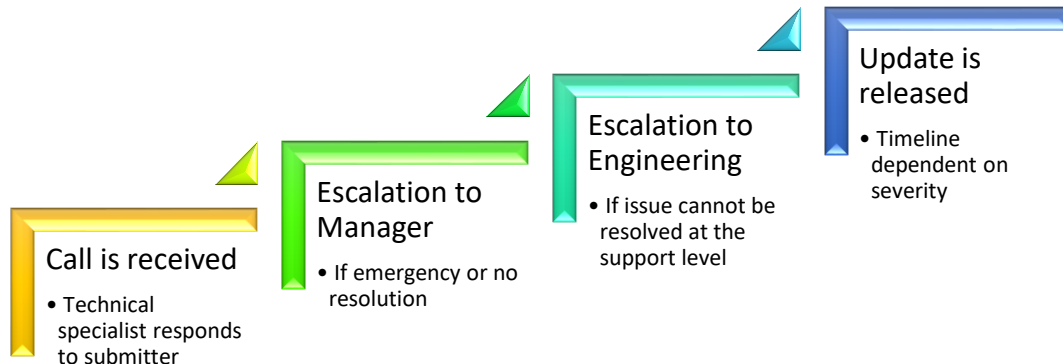
After hour Application support can be provided on a scheduled basis with 3 business days notification at a rate of 1 ½ times our published hourly rate. Written request by the district for the date, time when needed and functionality are required to make sure that Skyward provides the corresponding Support Professional with the knowledge set available.

In case of an EMERGENCY where a mission-critical issue (Payroll Checks not being able to be printed) has occurred, Skyward will escalate the active call and work with the district to its completion without the need of the 3-day notification.

Workflow and Escalation

Standard software service calls are handled on a first-come-first-serve basis. Skyward has documented procedures in place for all levels of the support process. Skyward uses a sophisticated ticketing system to track all incoming inquiries for customers. As soon as the ticket is created a timer begins monitoring time from response to time of resolution for each inquiry. Resolution can vary due to the complexity, wait time for customer interaction and even program modification if needed. Mission critical calls are delineated and moved to the top of the resolution team. If a technical specialist cannot answer a question or resolve a specific issue, the service call gets moved to the management level. If for some reason the manager cannot resolve the issue at that point, the call is escalated to our Software Engineering department for a quick resolution. Skyward's internal call system tracks each ticket to make sure contact and resolution all meet agreed upon service levels.

Skyward has documented procedures in place for all levels of the support process. A graphic depiction of the escalation workflow can be seen here:



A Strong User Community

Skyward recognizes the value of an active user community to facilitate the flow of information and create an outlet for discussions that can lead to more efficient school operations and integration of Skyward technology into daily business practices. To support this vision, Skyward has launched a new customer forum as a resource for Skyward customers and Skyward employees to come together and share their knowledge. Building on the excellent networking opportunities available at user group conferences, the customer forum expands interaction to a year-round environment.

Your participation in the forum will help build a network of Skyward users who can help others with suggestions on best practices, share training documents or brainstorm new ideas. A variety of employees from Skyward play an active role on the forum as well.

The Community

- Exclusively for users of the Skyward Qmlativ software.
- The Community allows members to connect with other Skyward users from around the world and stay on top of important news.
- Offers a wealth of information to help you get the most out of your Skyward experience.
- Helps Qmlativ users stay up to date by exploring the Discussions, Blogs, Groups, and Events in the Community.

User Groups

Edina Public School District 273 can join fellow school districts to network, learn more about the software, and get tips and training from Skyward and industry experts. User group conferences are held annually and hosted by an independent steering committee consisting of Skyward users from that state.

User groups provide a special opportunity to learn from Skyward experts how you can get more from your solution. The Minnesota User Group was last held in person on October 2-3, 2025, with 235 attendees present. The dates for next year's Minnesota User Group are October 8-9, 2026. User group information is located on our website, including dates, locations, travel details, and conference website links.

State Steering Committees

Within each state that Skyward supports, there is an independent Steering Committee that represents Skyward customers. Membership is controlled independently by each Steering Committee. Steering committees are primarily responsible for planning state user group conferences.

Quarterly Product Strategy Review

Each quarter, a member of the Product Management team meets with representatives from each state Steering Committee to review recent product enhancements and provide a presentation of strategic product goals. These sessions are utilized to validate product strategy and identify which enhancements will have the greatest impact.

User group conferences are held annually (biannually in Wisconsin) and hosted by an independent steering committee consisting of Skyward users from that state.

Special Interest Meetings

An additional program for the acquisition of specialized feedback is conducted through our Special Interest meetings, which occur on a semi-annual basis. This group is open to all customers and focuses on providing information on upcoming product and service rollouts, along with gathering feedback on special projects, as deemed necessary. This group represents districts of all sizes from across the United States.

Product Management Team

Our product management team carefully monitors the K-12 landscape to craft the strategic vision of our solution, obtaining feedback from our client-run Steering Committees along the way.

iCon

In addition to state user group conferences, Skyward hosts a yearly international conference designed to provide information for current and prospective customers. Here, you can learn how to unlock the full potential of your technology and get a first look at the latest developments. This event is a 2-day, interactive experience that gives you access to the latest information about our industry-leading products and one-on-one interaction with Skyward executives. The conference also delivers over 50 breakout sessions led by knowledgeable professionals, giving you the tools, you need to improve your district's state reporting and information management, create efficiencies, and get guardians more involved in the education of their children.

This conference is scheduled to take place February 24-26, 2027 at TradeWinds Island Grand Resort in St. Pete Beach, Florida.

Website Resources

Skyward has built up quite a variety of public training and support materials right within our own website

www.skyward.com.

Check out our Quick Hits video library for 2:00 minute or less highlights designed to help leaders and learners in just about every role, from superintendents to teachers.

System Documentation

The Help Center

The Help Center provides end users with documentation to answer questions they have about functionality within the solution. The Help Center is topic, organizational and question based. The results of a search provide the end user with documentation that include detailed descriptions of processes, videos that show the actual process with the solution, and flowcharts that provide interactive objects that assist the end user in navigating through the different steps and options within a process. In addition, Skyward provides hundreds of free live webinars each year covering a wide variety of topics including, but not limited to, changes in State/Federal Reporting, yearly refresher trainings on processes typically only done once a year, and common day-to-day processes for end users. These webinars are recorded and are available in the Help Center. Each topic accessed provides the end user with a Yes/No response if the article was helpful, which automatically allows the Help Center to intelligently provide information that end users find most useful. In addition, each end user can leave feedback on any topic that is then reviewed by the Content Management Team and updates are made to the documentation as needed. Additional items for access are Popular Articles, Support Services, detailed Release notes for each release of the software and Known Issues. The Help Center is persona based so that end users will only get results related to the type of access they have granted via security. The different personas are:

- Administrators
- Business Office Staff
- Human Resources Staff
- Department Managers & Supervisors
- Employees & Self-Service Users
- System Administrators

Professional Development Center

The PDC is an Online resource for districts that provide interactive courses in all areas of the software. Courses can be assigned at the district level and provide the users a teaching tool for learning and is also used to assist an end user in refreshing their knowledge of the software. Each PDC course contains information to review, videos to watch and simulations. There are also skills evaluations at the end of courses and the district can review the scores achieved on those evaluations.

Skyward Community

The Community is a hub for networking, news, and best practices in Skyward. This resource is open to any end user.

- The Discussion area allows you to share ideas and thoughts with the rest of the Community.
- Blogs is a one-stop shop for the latest news and updates from Skyward and provides a variety of information. In here you will find an array of resources including State/Federal Reporting information, the Skyward newsletter Advancing K12, webinar information and quick briefs on a variety of topics.



SKYWARD SUPPORT OPTIONS

Live Chat

Much like a social media platform, live chat offers the opportunity to immediately connect with a Skyward professional for all of your quick questions and concerns.

Help Center

The Help Center is a collection of every tutorial, flow chart, checklist, and training video we have ever created for the system. Set aside a few minutes every week to dive into a specific topic, and you'll find yourself getting that time back and more with increased productivity.

Phone Support - Service Calls

Want to talk with a Skyward professional? Skyward's Consulting & Support Specialists are available to answer all of your questions and concerns. Skyward professionals also have the ability to remote into your terminal to show you how to complete tasks right on your desktop.

On-Site/Webinar Training

Skyward offers both on-site and webinar trainings for customers who want to have a more "hands-on" training environment. On-site trainings bring a Skyward professional to you, for as much or as little personal training as you need. Webinar trainings happen via WebEx and typically last about 3.5 hours to cover all the topics your district needs.

Community

The Skyward Community is the place to go when you want to bounce ideas off of other people in similar roles with similar responsibilities. We're all smarter together, and there's almost nothing that hasn't been done by someone somewhere.

User Groups

If you value one-on-one face time with Skyward staff or want to hear best practices from more experienced Skyward users with similar job responsibilities, user group conferences are the place for you. Held throughout the U.S., user groups are typically organized by existing Skyward customers through independent state steering committees.

Events

Events aim to build on your success by offering a number of free training sessions every month that highlight hot topics in your Skyward solution. These brief 1-3 hour sessions span a wide range of roles and experience levels, with the ultimate goal of helping you do your job more effectively.

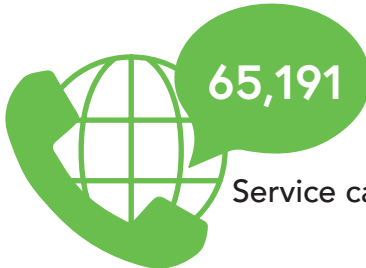
Professional Development Center

Skyward's Professional Development Center is the ultimate resource for just-in-time refresher courses, advanced mastery lessons, and even certifications as a Skyward expert in specific areas of the software. Take a deep dive into courses tailored to your role to help create a smooth transition to the Qmlativ solution.

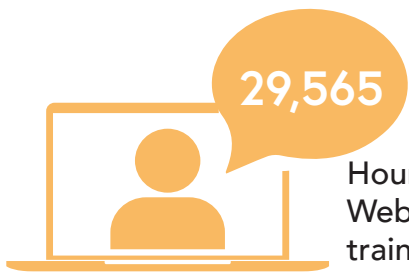
IN 2025, SKYWARD RECORDED...



Live chats



Service calls



Hours of
WebEx
trainings

MANY UTILIZED SKYWARD'S SUPPORT OPTIONS...



23,429
Registered
Community
users



188,712
Registered
PDC users



33,653
Course completion
badges awarded
for Qmlativ

SKYWARD OFFERED SEVERAL LEARNING AND NETWORKING OPPORTUNITIES...

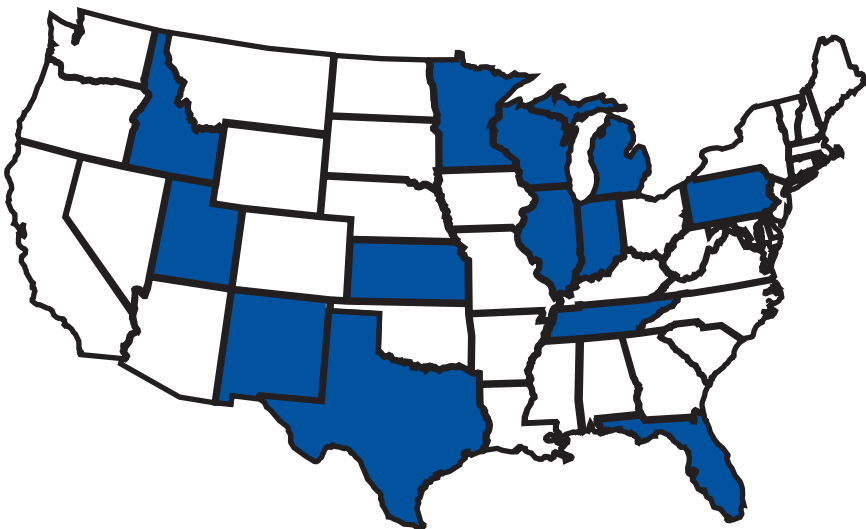


69
Skyward Academy
webinar sessions



37
Business suite related sessions

32
Student suite related sessions



12
Different states hosted a user
group conference

4,784
Customers attended
a user group

Service Level Agreement

Skyward can provide Edina Public School District 273 with our standard parameters. The district acknowledges that services provided outside of these standards could result in an adjustment of our support fees.

99.95% Application Availability

In the hosted environment, we will guarantee this availability except for maintenance windows, scheduled outages, and otherwise excusable downtime.

Sample Support Response Time*

Severity Category	Criteria & Conditions of Incident
Severity 1*	• The system, component, or application is down and unusable. • Critical deliverables and schedules will be impacted. • The result is a negative Customer-wide Impact to activities; and • No alternative or bypass is available.
Severity 2	• The system, component, or application is down or unusable. • Critical deliverables and schedules will be impacted. • The result is a negative Customer-wide Impact to activities; and • An alternative or bypass is available.
Severity 3	• The system, component, or application is degraded or difficult to use. • There is no critical Customer-wide Impact to activities; and • An alternative or bypass is available.
Severity 4	• The system, component, or application is usable but causes some loss of capability. • There is no critical Customer-wide Impact to activities; and • Deferred maintenance is acceptable.

*The Skyward support team will work on Severity 1 problems until they are resolved, or an acceptable workaround is identified.



6. Infrastructure & Hosting Architecture

Hardware and Technical Overview

Skyward's Secure Cloud Computing Hosting Service is the most complete and affordable solution for educational leaders who want to accomplish more with fewer resources. This solution is offered in conjunction with ISCorp, Skyward's exclusive service partner for hosted solutions and a leading provider of on-demand applications and data processing solutions. In teaming up with ISCorp, Skyward takes over responsibility for running your system by hosting your database on a secure, internet-accessible data center at a reasonable cost per student. The following pages detail the System Performance and Skyward's System Configuration.

Hosting and Cyber Security Environment

As the breadth of data stored and used by school districts nationwide continues to expand, student privacy concerns are at an all-time high. Skyward, a leading school management system provider serving more than 6 million students, has always placed a high priority on data security and privacy protection beyond what is required under the Family Educational Rights and Privacy Act (FERPA) and the Children's Online Privacy Protection Act (COPPA).

School districts collect large amounts of personal/private information and store it in their Enterprise Resource Planning systems. Schools and other organizations are obligated by HIPAA, FERPA, and other regulations to implement modern, state-of-the-art security measures to protect that data. With the advanced cyber threats that exist, most organizations that do not specialize in providing hosting services do not have the time, resources, or money to implement sophisticated security measures.

Today the most cost-effective way to implement advanced security measures is to host critical data using an organization that specializes in these areas and can spread the costs over many customers. This is one of the primary reasons that the industry-wide trend is to host applications with a service provider versus retaining highly sensitive data on local servers. Below are just some of the security measures provided by Skyward's Secure Cloud hosting service.

- SSAE 18 SOC 2 Type II Audits are completed annually.
- Team members are CISSP Certified.
- Certified Internal Security Auditor on the team.
- Modern controls are in place to ensure physical access to the data centers is tightly restricted. Physical Restrictions include:
- Access to the data center is controlled with dual-factor biometric credentials.
- All entrances to the data centers are either alarmed or monitored.
- All entrances to data centers are through "Man-traps."
- Only authorized employees have access credentials for access to the data centers.
- All door access is logged.
- Cameras record activity in the data center and the interior and exterior of the facility 7x24.



Business Suite System Configuration

Prepared for:

Edina Public Schools, MN

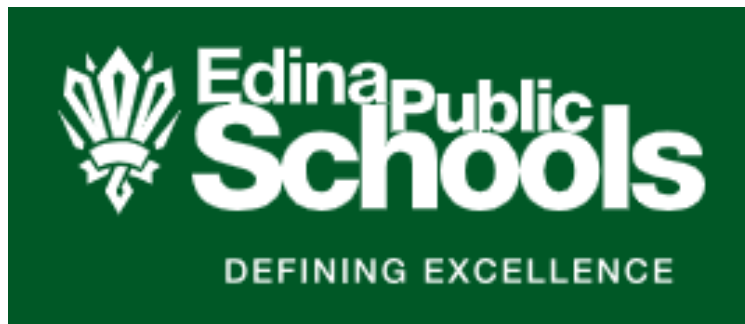




Table of Contents

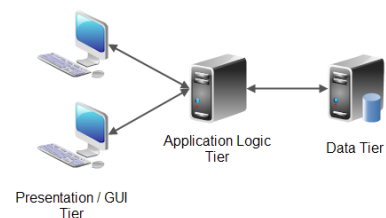
Qmlativ Overview	3
Layered Application Design	4
Network Architecture - Detailed	5
Technology Stack – Detailed	6
Security Overview	7
Security Practices	8
Sub-Processors	9
Secure Cloud Hosted (SCC) Data Security	10
Hosting Options	11
Secure Cloud Hosted (SCC) Design Overview	12
ISCorp Service Level Agreement	12
Disaster Recovery	13
Secure Cloud Hosted (SCC) Data Center High Availability	14
Database Information	15
Database Architecture	15
Optional Reporting Database	15
Windows / SQL Server Licensing Considerations	16
Database Open Database Connection / Software Developer Kit	16
Database Backups Retention Schedule (Cloud Hosted)	17
Backup and Recovery Objectives	17
Database Backups Diagram (Cloud Hosted)	18
System Information	19
Source Code Management	19
Deployment Process	19
Change Management	19
Operating System Patching and Version Control	20
Definition and Installation of Qmlativ Updates	21
Bandwidth Guidelines	22
Monitoring	22
Single Sign-On and Authentication Options	23
Identity Management Options	24
Third-Party Integrations / API Capabilities	25
Data Ownership and API Access	25
Core Web Applications Minimum Web Browser Requirements	26
Workstation Web Browser Requirements	27
Mobile Access App Features and Requirements - ERP	28

Qmlativ Overview

Qmlativ Education Management System, the next evolution of **Skyward** software, epitomizes a better SIS and ERP experience. **Qmlativ** is built on a SQL-based platform featuring a revolutionary user experience encompassing everything from desktop to mobile environments.

N-Tier Server Designs offer the following Benefits:

- Flexibility
- Security
- Scalability

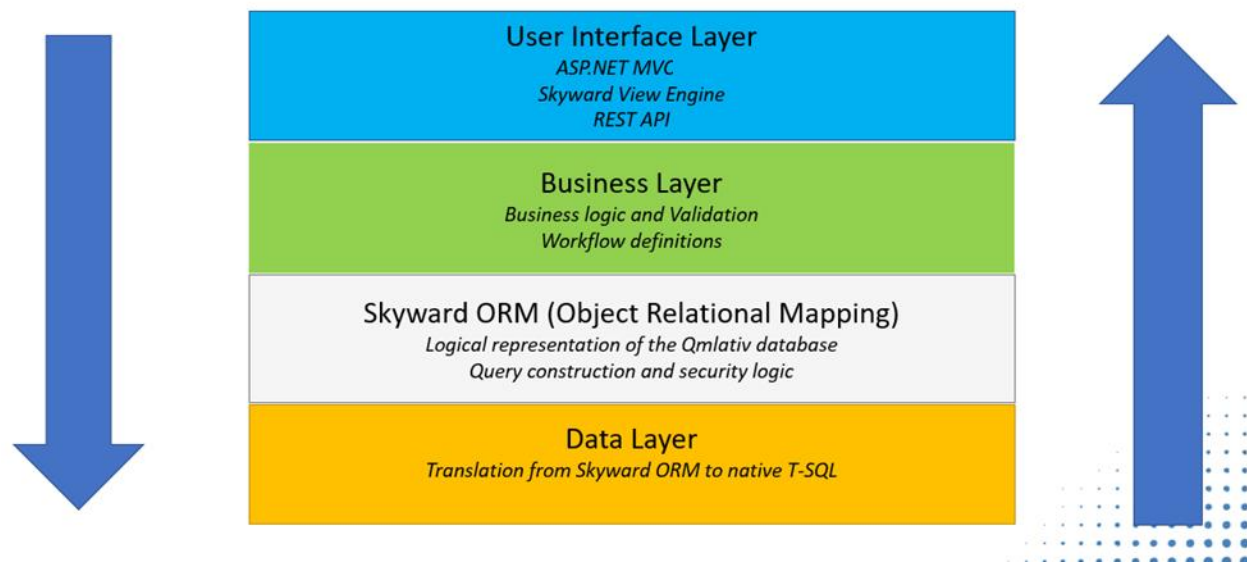


Qmlativ N-Tier Server Roles include:

- **Database Server Role**
 - 100% 64 Bit Architecture
 - DB Server RAM / CPU Scaled for District Size
 - DB Server RAM is allocated for Database Buffers.
 - Database Buffers Reduce Disk I/O strain.
 - Supports Replicated Databases using Always On
 - **Web Server Role**
 - IIS Web .NET Application with SSL Encryption
 - Supports Multiple Load Balanced Web Servers
 - **Workflow Server Role**
 - Workflow Service .NET Framework Application
 - Supports Multiple Load Balanced Workflow Servers
-

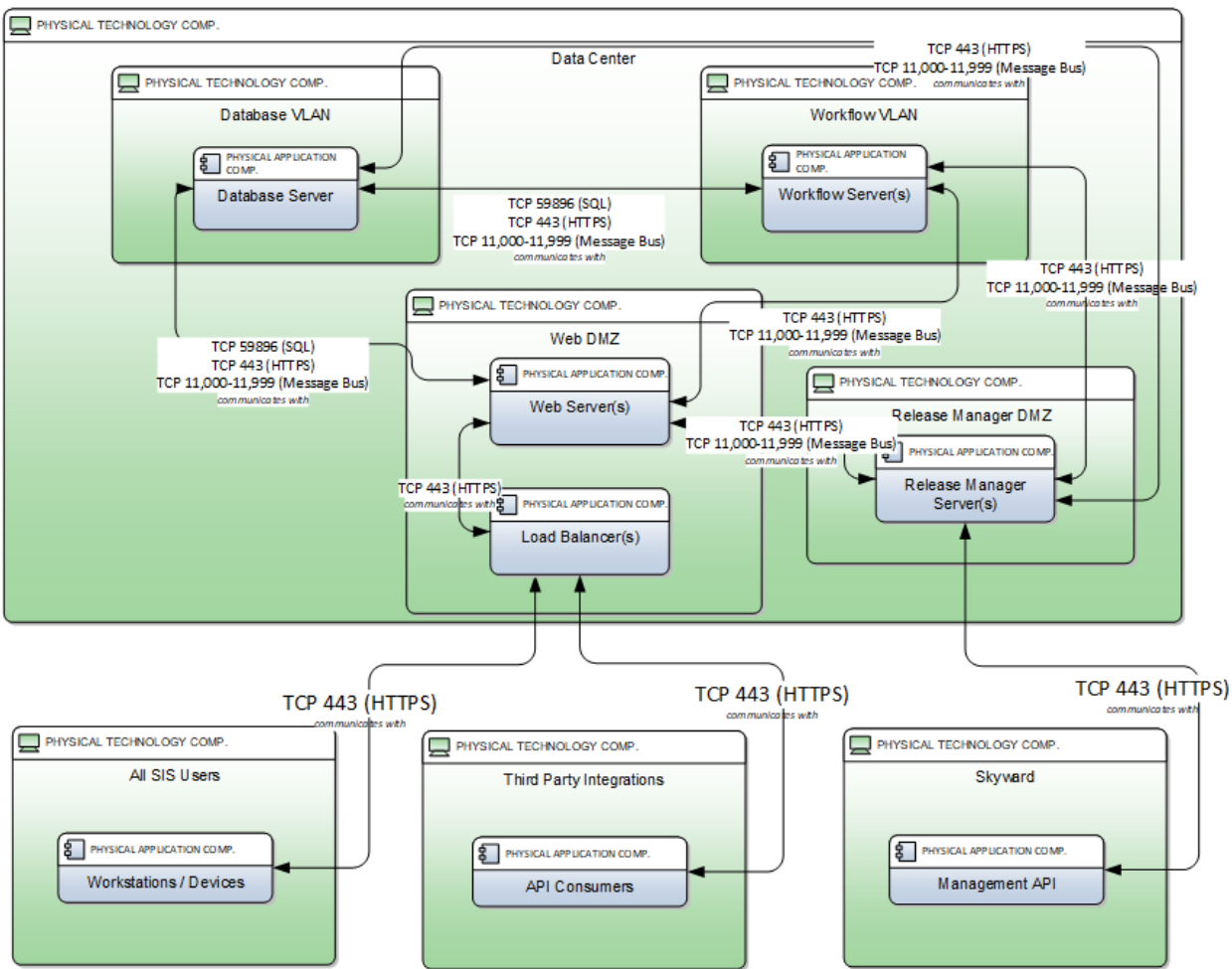
Layered Application Design

The **Layered Application Design** increases flexibility, maintainability, and scalability. In Layered **Application** architecture, we separate the user interface from the business logic and the business logic from the ORM and data logic, as depicted in the graphic below.



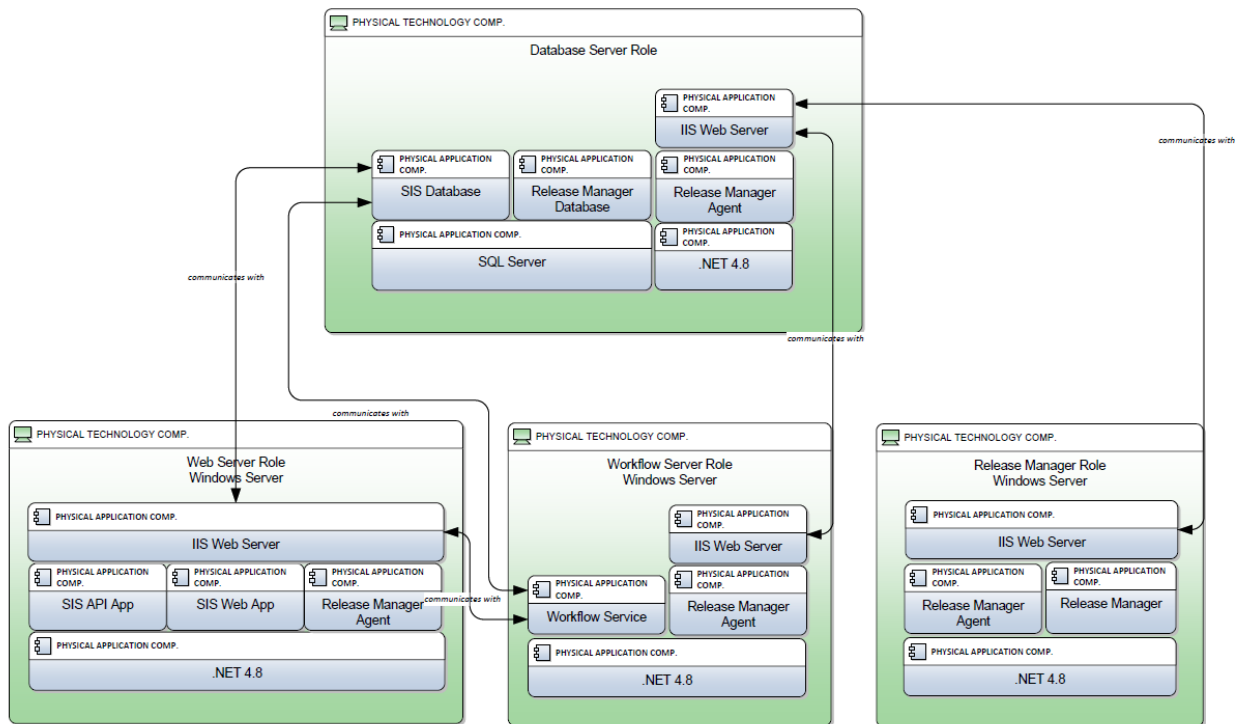
Network Architecture - Detailed

The **Qmlativ Network Architecture** diagram shows the detailed logical view of application components in a distributed network computing environment. Logical Communication flow, Ports, Protocols, and Services are displayed in the diagram.



Technology Stack – Detailed

The **Qmlativ Technology Stack**, also called a solution stack, shows a detailed view of the software components that compose the complete Qmlativ application. The Technology stack is the same regardless of the Cloud or On-premises hosting model.





Security Overview

As a K-12 EdTech partner, Skyward is committed to keeping our customers and products safe from threats. Today's hackers are growing ever more sophisticated, so we understand the need to review and refine our security best practices continually. Here are some security measures Skyward currently has in place.

Third-party experts evaluate Skyward's ability to stand up to threats every year. This annual audit includes vulnerability testing on the following:

- Skyward corporate networks
- Skyward server configurations and Skyward applications

Encryption keeps data from being intercepted and read while transported on a network. Encryption protocols Skyward uses:

- Web: SSL (HTTPS)
- LDAP: Kerberos/TLS/LDAPS
- Email: TLS
- File Transfer: SFTP/SSH

Skyward complies with the data security regulations of the Federal Education Rights and Privacy Act (FERPA), the Health Insurance Portability and Accountability Act (HIPAA), and other applicable requirements.

Each user in the system is assigned permissions by role-based security groups or user-based security permissions assigned to individual users. Security permissions define the user's ability to see application menus, which functions they can use, and what data they may view or modify.

Our information security team is dedicated to the continual learning of best practices. From partaking in ongoing professional development to earning certifications, Skyward staff ensure they are familiar with the latest cybersecurity threats and risks.

- Certified Information Systems Security Professional: The world's premier cybersecurity certification
 - Comp TIA PenTest+ Assesses the most up-to-date penetration testing, vulnerability assessment, and management skills necessary to determine the network's resiliency against attacks.
 - All Skyward employees must complete monthly security awareness training and phishing tests.
-



Security Practices

Skyward uses a layered security approach throughout the software development lifecycle and ongoing operations. Security is considered during planning, design, development, testing, deployment, and monitoring to help identify and reduce risk before changes are released to customers.

Secure Code Review

Skyward development teams use secure coding practices and peer review. Security-sensitive changes, such as authentication, authorization, encryption, or data access, receive additional review. Skyward's application framework also supports consistent security patterns across teams.

Dependency Scanning

Skyward reviews software components, frameworks, and supporting technologies as part of ongoing security and maintenance. Identified risks are prioritized based on severity, exploitability, and potential customer impact.

Vulnerability Testing

Skyward performs routine vulnerability testing across corporate networks, server configurations, and applications. Findings are reviewed by Information Security and technical teams, prioritized by risk, and tracked through remediation.

Penetration Testing

Skyward uses third-party penetration testing to identify realistic attack paths, validate controls, and document findings. Testing includes remediation planning, follow-up validation, and executive reporting. Coordinated security testing is also used to support continuous improvement.



Sub-Processors

Skyward uses approved sub-processors only as needed to provide, support, secure, or host Skyward services. Sub-processors are reviewed through Skyward’s vendor risk management process before use and are expected to meet applicable confidentiality, privacy, and security requirements.

Current Sub-Processors

Company Name	Service Provided	Data Shared	Storage Location	Security Certifications
ISCorp	Secure Cloud Hosted services for Skyward-hosted customer environments	Hosted customer data required to provide cloud hosting services	Mequon, Wisconsin, and Dallas, Texas	SOC 2 Type II audited controls

Additional sub-processors, if applicable, may be provided through Skyward’s standard sub-processor disclosure or security review process.

Requirements and Standards

Skyward requires appropriate safeguards for sub-processors based on the services provided and the type of data involved. These safeguards may include secure data transmission methods such as HTTPS, TLS, SFTP, or SSH; encryption for sensitive data in transit and where applicable at rest; monitoring controls; access restrictions; contractual confidentiality requirements; and vendor risk review procedures.



Secure Cloud Hosted (SCC) Data Security

School districts collect large amounts of personal/private information and store it in their SIS and ERP systems. Schools and other organizations are obligated by HIPAA, FERPA, and other regulations to implement modern, state-of-the-art security measures to protect that data. With advanced cyber threats, most organizations that do not specialize in hosting services do not have the time, resources, or budget to implement sophisticated security measures. Today, one of the most cost-effective ways to implement advanced security measures is to host critical data with an organization specializing in these areas, which can spread the costs across many customers. One of the primary reasons for the industry-wide trend is to host applications with a service provider rather than retain highly sensitive data on local servers. Below are just some of the security measures Skyward's Secure Cloud hosting service provides.

- SSAE 18 SOC 2 Type II Audits are completed annually.
 - Team members are CISSP Certified.
 - We have a certified Internal Security Auditor on the team.
 - Modern controls are in place to ensure physical access to the data centers is tightly restricted. Physical Restrictions include:
 - Access to the data center is controlled with dual-factor biometric credentials.
 - All entrances to the data centers are either alarmed or monitored.
 - All entrances to data centers are through "Man-traps."
 - Only authorized employees have access to credentials to access the data centers.
 - All door access is logged.
 - Cameras record activity in the data center and the interior and exterior of facility 7x24.
-



Hosting Options

Private Secure Cloud Computing (SCC) Hosted Solution

Customers utilizing the Private Secure Cloud Computing (SCC) Hosting Option can select between the Platinum and Gold Hosting Options.

Platinum Cloud Hosting is the top-tier hosting option. Some key differentiators include:

- Dedicated servers providing greater flexibility for Skyward Updates
- Premium Service Level Agreements (Uptime) and Disaster Recovery (RTO/RPO)

Please contact your account representative to access the Secure Cloud Services Matrix, which outlines the features of Gold and Platinum Cloud Hosting.

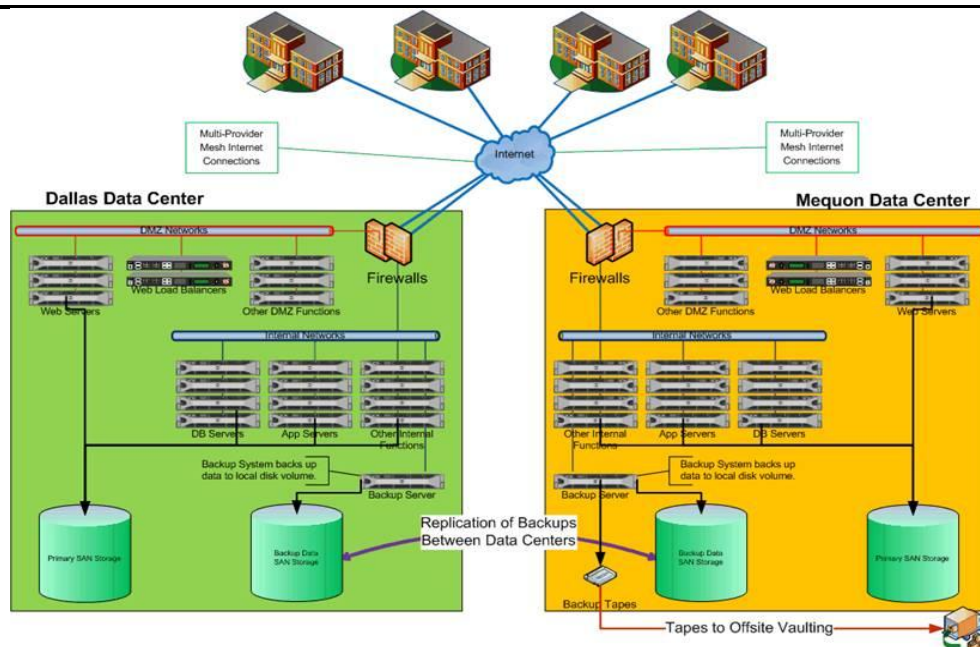
Secure Cloud Hosted (SCC) Design Overview

Skyward partners with ISCorp to provide Secure Cloud Hosted services. ISCorp hosts Skyward environments in geographically redundant data centers located in Mequon, Wisconsin, and Dallas, Texas. The environment includes multiple Tier 3 data centers, N+1 redundancy, multiple Internet providers, infrastructure monitoring, backups, and disaster recovery protections.

Customers using the Secure Cloud Computing (SCC) Hosting Option can choose between dedicated (Platinum) or shared (Gold) hosting environments. Shared environment customers use the same applications and resources as other Skyward hosted users. Dedicated environment customers can control when updates are applied.

ISCorp Service Level Agreement

ISCorp's uptime SLA is included in the applicable cloud hosting contract and varies by selected hosting tier. Current ISCorp service tiers include uptime guarantees beginning at 99.8% for Gold Secure Cloud Hosted services and 99.9% for Platinum Secure Cloud Hosted services, excluding scheduled maintenance and other contract-defined exclusions.





Disaster Recovery

Skyward's Secure Cloud Hosted environment uses geographically redundant ISCorp data centers, redundant infrastructure, backups, monitoring, and disaster recovery protections to reduce the risk of extended service interruption.

If a major hosting event occurs, ISCorp and Skyward coordinate recovery activities based on the affected service, hosting option, and applicable recovery commitments. Recovery may include restoring services from backups, moving workloads to available infrastructure, or using other approved recovery procedures.

Disaster recovery capabilities and recovery procedures are reviewed and tested on a scheduled basis. Specific RTO, RPO, and testing details are defined by the applicable hosting option, Secure Cloud Services Matrix, or service agreement. Specific disaster recovery testing schedules and results are available through the applicable Secure Cloud Services Matrix, service agreement, or security review process.



Secure Cloud Hosted (SCC) Data Center High Availability

N+1 redundancy is a system design principle aimed at ensuring high availability. In this setup, if there are N primary components required to maintain normal operation, an additional (or "+1") component is provided as a backup. This ensures that if one of the primary components fails, the backup can take over without causing any downtime. This concept is significant because it mitigates single points of failure and enhances system reliability and resilience, which is critical for services requiring continuous operations such as data centers, telecommunications, and cloud services. By incorporating N+1 redundancy, Skyward and ISCorp safeguard against unexpected failures and maintain a high level of service uptime.

Locations	Dallas, TX Data Center	Mequon, WI Data Center
Servers	Deployment Methodology	Deployment Methodology
Database Servers*	Database Servers are maintained with the current configurations using ghost images. On demand, the ghost images are used to deploy new servers.	Database Servers are maintained with the current configurations using ghost images. On demand, the ghost images are used to deploy new servers.
VMware Servers*	The hosts are configured and added to clusters to take advantage of both the High Availability (HA) and Heartbeat features of the product. VMWare guests are load balanced between the servers.	The hosts are configured and added to clusters to take advantage of both the High Availability (HA) and Heartbeat features of the product. VMWare guests are load balanced between the servers.
Network	Deployment Methodology	Deployment Methodology
Internet	Databank provided Mesh. Multiple providers in the Mesh. Databank provides failover between these providers.	BPG failover between multiple internet providers.
Cabinet, Fibre, Internet, and Core Switches*	Switches are configured in redundant pairs.	Switches are configured in redundant pairs.
Load Balancers*	Load balancers are configured in redundant pairs. Clustered with automatic failover between the load balancers.	Load balancers are configured in redundant pairs. Clustered with automatic failover between the load balancers.
Firewalls*	Firewalls are configured in redundant pairs. Clustered with automatic failover between the firewalls.	Firewalls are configured in redundant pairs. Clustered with automatic failover between the firewalls.

*Redundant power supplies and other redundant components can be found in these systems to prevent system failure due to component failure.



Database Information

Microsoft SQL Server powers Skyward and includes robust tools for managing, monitoring, and backing up the database. Microsoft SQL provides full SQL access to standard tools such as Microsoft SQL Reporting Services, Microsoft Excel, Crystal Reports, and virtually any 3rd party product that can utilize an SQL database connection. Skyward will assist you in the integration of 3rd party products.

Database Architecture

Skyward uses Microsoft SQL Server as the database platform for Qmlativ. Cloud-hosted environments support replicated databases using Microsoft SQL Server Always On, with database servers deployed in protected backend networks.

High availability is supported through redundant hosting infrastructure, N+1 design, monitored systems, backup processes, and disaster recovery protections provided through Skyward's Secure Cloud Hosted environment.

Optional Reporting Database

Customers have an option of adding a Reporting Database to their Cloud hosting. The Qmlativ application seamlessly runs reports against the replicated Reporting Database, ensuring that intense reports do not impact system performance. We recommend this option for SIS customers with an FTE that exceeds 40,000 students and for ERP customers with an FTE that exceeds 80,000 students. There is an additional Cloud Hosting fee for a Reporting Database.



Windows / SQL Server Licensing Considerations

Private Secure Cloud Computing (SCC) Hosted Licenses

All Microsoft SQL Server Standard and Microsoft Windows Server licenses are included in the Cloud Hosting fee. Customers that utilize the option Reporting Database server will utilize Microsoft SQL Enterprise; the additional license costs are part of the additional Cloud Hosting fee for a Reporting Database.

Database Open Database Connection / Software Developer Kit

An open database connection ("ODBC") can be used to access the Qmlativ database, regardless of the customer's hosting option. Customers are permitted to read data from the Qmlativ database using an ODBC connection, but customers are not permitted to insert data into the Skyward database using an ODBC connection. The Qmlativ system contains large amounts of validation and triggered business logic inside the application itself, but none of this logic exists in the database. The quantity of this logic and frequency of changes makes it prohibitively difficult for Skyward to maintain documentation or for outside developers to reproduce reliably. For this reason, we do not support inserting, updating, or deleting data in the database using an ODBC connection.

Instead, we have developed an Application Programming Interface (API) and Software Developer Kit (SDK), which allows full read, insert, update, and delete access to every table in the system via an easy-to-use REST-based API and a .NET SDK library. These options operate through the Qmlativ business logic, like the web-based user interface, so manipulating data using the API or SDK will not cause the same damage as directly manipulating data.



Database Backups Retention Schedule (Cloud Hosted)

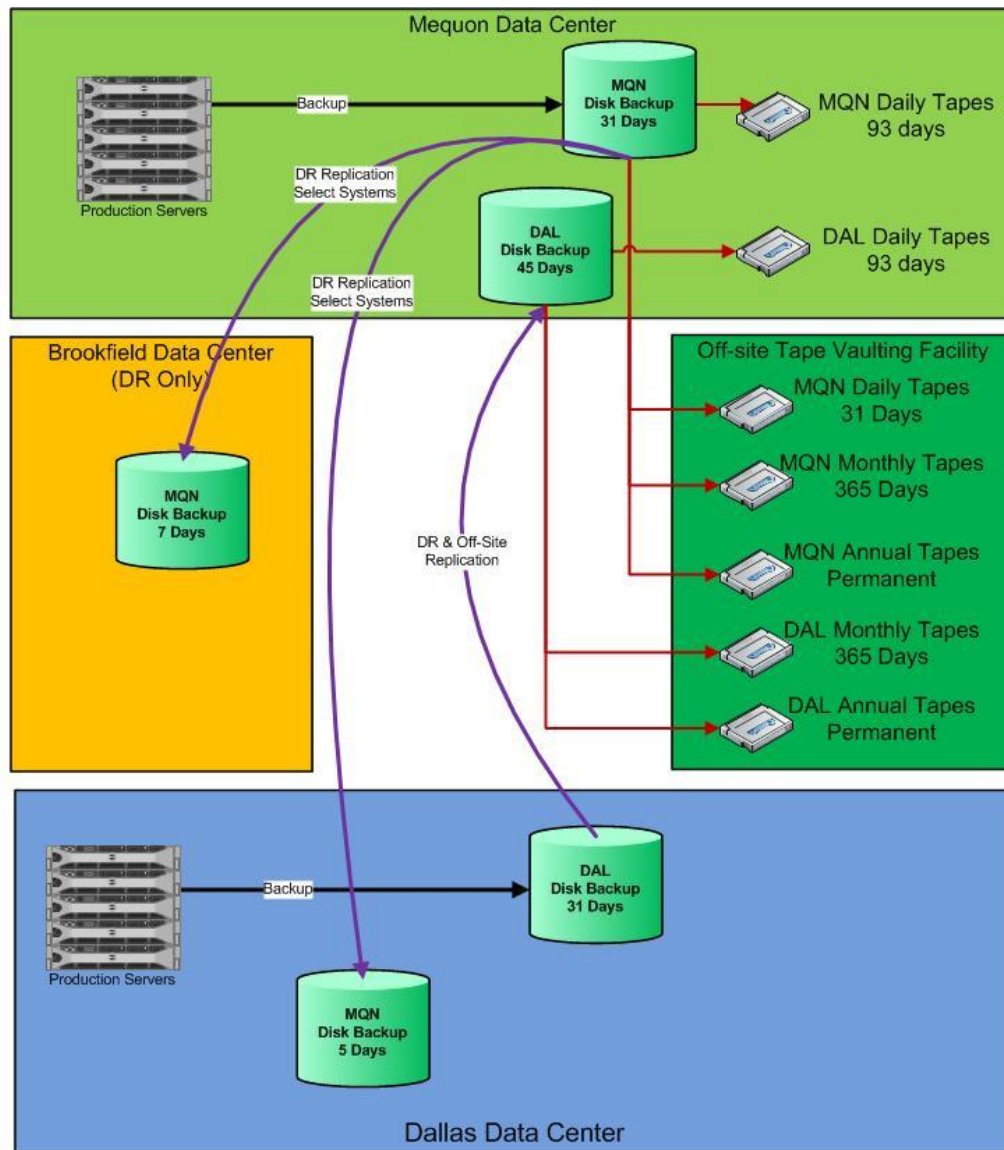
ISCorp maintains backup files for all Skyward customer databases as follows:

- Daily Backups – 1 month
- Weekly Backups – 3 months
- Monthly Backups – 1 year
- Long-Term Data Archiving – ISCorp will retain 7 years of annual backups, taken the first weekend of the New Year. However, if a customer has specific compliance or retention requirements, ISCorp recommends that the client retain a copy of the backup. ISCorp can provide backups for client retention purposes at the client's request.
- ISCorp sends encrypted backups to an offsite facility daily, Monday through Friday.

Backup and Recovery Objectives

Backup frequency and retention are described in the Database Backups Retention Schedule above. Recovery Point Objective (RPO) and Recovery Time Objective (RTO) commitments vary by hosting option and are defined in the applicable Secure Cloud Services Matrix or service agreement. Gold Secure Cloud Hosted services include a maximum RTO of 48 hours and RPO of 24 hours. Platinum Secure Cloud Hosted services include a maximum RTO of 24 hours and RPO of 12 hours.

Database Backups Diagram (Cloud Hosted)





System Information

Source Code Management

Skyward owns and maintains the source code for Qmlativ. Source code is managed in Skyward-controlled repositories with access limited to authorized personnel. Development teams use controlled branching practices to support new development, testing, release preparation, and production support. Repository platform details can be provided through the appropriate security review process when required.

Deployment Process

Skyward uses separate development, test, and production environments to support controlled software delivery. Code changes are developed and reviewed before being promoted for testing. Approved releases and patches are then deployed to production environments during scheduled non-production hours.

Change Management

Qmlativ releases and patches follow the processes described in the Definition and Installation of Qmlativ Updates section. Emergency releases follow an expedited review and deployment process based on severity and customer impact. When needed, rollback or recovery procedures may include reverting the change, applying a corrective patch, restoring affected components, or restoring from backup through approved recovery processes.



Operating System Patching and Version Control

Skyward tests new operating systems and major service packs as they are released, and we typically provide support within 3 months of the operating system’s major release. Skyward does not support beta operating systems or patches. It is recommended that customers apply critical security updates to all Skyward servers following their regular internal update schedules. If Skyward is aware of an issue with a patch or security update, it will communicate that to customers as a critical issue.

Server Role	Version Controls for all Hosting Options	Cloud Hosted
Qmlativ Web and Workflow Servers	Based on function, the servers run the same version as Windows.	During the weekend, critical security patches are automatically applied. ISCorp examines and pushes out all other patches after they have been tested.
Qmlativ Database Servers	All servers run the same version of Windows and SQL Version / SQL patches to decrease anomalies based on uniqueness.	Because the databases are on a protected backend network, ISCorp rolls out updates based on Database compatibility and Database update rollout. Major updates are usually performed several times a year.



Definition and Installation of Qmlativ Updates

Qmlativ Releases

New releases are available every two weeks (some exceptions will apply). Releases will contain enhancements, new features, and updated tables and reports if required.

Qmlativ Patches

Skyward creates patches on an as-needed basis. Patches typically contain program fixes but may include enhancements, new features, and updated tables and reports if required.

Update Type	Cloud Hosted
Releases	ISCorp installs the releases during non-production hours.
Patches	ISCorp installs the patches during non-production hours.



Bandwidth Guidelines

Bandwidth requirements can depend on latency, packet size, and utilization patterns. With that in mind, the only way to guarantee a wide area network (WAN) connection or connection to your Internet service provider (ISP) has enough bandwidth is to analyze the connection. Skyward IT Services can provide complete bandwidth analysis as part of an SCC or Network Assessment.

Network Latency

The latency on each hop should average no more than 50ms with a complete round trip latency of less than 100ms. Latency can be determined by running a traceroute from the client to the destination server. Too much latency will hurt the performance of the Skyward Web Applications.

Bandwidth Usage - Skyward Web Applications

Our web-based modules are estimated at 50-70 kbps per active session. SSL encryption does not use additional bandwidth.

Monitoring

Skyward has created a custom monitoring system for Qmlativ to ensure the most relevant data and metrics are captured and analyzed as efficiently as possible. Performance, Error Log, Backup status, and Usage data are streamed to our internal data warehouse from production Qmlativ environments in near-real time. Alerts are generated when performance metrics are outside of normal limits.

The IT Services department monitors the dashboard and often investigates alerts before our customers know they have a problem! Our support and development teams also use this data for troubleshooting and product improvement.



Single Sign-On and Authentication Options

Qmlativ offers a robust and flexible set of Authentication Options for your end-users. You can utilize any combination of the authentication options listed below.

Skyward LDAP Login and Group Integration

LDAP is an industry-standard protocol that allows an application like Skyward to a 3rd party LDAP directory like Microsoft's Active Directory or Micro Focus eDirectory.

In general terms, you can think of an LDAP server as a phone book with the district users' usernames and passwords. Skyward can take advantage of this "phone book" by allowing it to be used to log into Skyward. The advantage is that users have one less password to remember.

In more technical terms, the LDAP implementation allows users to use network credentials to log into the Qmlativ web applications. User accounts can be in Windows Active Directory, Micro Focus eDirectory, or any third-party LDAP compliant directory. The LDAP Group Integration feature allows the system to provide security permissions by allowing Qmlativ to read group memberships from your Network directory and then add them to linked Security Groups.

Single Sign-On (SSO) Login and Multi-Factor Authentication (MFA)

Single Sign-On allows Qmlativ users to log into Qmlativ using a username and password from a 3rd party system that supports SAML; some examples include Google G Suite, ClassLink, Microsoft Office 365, or Active Directory Federated Services. SSO relies on a 3rd party Identity Provider (IdP) to authenticate Qmlativ users using security tokens provided by a SAML 2.0 IdP.

Qmlativ as an Identity Provider (IdP)

Qmlativ can be an Identity Provider (IdP) for 3rd party systems, such as your School Payment or Learning Management System. This means that users of the 3rd party system can log in to the 3rd party system using their Qmlativ username/password using SAML 2.

Native Multi-Factor Authentication (MFA)

Qmlativ includes native Multi-Factor Authentication (MFA) for end users using a Skyward password or the LDAP integration to log into Qmlativ. Native MFA options include sending a code via email or acquiring one using the One-Time Password App, optionally allowing users to suppress MFA requirements on trusted devices for a specified number of hours or days.



Identity Management Options

Account Automation / Identity Management (IDM)

3rd Party solutions

Skyward has several partners that provide an Identity Management solution that provisions user accounts from Skyward to various systems, including Active Directory, Entra ID, and Google. To locate partners with approved integrations please visit: <https://www.skyward.com/products/partner-program>

User Import Tool

User Importing your Security Users from third-party software enables you to import a .csv or .txt file of a list of individuals needing secure access. This allows you to create multiple users simultaneously instead of adding them individually. For example, if you have a file containing your user and security information and wish to import that information into the Skyward software, you could use this import.

You can process two types of imports: importing new users and updating existing users or importing new users and updating and removing existing users. Details of the User Import options can be found by clicking Help Center and searching for User Import, including sample file formats.



Third-Party Integrations / API Capabilities

Qmlativ makes it easy to connect and share data with other systems. It uses custom API links, secure file transfers (FTPS/SFTP), and optional tools for building custom workflows. All integrations go through a vendor approval process to make sure they follow important privacy laws like FERPA and HIPAA. This keeps your information safe and helps third-party systems work smoothly with Qmlativ.

Qmlativ offers strong API features and flexible ways to connect with third-party software. The platform uses secure REST APIs with OAuth 2.0 authentication and HTTPS, letting you access key functions such as enrollment, attendance, user management, payments, time tracking, and scheduling. It also supports important industry standards like OneRoster for class rosters and grade reporting, and it's Ed-Fi certified for state reporting and student information system (SIS) integration.

Additionally, Qmlativ includes an API and Software Developer Kit (SDK) that allow you to read, add, update, and delete information in every part of the system. You can do this easily with the REST API or the .NET SDK library.

Data Ownership and API Access

The District retains ownership of District-owned data in Qmlativ and may access or export it using approved reports, secure file transfers, ODBC read access, REST APIs, and the Qmlativ SDK.

The District may grant API or integration access to third-party vendors that meet reasonable security, privacy, and technical requirements. Skyward does not unreasonably restrict approved integrations that meet those requirements. Integrations use secure REST APIs with OAuth 2.0 authentication and HTTPS. API documentation, access scope, rate limits, and usage controls are provided or applied as needed to protect security, performance, and availability.



Core Web Applications Minimum Web Browser Requirements

For the Qmlativ Web-Based Applications

Skyward recognizes the diverse Operating Systems, Devices, and Internet browsers our customers are using. While we want every customer to have the best possible experience, we realize that developing applications that work identically, efficiently, and effectively with all browsers and versions is impossible. We also acknowledge that testing every browser version and device combination is no longer possible, as many new browser versions are deployed on aggressive weekly or bi-weekly schedules.

Skyward supports the following Web Browsers:

- **Chrome**
- **Edge (Chromium-based)**
- **Firefox**
- **Safari**

If an issue is discovered with one of the recommended browsers listed above, please report it to Skyward Support so our development team can review it. Please refer to the following two pages for the minimum browser versions that are supported.

General Workstation Requirements

- Skyward does not support beta versions of Operating Systems or Web Browsers.
 - 1024x768 resolution or higher is optimal.
 - Web-Based Food Service Point of Sale (POS) must meet the following minimum hardware requirements: Dual Core 1.6GHz or faster with RAM: 1 gigabyte (GB) (32-bit) or 2 GB (64-bit)
 - All system requirements are subject to change based on the product version.
-



Workstation Web Browser Requirements

For the Qmlativ Web-Based Applications

Operating System	Supported List
Windows Workstation Browsers	
Windows 11	Chrome (current version ¹) Edge (current version ¹) Firefox (current version ¹)
Windows Server Browsers	
Windows Server 2025 / 2022 / 2019 / 2016	Chrome (current version ¹) Edge (current version ¹) Firefox (current version ¹)
Mac Browsers	
Mac OS 14.x, Mac OS 15.x, Mac OS 26	Chrome (current version ¹) Edge (current version ¹) Firefox (current version ¹) Safari (current version ¹)
Chrome OS Browsers	
Chrome OS (current version ¹)	Chrome (current version ¹)
Microsoft Office	
Windows & Mac	Office 2021/365

¹Chrome OS, Chrome browser, Microsoft Edge (Chromium-based), Firefox, and Safari are on aggressive release schedules; therefore, the most current version is not explicitly listed.



Mobile Access App Features and Requirements - ERP

The Skyward Mobile Access App is available for installation on any Apple iOS or Google Android-based device. Simply install the App, select your school, and start using the App!

Feature	Benefits
Access through your mobile device	• The free App is available to download through the iTunes App Store, Google Play, or Amazon Appstore. • Works with your iPad, iPod Touch, or iPhone. • Works with your Android mobile devices. • Saves your login and password for fast, easy access protected by a fingerprint or PIN.
Employee Access	• View your employee profile and personal information, name, address, contact information, position details, and more. • Access your payroll check history and estimate upcoming checks. • Clock in and out and view a history of time transactions by day. • View unsubmitted timesheets and submit completed timesheets. • Check remaining time-off balances and request time off. • Access essential tax forms. • Check your calendar for upcoming events.
Administrator Access	• Administrator Access covers the Student Management and School Business Suites. • On the Student side, administrators have real-time access to crucial data on behavior, attendance, and achievement, among other important information. • On the Business side, administrators have access to review and approve timesheets, time-off requests, requisitions, and more with just a few simple taps.



IT SERVICES & TECHNOLOGY SOLUTIONS

HOSTING OPTIONS



Secure Cloud Hosting

What does it mean to keep your data in the cloud? With our secure hosting service, it means never having to worry about software updates, hardware refreshes, or database maintenance. Our Skyward IT Services team will back up your data, make sure it's protected, and lock down access so only you can get to it. This means little to no maintenance on your end, so your technology team can focus on staff and infrastructure.

Base Features

- Dual-redundant firewalls, BGP failover, and antivirus mitigation
- SQL database licensing
- 24/7 infrastructure monitoring and alarming
- 15-month training database and unlimited test database
- Hands-off hardware upgrades and software updates
- Daily offsite backups
- Maximum RTO 48 hours, RPO 24 hours
- SSAE-18 annual audit and report
- HIPAA certification

Optional Platinum Upgrade

Includes all base features plus the following:

- Redundant, highly available SAN environment
- Complete disaster recovery services – Maximum RTO 24 hours, RPO 12 hours
- 24/7 live infrastructure help desk
- Unlimited training database and developer database
- Upgrades and updates on your schedule
- Hourly backups, AI logging, and backup retention
- Redundant datacenter
- PCI certification

**REQUIRED FOR DISTRICTS WITH < 5,000 STUDENTS

Maintenance

Skyward's Qmlativ product offers releases every 2 weeks, while patches are provided on an as needed basis. Patches contain program fixes. Both releases and patches can contain enhancements and new features, as well as updated tables and reports if required. These product enhancements are included as part of your annual license fee and will ensure that your district reaps the benefits of all the latest advancements in Skyward technology.

Qmlativ customers can view their service calls within the Qmlativ product. This includes the communications that have taken place and the resolution, once resolved. Skyward also has a known issues report. This shows the description of the issue and the anticipated patch/release number, when known. This report highlights items that were identified in the past 7 days. Customers are notified via email when a defect associated with their district is closed.

Easy Updates

Depending on the hosting option for your district, Skyward aims to make these updates easy for you:

Update Type	Cloud Hosted	On-Premise Managed Services
Releases	ISCorp installs the releases during non-production hours.	Skyward installs updates at the time requested by the school district. Updates will be applied during Skyward business hours.
Patches	ISCorp installs the patches during non-production hours.	Skyward installs patches at the time requested by the school district. Updates will be applied during Skyward business hours.

Sustainability

At Skyward, we pride ourselves on a commitment to continuously evolve our product lines and meet the future needs of our clients. You need the freedom to dictate your own strategies and methodologies without being pigeonholed into whichever initiative your technology will support. Our product management team carefully monitors the K-12 landscape to craft the strategic vision of our solution, obtaining feedback from our client-run Steering Committees along the way. Districts can also make their voice heard with the Product Ideas Portal. Qmlativ is built on feedback from users just like you. With the Product Ideas Portal, districts can submit ideas for Qmlativ. They can also view, vote on, and comment on ideas from other users.

We make it a point to drive market innovation wherever possible by anticipating the future of education technology and developing a solution that will be powerful for our clients today while remaining relevant in the face of new trends and requirements tomorrow.

Protecting Student Data

As a leading school management system provider serving more than 5 million students, Skyward has always placed a high priority on data security and privacy protection beyond what is required under the Family Educational Rights and Privacy Act (FERPA) and the Children's Online Privacy Protection Act (COPPA).

Security

Security is an overlooked aspect of privacy, but it is a crucial tool for ensuring that privacy is sustained. Each time a story appears around the loss of personal information in the consumer market, the fault is typically attributed to improper management or malicious attacks on security. Without proper security measures, student data is always at risk.

The security of your data will depend in large part on whether you choose to implement an on-premise or cloud-based storage model. The following page contains more information on the various security considerations to keep in mind based on your delivery model.

Cloud Computing

Beyond the value of off-loading the maintenance and cost of on-premise hosting, secure cloud computing offers the major benefit of data security and privacy protection. Cloud services in the education industry have been poorly understood and weakly governed due to non-standardized requirements that vary by district.

In partnership with ISCorp, a leading provider of cloud computing services, Skyward has provided hosting options for more than 20 years. As of today, approximately 70% of Skyward's customers use cloud-based storage services, which provide the following benefits:

- All data servers are located on United States soil.
- Three-way contracts and a secure system built specifically for Skyward products.
- Annual SSAE 18 SOC certification.
- All ISCorp employees are required to undergo full background checks and eight separate certifications to operate the equipment.
- ISCorp has no authority to own your data, cannot use your data, and certainly cannot sell your data.

By constantly improving security measures and guidelines to help school districts, Skyward has established a data privacy standard that exemplifies our commitment to maintaining strict client confidentiality. When you choose the Skyward solution, you can rest easy knowing that your data is safeguarded by stringent management and security measures, and that Skyward continues to strengthen its cloud computing offering to lead by example.

Privacy

Maintaining the privacy of school data is a complex challenge facing districts across the country. As access to data is provided to more users, the risk of security being compromised increases. Maintaining a high level of privacy requires collaboration between districts and vendors. During your implementation, Skyward will review industry best practices with your staff to help ensure that you are doing all you can to keep your data private. In addition, Skyward's technology includes the following built-in safeguards:

- Extensive security functionality within the application to control what data is accessible, printable, or exportable. This will ensure that your data is managed to support even the strictest data governance strategies.
- Specialized options to provide data access by area that are easy to configure and control.
- Controlled data practices that validate third-party partners to maintain a strong level of protection with interfaces that are approved and initiated by authorized district personnel.
- Defined processes for data clearing upon project completion.
- Routine security audits of the application, coupled with internal procedures to ensure the latest industry standards are being met and exceeded.



SECURITY & COMPLIANCE

HOW SKYWARD PROTECTS YOUR DATA

As a K-12 EdTech partner, Skyward is committed to keeping our customers and products safe from threats. Today's hackers are growing ever more sophisticated, and as a result, we understand the need to continually review and refine our security best practices.

HERE ARE SOME SECURITY MEASURES SKYWARD CURRENTLY HAS IN PLACE.

SECURITY REVIEW

Every year, third-party experts evaluate Skyward's ability to stand up to threats. This annual audit includes vulnerability testing on:



Data security measures Skyward has in place:

- Encryption keeps data from being intercepted and read while it is transported on a network.
- Encryption protocols Skyward uses:
 - » Web: SSL (HTTPS)
 - » LDAP: Kerberos/TLS/LDAPS
 - » Email: TLS
 - » SFTP/SSH
- Annual audits using the Center for Internet Security CIS Top 20 Critical Security Controls.

SCC HOSTED DATA SECURITY

Below are just some of the security measures provided by Skyward's secure cloud hosting service:

- SSAE 18 Type II SOC 2 audits completed annually
- Team members CISSP certified
- Certified internal security auditor on the team
- Modern controls in place to ensure physical access to the data centers is tightly restricted. Physical restrictions include:
 - » Access to the data center is controlled with dual-factor biometric credentials.
 - » All entrances to the data centers are either alarmed or monitored.
 - » All entrances to data centers are through "man-traps."
 - » Only authorized employees have access credentials for access to the data centers.
 - » All door access is logged.
 - » Cameras record activity in the data center and the interior and exterior of the facility 24/7.

MULTI-FACTOR AUTHENTICATION

Skyward enhances the security of all its apps and software through the use of multi-factor identity verification. Not only do employees need a password to access our databases, they also need proof of identity through another authentication source such as Office 365 or Google.



For more information on Skyward security best practices, please visit:

<https://www.skyward.com/blogs/skyward-insider/2024/september/skyward-security-best-practices>

DATA COMPLIANCE

Skyward complies with the data security regulations of both the Federal Education Rights and Privacy Act (FERPA) and the Health Insurance Portability and Accountability Act (HIPAA).

Data classification features in Skyward:

- **Data is always encrypted with SSL strong encryption during transport.** This prevents eavesdroppers from reading private data using man-in-the-middle attacks.
- **Direct database access is restricted and only allowed through a VPN connection to ISCorp's cloud hosting data center.** VPN connections are restricted to authorized district SysAdmin personnel. Direct database connections require authorization and are restricted to district SysAdmin personnel. A typical user account in Skyward does not have direct access permissions within the database.
- **Application features are restricted by security.** Each user in the system is assigned permissions either by role-based security groups or user-based security permissions assigned to individual users. Security permissions define the user's ability to see application menus, which functions they can use, and what data they may view or modify.

Application auditing features in Skyward:

- At a minimum, access to Skyward requires users to provide an authorized user and password. Authorization can be configured to use local accounts, Secure LDAP, or SSO using SAML identity providers.
- Audit logs of user activity include date/time, IP address, and what has been changed. Audit logs are stored with the customer's database and cannot be modified using the user interface.
- ISCorp's secure cloud systems have strict access control on system and server logs.

CERTIFIED SKYWARD STAFF

Our information security team is dedicated to continual learning of best practices. From partaking in ongoing professional development to earning certifications, Skyward staff ensure they are familiar with the latest cybersecurity threats and risks.

Certifications include:

- **Certified Information Systems Security Professional**
The world's premier cybersecurity certification
- **Comp TIA PenTest+**
Assesses the most up-to-date penetration testing, and vulnerability assessment and management skills necessary to determine the resiliency of network against attacks

SECURITY AWARENESS TRAINING PROGRAM

Information Security implemented a security awareness training program to increase all employees' understanding of their responsibilities in protecting the confidentiality, integrity, and availability of Skyward's and our customers' valuable data.

- **Employee Security Awareness Training**
 - » All employees must complete new hire security awareness training within four weeks of their date of hire.
 - » A monthly security awareness refresher training must be completed within 21 days of being assigned.
- **Employee Phishing tests**
 - » A monthly phishing test email is sent to all employees.
 - » Employees that fail 25% or more of their phishing email tests over four months will be enrolled in additional 1:1 remedial training with Information Security. Employees enrolled in remedial training will also receive an additional monthly phishing email test until they improve their failure rate to below 25%.
- **Role-Based Security Awareness Training**
 - » Role-based OWASP Top 10 security awareness training is required for developers whose responsibilities require increased security awareness. Role-based training must be completed by new hires or refreshed periodically, as required by the Information Security team.



7. Pricing

Cost Proposal Overview

Skyward is proposing our Qmlativ School Business Management Suite in response to Edina Public School District's RFP for an Enterprise Resource Planning System (ERP). Skyward's cost proposal is based on a traditional pricing model that offers the best value to Edina Public School District 273 over the long term.

Annual Fee Information

The following services and benefits are included in your subscription fee:

Annual Support License

- Unlimited support requests for designated support contacts
- Live chat support
- Periodic product webinars
- Quarterly customer newsletter

Annual Software License

- Product updates throughout the year
- State and Federal required reports

A Personalized Solution

At Skyward, we pride ourselves in our ability to develop personalized solutions for each of our clients. In addition to our core technologies, we have also proposed several advanced features based on the requirements laid out in your RFP, including:

- | | |
|--------------------------------|-----------------------------------|
| • eSign – Electronic Signature | • Benefit Management |
| • Applicant Tracking | • Developer API (unlimited) – ERP |
| • Asset | • Time Tracking |

Your initial investment will by no means limit your ability to add even more advanced technology as you become comfortable and familiar with the system.

Database Options

We recommend Edina Public School District 273 utilize the Gold SCC package. The varying service levels offered by Skyward and ISCorp are detailed in the ISCorp Overview document, following the Skyward Cost Proposal.



Qmlativ

Edina, MN

The following pricing for software and services is provided specifically for you. If you would like information on a product or service not included below, please contact your Account Executive.

Secure Cloud Computing Installation

School Management System Investment Summary

	Initial Investment	Services	Full 12-Month Recurring Fees	Total
School Business Suite				
Estimated Installation: Beginning of Fiscal Year	\$ 194,412.00	\$ 128,152.00	\$ 67,010.00	\$ 389,574.00
System Wide Services and Software	-	39,600.00	-	39,600.00
Total School Management System	\$ 194,412.00	\$ 167,752.00	\$ 67,010.00	\$ 429,174.00

School Management System Investment - Including the Full 12-Month Recurring Fees * **\$ 429,174.00**

School Management System Investment - No Proration \$ 194,412.00 \$ 167,752.00 \$ 67,010.00 \$ 429,174.00

See Terms and Conditions for revised payment terms.

260846dtc

* This Investment Summary reflects the recurring fees for a full 12-Month period.

The actual billing will be reflective of the actual installation date.

The customer recognizes and acknowledges that in subsequent years the total Full 12-Month Recurring Fee will be billed.

Investment Estimate

Year 1	Estimated Installation Date through June 30, 2027 *	\$ 181,082.00
Year 2	July 1, 2027 through June 30, 2028	248,092.00
Year 3	July 1, 2028 through June 30, 2029	67,010.00
Year 4	July 1, 2029 through June 30, 2030	67,010.00
Year 5	July 1, 2030 through June 30, 2031	69,556.00
Year 6	July 1, 2031 through June 30, 2032	72,199.00
Total Investment Estimate		\$ 704,949.00

The annual increase for the Skyward software license fees for Years 1 through 4 will be locked at 0%.

CONC-9

In Years 5 and 6, the annual increase will be locked at 3.8% and will be applied to all Skyward software license fees.

The standard annual increase will be applied to all Skyward software license fees in year 7 and beyond.

* The estimated installation date is not a guaranteed installation date.

It is an estimate used by your Account Executive to more closely project the actual costs of the products shown on this proposal.

The actual installation date will be determined by Project Management once the sale is complete.

Investment Estimate - Hosting Fees

Year 1	Estimated Installation Date through June 30, 2027 *	\$ 17,000.00
Year 2	July 1, 2027 through June 30, 2028	17,000.00
Year 3	July 1, 2028 through June 30, 2029	17,000.00
Year 4	July 1, 2029 through June 30, 2030	17,000.00
Year 5	July 1, 2030 through June 30, 2031	17,646.00
Year 6	July 1, 2031 through June 30, 2032	18,317.00
Total Investment Estimate - Hosting Fees**		\$ 103,963.00

** The Investment Estimate - Hosting Fees section is displayed for district budgeting purposes only.

The SCC hosting fees for Years 1 through 4 will be locked at 0%.

In Years 5 and 6, the annual increase will be locked at 3.8% and will be applied to the SCC hosting fees.

All SCC hosting fees will be invoiced by and paid directly to ISCorp.



Pricing Detail

School Business Suite

		Initial Investment	Services	Full 12-Month Recurring Fees	Total
School Business Suite Software					
Core Package					
Finance		\$ 141,780.00	\$ -	\$ 46,079.00	\$ 187,859.00
Employee Access					
Import Deduction/Benefit Third Party Data					
Payroll					
Position Management					
¹ Professional Development Center (School Business Suite)					
Staff Planning					
Substitute Tracking					
Time Off					
Additional Functionality					
eSign - Electronic Signature	1 block	-	250.00	-	250.00
Applicant Tracking		16,116.00	-	5,238.00	21,354.00
Asset		10,200.00	-	3,315.00	13,515.00
Benefit Management		10,200.00	-	3,315.00	13,515.00
² Developer API (unlimited) - ERP		-	-	3,825.00	3,825.00
Time Tracking		16,116.00	-	5,238.00	21,354.00
School Business Suite Setup / Training					
On-Site Days (9)		-	18,000.00	-	18,000.00
Web Hours (262)		-	55,020.00	-	55,020.00
^{3,4,5} School Business Suite Data Migrations					
Converting Vendor: PowerSchool eFinance					
⁶ Qmlativ Business Data Migration Bundle		\$ -	\$ 23,382.00	\$ -	\$ 23,382.00
Finance - Standard					
Payroll - Standard					
1099M					
State Reporting					
Payroll Check - Current Activity					
Account - Current Activity (Level 1)					
⁷ Account - Current Activity (Level 2)		-	5,000.00	-	5,000.00
⁸ Asset		-	10,000.00	-	10,000.00
⁸ Check Reconciliation		-	4,500.00	-	4,500.00
⁸ Open Purchase Orders		-	6,000.00	-	6,000.00
⁸ Time Off		-	6,000.00	-	6,000.00
Subtotal School Business Suite		\$ 194,412.00	\$ 128,152.00	\$ 67,010.00	\$ 389,574.00
⁹ Total School Business Suite Solution					
					\$ 389,574.00

Pricing detail continued on following page



Pricing Detail, continued from previous page

System Wide Services and Software

Services	Initial Investment	Services	Full 12-Month Recurring Fees	Total
¹⁰ Secure Cloud Computing Setup Assistance	\$ -	\$ 840.00	\$ -	\$ 840.00
SmartStart Implementation Service				
Consultative Services - Business				
Consulting On-Site Days (3)	-	6,000.00	-	6,000.00
Consulting Web Hours (94)	-	19,740.00	-	19,740.00
Project Management	-	14,280.00	-	13,020.00
¹¹ Project Management Discount	-	(1,260.00)	-	-
Subtotal System Wide Services and Software	\$ -	\$ 39,600.00	\$ -	\$ 39,600.00
Total System Wide Services and Software				\$ 39,600.00

Secure Cloud Computing Services

Secure Cloud Computing Services (SCC Services) provides an option to remotely operate your Skyward application through a secure cloud provider. Our cloud provider operates servers within its own facilities, located in the US, allowing you secure access to all applications through a browser via the Internet. The SCC Services are fully responsible for all aspects involved in database disaster recovery, loading releases and updates, operating and maintaining host servers, software, and databases.

School Business Suite	8,500 Students	Annual Total
Gold Package		\$ 17,000.00 *
<i>* This is a 72 month contract.</i>		

The SCC hosting fees are not included in the Skyward total above. All SCC hosting fees will be invoiced by and paid directly to ISCorp.

Additional discounts may apply if your district is hosting both the School Business Suite and Student Management Suite at ISCorp. If you are interested in learning more about the SCC Services package options, please contact ISCorp, Jeff Zillner - VP Operations, 262.240.7777 or jzillner@iscorp.com.

Implementation and Training

Implementation Schedule

Skyward will establish a mutually agreed upon implementation schedule. Failure by the customer to adhere to the implementation schedule may result in delays and additional costs. The customer may be required to repurchase items if the delay causes Skyward to replicate completed items. Skyward and the customer will subsequently agree on a revised implementation schedule.

Project Management

This is going to be a significant project, and you need a professional to manage it. Skyward's project management team will facilitate the flow of information to make your implementation a success. We are heavily versed in project management best practices and apply these in conjunction with our unique industry expertise for a smooth transition.

Training

Unlike many of the one-size-fits-all training programs prevalent in our industry, Skyward delivers web and onsite sessions tailored to your best practices. We layer an initial level of consulting with your leadership team to define short- and long-term goals. We understand the comfort level of your staff is a strong indicator of long-term success, which is why these trainings are supplemented with our self-paced Professional Development Center. Skyward's training model will provide a robust plan designed to fully train your staff without the need for purchasing additional hours. By utilizing Skyward's proven methods, you are setting your team up for a successful implementation.

Customer Success After-Hours Support

Customer Success after-hours support is billed at \$210 per hour. This fee applies to all calls that are received outside of normal business hours.



Pricing Footnotes

See Terms and Conditions for revised payment terms.

260846dtc

- ¹ Skyward's Professional Development Center (PDC) is included on this proposal. The PDC is a self-paced learning center to assist in training all staff. It includes online tutorials, simulations, and testing options. Your entire staff will have unlimited access to Skyward's on-line library and training materials for select modules.
- ² This proposal includes the capability to create API integrations with Qmlativ - consuming some APIs may require additional licensing. Register on the Skyward Partner Portal to gain access to documentation and reference guides. Questions regarding this API license and assistance with your integration will be directed to the Skyward Professional Services team via the Partner Portal.
Developer API (unlimited) includes all current and future APIs developed by Skyward.
- ³ The customer is solely responsible for having access to and obtaining all required data from their existing software system. The customer assumes responsibility for utilizing their internal resources (IT, Legal teams, etc.) to obtain said data in order to complete the purchased Data Migrations. Failure to obtain the required data will result in a change order form and require the customer to manually enter the data into Skyward.
A full database backup is recommended. Normally a full backup will provide Skyward with all the information needed to decipher what each field represents in the data. At a minimum the district is required to provide ASCII Delimited files with data mapping that identifies what data is contained in each file and what each column of data represents. Pricing is based on all data coming from the same system. If data is held in multiple systems additional charges may occur.
The customer is also responsible for completing required verification documents provided by Skyward for each migration. The verification involves specific scenarios to assist Programming and Quality Assurance to support the accuracy of the migrations.
You will need to retrieve this data and provide verification multiple times during the data migration process. It is important you have this process solidified in order to accomplish these data retrievals and verification postings. A delay in delivery of the data will delay the migration and negatively affect the quality of the migration. This also has negative effects on the training of Skyward with your new users.
Skyward does not offer field mapping for migrations.
- ⁴ This proposal includes data migrations outside of the Qmlativ Business Data Migration Bundle. Skyward staff will determine the timeline for delivery.
- ⁵ **Account Balancing Clarification**
Skyward software requires that an account's ending balance for the quarter or year be equal to the opening balance for the next quarter or year. This is an accepted accounting principal and if your data does not meet that requirement Skyward will attempt to determine the discrepancy and if the discrepancy cannot be determined in a timely manner, Skyward will make an offsetting entry to fulfill the requirement. Skyward will clearly identify which account was adjusted and how the adjustment was accomplished. The customer may conduct further research and make a journal entry to eliminate the offsetting entry if desired.
- ⁶ This proposal includes the Skyward Data Migration Bundle. This data migration package is sold as a bundle. These migrations are nontransferable and nonrefundable.
- ⁷ District must be able to provide data and verification which supports a Level 2 migration. Those requirements are outlined in the Account Activity Migrations - Criteria & Differences Level 1 vs. Level 2 document. If the proper data and/or verification cannot be provided the district will receive a Level 1 migration.
- ⁸ The customer must have 200+ records in order for Skyward to complete this data migration. If fewer than 200 records exist, hand entry will be required.
- ⁹ Any applicable third-party product licenses may be subject to an annual increase.
Skyward requires an SSL (Secure Socket Layer) certificate to run any web-based applications.
Skyward's IT Services can provide you more information including cost and installation of an SSL certificate.
- ¹⁰ **Secure Cloud Computing (SCC) Setup Assistance**
Installation/Setup Services
Assistance with 3rd Party Integration Setup
- ¹¹ This proposal includes a Project Management discount. This discount applies when purchasing a core product.
Future sub module purchases will include standard Project Management fees.

Training Footnotes

Skyward consultation and training is sold as a number of days and web hours identified on the proposal. The number of days and hours sold is an estimate of customer needs based on a combination of preliminary information gathered from the customer prior to the sale and Skyward's past training experience. It will be at the discretion of the Skyward and Customer Project Managers to use the days and web hours in a manner that best suits the customer. Any time spent by Skyward consultants for preparation, follow up, and the creation of training materials or other deliverables is also considered billable and will be deducted from this consulting time at the consulting rate. The customer can purchase additional consulting hours if more consulting time is needed.

Skyward On-Site Training Policy. A maximum of 10 people may attend each on-site day unless otherwise noted in this proposal. Should more people attend the training over the numbers stated, the customer will be charged an additional \$210 for each person. One day of training consists of 6 hours on-site. On-site days need to be scheduled 3 days in succession.

Web training allows Skyward to remotely present, discuss, and review our product directly with you. This application utilizes the Internet and is conducted live between your staff (at their own workstation) and a Skyward service representative without the need for them to travel to your location, providing you with a lower cost of training and/or implementation along with greater flexibility of your installation timeline.

Cancellation of Training. Any scheduled training days may be cancelled by the customer up to 72 hours in advance for Web Enabled training and a minimum of 30 days in advance for On-Site training. If the scheduled training is cancelled by the customer after the minimum advanced notice to Skyward, then the customer will be responsible for the full amount of the scheduled training and any airline change fees (if applicable).

Finance setup day included for verification of previously installed conversion data in preparation for live processing. This includes but is not limited to security setup, default parameter settings in the software, verification of printing capabilities, verification of conversion totals on financial reports (balance sheet, revenue and expense, payroll history totals, etc.), verification of code table setup, and random verification of data records in each module converted. Skyward will assist the customer in working through these items so that the customer can verify the accuracy of information before processing begins.



Custom Forms (Checks, W-2's, etc.) and Peripherals

Nelco is the exclusively recommended supplier of preprinted, blank laser, pressure seal (blank and preprinted) checks and MICR toner cartridges. To request free samples or to place your order, visit www.skywardforms.com or contact Nelco's customer service center at 1-800-266-4669.

School Technology Associates, Inc. has been a mutually exclusive partner with Skyward since 1992 and offers a complete line of hardware, software, service, and support for peripheral equipment needed to run Skyward's Student, Food Service, and TrueTime/Time Tracking software. Popular products include Tardy Kiosk, Positive Attendance, ID Badging, Time Clocks, and more! All items have been completely tested by Skyward and are in use by Skyward customers nationwide. If the district opts to use an optional third-party solution, please contact School Technology for approved hardware and system quotes. These integrated solutions are sold independently of Skyward.

For more information or to request a quote please visit our website at www.k12sta.com.

You can also contact us via email: sales@k12sta.com or phone: 877-436-4657

Secure Cloud Computing Readiness Review

As you consider Skyward's SCC Services, we can provide you with an initial readiness review to ensure your internet connection provides adequate bandwidth. Please contact your ISP (Internet Service Provider) on obtaining a usage report of your internet connection and provide the following information to your Skyward Account Executive for further analysis.

- ISP (Internet Service Provider) Name
- Type and Total bandwidth contracted with your ISP
- Available/free bandwidth during school hours (typically available through a bandwidth utilization report; preferably during the past 30 days with students present)

Recurring Fee Information

Your Recurring Fees Include:

- Unlimited software support requests for designated support contacts
- Periodic product webinars
- State and Federal required reports
- Quarterly customer newsletter
- Product updates throughout the year

Terms and Conditions

- See attached Terms and Conditions page for further information.
The Terms and Conditions page must be executed by an authorized representative.
- The License Agreement will be sent to you for execution.
The License Agreement page must be executed by both Skyward and an authorized representative to be valid.



TERMS AND CONDITIONS

All proposals are valid for 30 days from date of proposal.

Payment Terms:

260846dtc

- 1. **Skyward Initial Investment Fee (if applicable)**
If Core Sale: 100% payment billed upon installation of software onto Customer’s system or access to Skyward data through hosting services, 50% due upon installation, 50% due 7/1/2027.
If Non-Core Sale: 100% payment billed upon execution of Terms and Conditions or acceptance of proposal, 50% due upon installation, 50% due 7/1/2027.
- 2. **Professional Services**
 - a. **Installation and Training Services**
If Core Sale: Billed for all training and installation services upon installation of any Skyward programs onto Customer’s system, 50% due upon installation, 50% due 7/1/2027.
If Non-Core Sale: 100% billed upon execution of Terms and Conditions or acceptance of proposal, 50% due upon installation, 50% due 7/1/2027.
Installation and Training Services hours must be used within 12 months of installation. Unused hours will be forfeited and are not refundable.
All training days described in the proposal may be utilized by Customer for a period of up to twelve (12) months following the implementation of each software module to which the training pertains. Any training days that are not utilized by Customer within the time provided will expire and are non-refundable.
 - b. **Project Management / Consultative Services**
Billed upon execution of Software License Agreement, Terms and Conditions or acceptance of proposal, 50% due upon installation, 50% due 7/1/2027.
All Project Management / Consultative Services days described in the proposal may be utilized by Customer for a period of up to twelve (12) months following the implementation of each software module to which these days pertain. Any Project Management / Consultative Services days that are not utilized by Customer within the time provided will expire and are non-refundable.
 - c. **Data Migration Fees**
If Core Sale: Billed for all data migration services upon installation of any Skyward programs onto Customer’s system, 50% due upon installation, 50% due 7/1/2027.
If Non-Core Sale: 100% billed upon execution of Terms and Conditions or acceptance of proposal, 50% due upon installation, 50% due 7/1/2027.
Data used for the data migration must come from one system.
 - d. **Custom Programming / Programming Condition(s) of Sale**
Billed upon completion.
- 3. **Skyward Full 12-Month Recurring Fees**
If Core Sale: Skyward 12-Month Recurring Fees will begin on 7/1/2027 through June 30th or August 31st as designated within the signature section.
If Non-Core Sale: Skyward 12-Month Recurring Fees will begin on 7/1/2027 through June 30th or August 31st as designated within the signature section.
Subsequent years of Skyward 12-Month Recurring Fees will be billed on a fiscal year basis and due on the 1st day of the fiscal year.
- 4. **Third Party Software, Hardware and Related Services**
Payment due upon delivery of product and / or services.
- 5. **Third Party 12-Month Recurring Fees**
Third Party 12-Month Recurring Fees will be billed upon start of fees as indicated by the third party vendor. For the initial year, the fees will be prorated through the end of the Customer's current fiscal year if permission has been granted by said vendor. Subsequent years will renew under the same terms.
- 6. **Scheduling of Installation**
Installation of software must occur within 12 months of purchase. Purchases made subsequent to this sale will be quoted at the then-current price.
- 7. **Taxes**
If any authority imposes a duty, tax, levy or fee, excluding those based on Skyward's net income, upon the Skyward products, materials, or Skyward services, then Customer agrees to pay the amount specified and Customer is solely responsible for any personal property taxes for the Skyward products from the date they were acquired.

Customer agrees to the terms and conditions listed above and set forth in the proposal.

First Day of Fiscal Year: _____

Customer Signature _____ Printed Name _____ Date _____

ISCorp Company Profile

Integrated Systems Corporation (dba ISCorp) is a global provider of custom design, application delivery services. Born out of the rigorous requirements of the financial services industry in 1987, today the ISCorp platform services millions of end users globally across multiple industries. With a focus on the end user experience, ISCorp and Skyward have built a relationship to jointly deliver Skyward via the ISCorp cloud.

ISCorp Base Application Delivery Services

The ISCorp cloud option is a **turn-key, high-touch** offering where our SLA ultimately extends all the way up the stack to the end user experience, not just the compute. All base services listed below are included regardless of service tier.

SERVICE	DESCRIPTION
Managed Compute Infrastructure	Provisioning, implementation, configuration, and on-going management of the required hardware, virtual infrastructure, and storage environment.
Managed OS	Provision and manage (apply patches and updates to) the Operating Systems and any other required infrastructure related Software.
Managed Network	Provision and manage the required network infrastructure. Managed firewalls, multiple internet connections, performance support, client VPN implementations. Full end user connectivity is included.
Managed Security	24/7 ISCorp Security Operations Team. Provide and maintain ISO-based security layers (Network Intrusion Detection, External vulnerability scans with CISSP review (CISSPs on staff), Managed Host Intrusion Detection, DDOS and Ransomware protection, System hardening). The effectiveness of the controls in operation is audited annually as part of ISCorp's SSAE18 SOC2 audit.
Managed Application Platform Compliance	Managed SSAE18 SOC 2 Type II standards around the full application stack. Audited annually with the ISCorp client audit services response team.
Managed Systems Monitoring	On-going Systems Monitoring and Alerting (Security Information and Event Management, System Log Collection/Monitoring, Assigned Support Team).

SILVER

Designed to perform at the highest industry standard for school districts with up to **3,000 students**

- 99.7% Uptime Guarantee
- RTO 72 Hrs | RPO 72 Hrs
- 7 AM – 7 PM (central time) Support
- Hourly, monthly, yearly backup retention
- Non-production database for 3 months post go-live

GOLD

Designed to perform at the highest industry standard for school districts with **3,000 – 8,000 students**

- Silver services +
- 99.8% Uptime Guarantee
- RTO 48 Hrs | RPO 24 Hrs
- 24x7 Live US based support
- Non-production database
- - (4 refreshes/year)

PLATINUM

Designed to perform at the highest industry standard for school districts with **8,000+ students**

- Silver & Gold services +
- 99.9% Uptime Guarantee
- RTO 24 Hrs | RPO 12 Hrs
- Flexible upgrades and updates windows
- Dedicated Disaster Recovery services
- +Developer database

Tier eligibility based on student, districts requesting a lower tier must receive approval from ISCorp.

The security, integrity, and availability of customer data is ISCorp's highest priority. All application delivery quotes can be generated by your Skyward Account Manager.

SKYWARD® SOFTWARE LICENSE AGREEMENT

This Skyward® Software License Agreement (this “Agreement”) is made and entered into by and between **Skyward, Inc.**, a Wisconsin corporation with offices at 2601 Skyward Drive, Stevens Point WI 54482 (“Skyward”) and _____, with offices at (“Licensee”). Skyward and Licensee may be collectively referred to herein as the “parties” or individually as a “party.”

RECITALS

A. Skyward has developed certain proprietary computer software, as updated and revised from time to time (the “Skyward Software”). The Skyward Software, together with any additional products provided by Skyward in association therewith, shall be collectively referred to as the “Skyward Products.”

B. Skyward (or its authorized service provider) further provides professional services in association with the Skyward Products consisting of: installation and implementation services, training services, support and maintenance services, application hosting services, data conversion services, network and data management services; and other professional services agreed to by the parties (the “Skyward Services”).

C. Skyward and Licensee desire to enter into this Agreement to establish the terms and conditions under which Skyward will license certain Skyward Products to Licensee and provide certain Skyward Services to Licensee in association therewith.

TERMS AND CONDITIONS

1.0 Limited License.

1.1 Grant of Limited License. Subject to the terms and conditions of this Agreement, Skyward hereby grants to Licensee a nonexclusive, non-transferable, non-sublicensable, non-perpetual limited right and license to the Skyward Products identified in the proposal signed by Skyward and Licensee, including any addenda thereto, attached hereto and incorporated herein by reference (the “Proposal”), together with all related instruction manuals and other materials associated therewith (the “Materials”). Licensee may only use the Skyward Products (i) in object code form on one or more processing units owned or leased by Licensee and located at Licensee’s premises, or otherwise embedded in equipment provided by Skyward; or (ii) through Skyward’s authorized third party host pursuant to a Hosting Services Agreement executed by Licensee simultaneous with this Agreement, or subsequently entered into by Skyward and Licensee. Licensee may use the Skyward Products and Materials solely for its own internal operational purposes and shall comply with the use restrictions contained herein. Any additional software, modules or other products purchased by Licensee from Skyward during the term of this Agreement shall be deemed Skyward Products and shall be subject to the terms and conditions of this Agreement unless otherwise agreed to by the parties in writing.

1.2 Use Restrictions. By accepting the rights granted by Skyward hereunder, Licensee agrees that it will not, without the prior express written consent of Skyward: (a) sell, license, sublicense, distribute, lease or otherwise transfer or allow the transfer of the Skyward Products or Materials, or any permitted backup copy, to third parties; (b) use the Skyward Products or Materials in any manner inconsistent with the rights granted above; (c) modify or create derivative works of the Skyward Products or Materials; (d) permit the Skyward Products to be downloaded, embedded, or otherwise transferred to a third party processor, host, or any other server or equipment not under the exclusive control of Licensee or Skyward; or (e) attempt to decompile, disassemble or reverse engineer the Skyward Products, or otherwise attempt to (i) derive source code or underlying ideas, algorithms, structure or organization from the Skyward Products, or (ii) defeat, avoid, bypass, remove, deactivate or otherwise circumvent any software protection mechanisms in the Skyward Products.

1.3 Third Party Products and Services. Any information or proposals for third party products or services provided by Skyward to Licensee are for informational purposes only and it is the sole responsibility of Licensee to independently verify any terms, conditions, fees and expenses associated with any such third party products or services. Licensee further acknowledges that any such information or proposals provided by Skyward were based on information provided by Licensee and that Skyward did not perform an independent technology analysis, unless requested by Licensee to do so. In the event Skyward provides any third party products or services to Licensee under the terms of this Agreement, Licensee agrees that it will be bound by and will comply with the terms and conditions of any end user license agreement or other restrictions of use required by such third parties in association with the use of their products or services.

2.0 Fees and Payment.

2.1 Fees. Licensee shall pay the fees for the Skyward Products and Skyward Services identified in the Proposal (the “Initial Fees”). In addition, Licensee shall pay the annual license fees, yearly subscription fees, hosting fees, and other recurring fees identified in the Proposal (the “Annual Fees”). In addition, Licensee shall pay all other amounts due in association with the Skyward Products and Skyward Services during the term of this Agreement.

2.2 Payment. Licensee shall make payment of the Initial Fees when due as provided in the Proposal. Licensee shall make payment of the Annual Fees and any other amounts due within thirty (30) from the date of invoice. Interest on all past due amounts will be charged at the maximum rate permitted by law.

2.3 Taxes. If any authority imposes a duty, tax, levy or fee, excluding those based on Skyward's net income, upon the Skyward Products, Materials, or Skyward Services, then Licensee agrees to pay the amount specified and Licensee is solely responsible for any personal property taxes for the Skyward Products from the date they were acquired.

3.0 Ownership and Protection of Intellectual Property.

3.1 Reservation of Title. Licensee acknowledges and agrees that the Skyward Products, including but not limited to, the specific design and structure of individual programs, input formats, object code and source code, algorithms, frameworks, and the Materials, all constitute trade secrets, confidential and proprietary information, and copyrighted material of Skyward. Licensee further acknowledges and agrees that this Agreement does not affect any transfer of title in the Skyward Products or Materials and that the Skyward Products and Materials shall remain the sole and exclusive property of Skyward or Skyward's licensor.

3.2 Licensee's Responsibilities. Licensee shall implement reasonable security measures to protect such trade secrets, confidential and proprietary information, and copyrighted material. Licensee shall devote its best efforts to ensure that all Licensee's personnel protect the Skyward Products and Materials as confidential and proprietary information and the trade secrets of Skyward to any other person, firm, organization, or employee that does not need (consistent with Licensee's right of use hereunder) to obtain access to the Skyward Products and Materials. The duties and obligations of Licensee hereunder shall remain in full force and effect for so long as Licensee continues to control, possess, or use the Skyward Products and Materials. Licensee shall promptly notify Skyward and return the Skyward Products and Materials, and any permitted back-up copies thereof upon the termination of this Agreement or the limited license granted herein for any reason, or the abandonment or other termination of Licensee's control, possession or use of the Skyward Products and Materials.

3.3 Reproductions, Filming and Back-Up Copies.

3.3.1 Reproduction of Materials. Licensee may reproduce the Materials for authorized use by personnel of Licensee as required to operate the Skyward Products, provided that Licensee includes in those reproductions all Skyward notices of ownership and proprietary rights thereto. Said reproductions of the Materials shall be subject to the same restrictions on use and disclosure as the original provided by Skyward hereunder.

3.3.2 Filming. Licensee may film or record one or more training or support sessions performed by Skyward personnel, with the prior written consent of Skyward. In the event Skyward grants such written consent, Licensee agrees that Licensee, its members, officers, and employees will treat such recordings as confidential and proprietary information of Skyward and that Licensee will comply with the requirements of Section 3.2 above with respect to any such recordings. In the event of any discrepancy between statements made by Skyward personnel and the Materials, the Materials shall control in all respects.

3.3.3 Back-Up Copies. Licensee may make copies of the Skyward Products and Materials for back-up use only. Such back-up copies are for use by the Licensee only and the sole purpose and intent of such back-up copies are to allow the Licensee to have a back-up of the Skyward Products and Materials licensed to Licensee by Skyward. All copies made for back-up purposes in accordance with this Section must be labeled as such and must contain all Skyward notices of ownership and proprietary rights thereto.

3.4 Audit Rights. During the term of this Agreement and for a period of two (2) years following the termination or expiration of this Agreement, upon written notice to Licensee, Skyward may audit Licensee's database and/or computing devices to determine Licensee's compliance with this Agreement and payment of all applicable license fees due Skyward, if any, for the Skyward Products. If such audit reveals that Licensee knowingly underpaid the license fees due Skyward under the terms of this Agreement, then Licensee shall promptly pay to Skyward any such unpaid amounts.

4.0 Indemnification and Source Code Escrow.

4.1 Ownership. Skyward warrants and represents that it has full right, power and authority to license the Skyward Products and Materials to Licensee subject to the terms and conditions of this Agreement. Skyward shall indemnify and hold Licensee harmless from any and all claims, liabilities, or actions brought by any third party against Licensee for infringement of Licensee's right to use the Skyward Products and Materials in accordance with the terms of this Agreement.

4.2 Infringement Claim. Notwithstanding the express limitation of liability contained in Section 5.2 below, at Skyward sole expense, Skyward shall defend and hold harmless Licensee from and against any and all claims, actions, and liabilities brought by any third party alleging that the Skyward Products and/or Materials infringe upon a trade secret, or a registered patent or copyright in the United States and Skyward shall pay all costs and damages arising out of any such claim. To qualify for such defense and payment, Licensee must give Skyward prompt written notice of such claim and allow Skyward to control or institute all defenses to a such claim, including settlement of all such claims, in litigation or otherwise, provided no such settlement adversely affects Licensee's ability to exercise the rights granted in this Agreement, unless Licensee consents thereto.

4.3 Remedy. Licensee agrees that if the Skyward Products and/or Materials become, or in the opinion of Skyward is likely to become, the subject of a trade secret, patent, or copyright infringement claim, Licensee shall permit Skyward at Skyward's option and expense, to: (a) promptly procure for Licensee the right to continue to use the Skyward Products and/or Materials; or (b) replace

the Skyward Products and/or Materials with an alternative that functions substantially the same as the product which becomes or is likely to become the subject of such a claim; or (c) modify the Skyward Products and/or Materials in a manner which causes it to function substantially the same as it had prior to modification.

4.4 Source Code Escrow. If requested by Licensee, Skyward will add Licensee as a beneficiary of Skyward's escrow services agreement with Iron Mountain Intellectual Property Management, Inc., at Licensee's sole expense. The beneficiary enrollment form for Licensee will contain the following release conditions: (a) if Skyward discontinues support for the then current version of the Skyward Products; (b) if Skyward executes an assignment for the benefit of creditors or becomes subject to bankruptcy or receivership proceedings; or (c) upon the occurrence of any other release condition specified in the escrow agreement between Skyward and Iron Mountain Intellectual Property Management, Inc. In the event the source code is released to Licensee, such source code shall continue to be subject to the terms, conditions, and restrictions contained in this Agreement and Licensee's rights to use such source code shall be the same as Licensee's rights to use the Skyward Products under the terms of this Agreement.

5.0 Limited Warranty and Limitation of Liability.

5.1 Limited Warranty. Skyward warrants to Licensee that the Skyward Products, when used in accordance with the user documentation furnished by Skyward, will be free of defects in materials and workmanship and will perform, in all material respects, substantially in accordance with Skyward's current published specifications. Except for the foregoing, no warranties, express or implied, are provided by Skyward. This limited warranty extends only to Licensee as the original licensee. Licensee's sole and exclusive remedy and the entire liability of Skyward under this limited warranty will be, at Skyward's option, repair or replacement of the Skyward Products. In no event does Skyward warrant that the Skyward Products will be error free or that Licensee will be able to operate the Skyward Products without temporary problems or interruptions. This limited warranty does not apply if Licensee has failed to pay the Initial Fees and Annual Fees due under the terms of this Agreement or if the Skyward Product: (i) is in the form of a back-up copy created by Licensee in accordance with the terms of this Agreement, (ii) has been altered in any way, except by Skyward, (iii) has not been installed, operated, repaired, or maintained in accordance with instructions and specifications supplied by Skyward, or (iv) has been subjected to abnormal physical or electrical stress, misuse, negligence, or accident. EXCEPT AS SPECIFIED IN THIS LIMITED WARRANTY, ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS, AND WARRANTIES INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY EXCLUDED TO THE EXTENT ALLOWED BY APPLICABLE LAW.

5.2 Limitation of Liability. The liability of Skyward to Licensee for any claim whatsoever related to this Agreement, including any cause of action arising in contract, tort, or strict liability, shall not exceed the total amount of all payments made under this Agreement by Licensee to Skyward with respect to the Skyward Products (excluding the cost of any hardware purchased by Skyward and transferred to Licensee) during the 365 days preceding the cause of action. IN NO EVENT WILL SKYWARD BE LIABLE FOR ANY LOST REVENUE, PROFIT, OR DATA, OR FOR SPECIAL, INDIRECT, CONSEQUENTIAL, INCIDENTAL, OR PUNITIVE DAMAGES HOWEVER CAUSED AND REGARDLESS OF THE THEORY OF LIABILITY ARISING OUT OF THE USE OF OR INABILITY TO USE THE SOFTWARE EVEN IF SKYWARD HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Skyward shall not be held liable for any claims or demands brought against Licensee by any other party unless Licensee has properly notified Skyward as to such damages, claims, or demands, and Licensee has taken action to minimize such damages, claims, or demands. The Licensee further agrees that unless Licensee has purchased disaster recovery services from Skyward, Skyward will not be liable for any claim or action whatsoever or damages, regardless of type, resulting from the Licensee's failure to properly save or back up all data and information inputted by Licensee.

6.0 Term and Termination.

6.1 Term. The term of this Agreement shall commence on the installation date identified in the Proposal and shall continue until terminated as provided herein.

6.2 Termination by Licensee.

6.2.1 Voluntary Termination. Licensee may terminate this Agreement by providing Skyward with not less than one hundred twenty (120) days advance written notice. Provided however, Licensee acknowledges that all Annual Fees are non-refundable and will not be prorated or refunded to Licensee in the event Licensee terminates this Agreement under this Section 6.2.1.

6.2.2 Termination Upon Skyward Default. Licensee may terminate this Agreement in the event Skyward fails to perform any material obligation under this Agreement and such failure continues for a period of thirty (30) days following receipt of written notice of such breach from Licensee.

6.2.3 Termination Upon Non-Appropriation. Skyward acknowledges that this Agreement is a commitment of Licensee's current revenues and that payment obligations of Licensee created by this Agreement are conditioned upon the availability of funds that are duly appropriated and allocated for the payment of goods and services under this Agreement. If such funds are not appropriated and allocated by Licensee's governing board, then this Agreement may be terminated by Licensee at the end of the fiscal period for which funds are appropriated and allocated. Licensee shall provide Skyward with prompt written notice of any such non-appropriation event.

6.3 Termination by Skyward. The occurrence of any one or more of the following shall be deemed an “Licensee Default”:

- (a) any attempted sale, sublicense, transfer or assignment of all or any part of the Skyward Products and/or Materials without the prior written consent of Skyward;
- (b) any attempt to decompile, disassemble, or otherwise reverse engineer all or any part of the Skyward Products and/or Materials, or assist another in so doing;
- (c) any breach of Skyward’s confidential and proprietary rights, trade secrets, or copyrights in the Skyward Products and/or Materials; or
- (d) Licensee fails to perform any other material obligation under this Agreement, including but not limited to a failure to pay the Annual Fees or any other amounts when due under the terms of this Agreement and any Proposal and such failure continues for a period of thirty (30) days following receipt of written notice from Skyward.

Upon the occurrence of a Licensee Default, Skyward shall have the right to immediately terminate this Agreement.

6.4 Effect of Termination. In the event of the termination of this Agreement for any reason, Skyward: (a) shall have no further obligation to provide Licensee with upgrades, patches, new releases, or any other Skyward Services with respect to the Skyward Products for which payment has not been made; and (b) may limit Licensee’s access to the Skyward Products for which payment has not been made to a read only version allowing Licensee to view its data and run reports only for a period of not more than twelve (12) months thereafter.

6.5 Injunctive Relief. In the event of a Licensee Default described in Section 6.3(a)-(c) above, in addition to the right to terminate in Section 6.3 above, Skyward will be entitled, without proof of damages, to immediate injunctive relief (including but not limited to, a temporary restraining order, temporary injunction and permanent injunction, all without bond), restraining Licensee from any further use of the Skyward Products and Materials and requiring that all copies (including any permitted back-up copies) be immediately returned to Skyward. Notwithstanding anything contained herein to the contrary, this Section will not be construed to limit Skyward’s rights to pursue any other remedy or relief available under this Agreement or otherwise available. Licensee further agrees that Skyward’s pursuit of any remedy under this Agreement or otherwise available will not constitute an election of remedies by Skyward.

7.0 Professional Services.

7.1 Software Support. So long as Licensee continues to pay the Annual Fees, Skyward will provide Licensee with technical support and software maintenance with respect to the Skyward Products, subject to the terms and conditions described on Schedule A, attached hereto and incorporated herein by reference.

7.2 Professional Services. In the event Licensee requests implementation services, training services, data conversion services, network or data management services, or other project management and professional services from Skyward during the term of this Agreement and Skyward agrees in writing to provide such services, then the terms and conditions of Skyward’s provision of such services to Licensee shall be in accordance with the terms and conditions described on Schedule B, attached hereto and incorporated herein by reference.

7.3 Collection of Technical Data. Licensee agrees that Skyward may collect and use technical data and related information, including but not limited to technical information about Licensee’s use of the Skyward Products, that is gathered periodically to monitor the health of Licensee’s database and to facilitate the provision of updates to the Skyward Products, product support, and other services to Licensee related to the Skyward Products. Skyward may use this information to operate, provide, improve and develop Skyward’s products, services and technologies, and for such other purposes described in this Agreement. Provided however, Skyward agrees that such data shall not include any personally identifiable information of any of Licensee’s students and/or employees and Skyward shall otherwise comply with all of the terms and conditions of this Agreement with respect to Licensee’s data.

7.4 Non-Solicitation. The parties agree that their respective employees are a valuable asset to their respective organizations and are difficult to replace. Accordingly, beginning on the Effective Date and continuing for a period of one (1) calendar year thereafter, neither party shall solicit, whether directly or indirectly, the employment of any of the other party’s employees without the prior written consent of the other party. If a party violates this Section 7.4, the parties agree that the violating party shall pay to the other party the sum of Fifty Thousand Dollars (\$50,000.00) for each violation, not to exceed a total sum of One Hundred Thousand Dollars (\$100,000.00) as liquidated damages. The parties further agree that precise monetary damages for a party’s violation of this Section 7.4 would be difficult to ascertain and that the foregoing sum represents a fair and conservative approximation of cost of recruitment, hiring and training that would be incurred by the other party.

8.0 Interpretation and Construction.

8.1 Entire Agreement. This Agreement shall be governed by the laws of the State of Wisconsin, without regard to any conflict of laws provisions or rules of construction concerning the draftsmanship hereof. This Agreement contains the entire understanding and full and complete agreement of the parties, and supersedes and replaces any prior understandings and agreements among the parties, with respect to the subject matter hereof. This Agreement may be altered, amended or modified only in writing, signed by both of the parties hereto. Headings included in this Agreement are for convenience only and are not intended to limit or expand the rights of the parties hereto. References to Sections herein shall mean sections of the text of this Agreement, unless otherwise indicated.

8.2 Assignment. Neither party may, voluntarily or involuntarily, sublicense, sell, assign or otherwise transfer this Agreement without the other party's prior written consent. Any attempted assignment or delegation without Skyward's prior written consent will be null and void. Notwithstanding the foregoing, the transfer of all or substantially all of the Skyward's capital stock or assets to a third party through a sale, merger or other transaction or proceeding shall not be deemed an assignment under the terms and conditions of this Agreement. Subject to the foregoing, this Agreement shall inure to the benefit of and be binding on the parties and their respective successors, affiliates, legal representatives and permitted assigns

8.3 Severability. If any court of competent jurisdiction determines that any provision of this Agreement is invalid or unenforceable, such invalidity or unenforceability shall have no effect on the other provisions hereof, which shall remain valid, binding and enforceable and in full force and effect, and such invalid or unenforceable provision shall be construed in a manner so as to give the maximum valid and enforceable effect of the intent of the parties expressed herein.

8.4 Waiver. No waiver of a breach of any term of this Agreement will be effective unless in writing and duly executed by the waiving party. No such waiver will constitute a waiver of any subsequent breach of the same or any other term of this Agreement. No failure on the part of a party to exercise, and no delay in exercising, any of its rights hereunder will operate as a waiver thereof, nor will any single or partial exercise by a party of any right preclude any other exercise by a party of any right preclude any other or future exercise thereof or the exercise of any other right. No course of dealing between the parties will be deemed effective to modify, amend or discharge any part of this Agreement or the rights or obligations of any party hereunder.

8.5 Force Majeure. Except for the obligation to make payments, neither party will be liable for any failure or delay in its performance under this Agreement due to any cause beyond its reasonable control, including but not limited to, acts of war, acts of God, acts of terrorism, earthquake, flood, embargo, riot, sabotage, labor shortage or dispute, governmental act, provided that the delayed part: (a) gives the other party prompt notice of such cause, and (b) uses commercially reasonable efforts to promptly correct such failure or delay in performance.

8.6 Notices. Any notice required or permitted to be given pursuant to this Agreement shall be valid only if in writing and shall be deemed to have been duly given (a) when personally delivered, (b) when transmitted by fax if confirmation of receipt is printed out on the sending fax machine, or (c) three business days after being mailed by certified mail, postage prepaid, addressed to the party receiving notice at the address listed in the opening paragraph of this Agreement, unless that party otherwise notifies the other party in accordance with this Section of a change of address.

8.7 Survival. The provisions contained in Sections 3, 4, 5, and 6, this Section, and any other provisions of this Agreement which by their very nature are intended to survive the termination or expiration of this Agreement will survive the termination or expiration of this Agreement and will inure to the benefit of and be binding upon the parties hereto.

8.8 Counterparts and Signatures. The undersigned warrant and represent that they have the legal authority to execute and deliver this Agreement on behalf of the parties hereto. This Agreement may be executed in any number of counterparts, each of which when so executed will be deemed to be an original and all of which when taken together will constitute one Agreement. The parties agree that original signatures of a party transmitted by facsimile or in portable document format (pdf) or electronic signatures affixed to this Agreement shall be as valid as an original signature of such party to this Agreement. If this document is executed by electronic signature, both parties agree that their electronic signature is legally binding and shall have the same validity and meaning as a handwritten signature and neither party will contest the validity of their respective electronic signature, or claim that it is not legally binding.

The undersigned, being duly authorized representatives of Skyward and Licensee, do hereby agree to the terms and conditions of this Agreement.

SKYWARD, INC.

LICENSEE:

By: _____
Name: Raymo
Title: Preside
Date: _____

This draft contract is provided for informational purposes only.

Only a contract officially signed by Skyward will be valid to complete the sale.

SCHEDULE A
SKYWARD® TECHNICAL SUPPORT AND SOFTWARE MAINTENANCE
STANDARD TERMS AND CONDITIONS

These Skyward® Technical Support and Software Maintenance Standard Terms and Conditions shall apply to all Support Services (as defined herein) provided by Skyward to Licensee. All capitalized terms not otherwise defined herein shall have the meaning assigned to them in the Skyward® Software License Agreement between the parties.

1. Support and Maintenance. So long as Licensee continues to pay the Annual Fees, Skyward will: (i) provide Licensee with technical support services with respect to the Skyward Products, subject to the terms and conditions described herein; and (ii) provide Licensee with all updates and new releases generally available to its licensees who have purchased the Skyward Products and have paid the Annual Fees (the “Support Services”). Licensee’s use of all updates and new releases shall be subject to the terms and conditions of the Skyward® Software License Agreement between Skyward and Licensee.

2. Service Hours. Skyward personnel shall be normally available either via phone or via email Monday through Friday, 8:00 a.m. to 5:00 p.m., central time. Licensee’s offices are closed in observance of holidays observed by Skyward.

3. Support and IT Contacts. Licensee shall identify certain individuals who shall be authorized to contact Skyward for technical and product questions (the “Support and IT Contacts”). Licensee understands and acknowledges that no more than the number of authorized Support and IT Contacts identified below may be in communication with Skyward at any one time. If the Skyward Products licensed by Licensee includes both the Skyward Student Suite and the Skyward Business Suite, Licensee may provide the permitted number of Support and IT Contacts for each Skyward product suite. Additional permitted contact(s) for the Food Service or Special Education modules shall apply only if those modules are included in the Skyward Products licensed by Licensee. Licensee shall provide Skyward with a written list of its Support and IT Contacts within (30) days following the execution of this Agreement. Licensee further agrees to provide Skyward written notice of any changes to Licensee’s authorized contacts.

Subscriber Student Enrollment	Permitted Number of Support Contacts	Permitted Number of IT Contacts	Additional support contact(s) for Food Service or Special Education
0-5,000	3	1	1
5,001 – 10,000	5	2	1
10,001 – 20,000	7	2	2
20,001+	10	2	2

4. Exclusions. The Support Services to be provided by Skyward to Licensee hereunder does not include technical support or services for issues not directly related to the Skyward Products, including but not limited to the following: crystal reports, open database connections, third party software or services, hardware, local area network connectivity, and LAN device configuration outside of the initial installation.

5. Rights of Skyward. Skyward shall own all rights, title and interest in and to any software programs or tools, utilities, technology, processes, inventions, devices, methodologies, specifications, documentation, techniques and materials of any kind used or generated by Skyward in connection with performing the Support Services, including all intellectual property rights therein. Nothing contained herein will be construed so as to restrict or limit Skyward’s right to perform similar services for any other party or to assign any employees or subcontractors to perform similar services for any other party, provided that Skyward complies with its confidentiality obligations hereunder. Skyward shall have a royalty-free, worldwide, transferable, sublicensable, irrevocable, perpetual license to use, copy, modify, or distribute, including by incorporating into any product or service owned by Skyward, any suggestions, enhancement requests, recommendations or other feedback provided by Licensee and any of its employees, agents or users, relating to any product or service owned or provided by Skyward.

6. Limited Warranty. Skyward warrants to Licensee that the Support Services provided hereunder will be performed in a professional manner and in accordance with good usage and accepted practices as established in the community in which such Support Services are performed. If such Support Services prove to be not so performed and if Licensee notifies Skyward within thirty (30) days from the date of completion of the Support Service, Skyward will, at its sole discretion, either correct any defects and deficiencies for which it is responsible or render a full or prorated refund or credit based on the original charge for the Support Service, if any. EXCEPT AS SPECIFIED IN THIS LIMITED WARRANTY, ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS, AND WARRANTIES INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY EXCLUDED TO THE EXTENT ALLOWED BY APPLICABLE LAW.

7. Limitation of Liability. IN NO EVENT WILL SKYWARD BE LIABLE TO LICENSEE OR ANY PERSON OR ENTITY USING ANY SUPPORT SERVICE SUPPLIED UNDER THIS AGREEMENT FOR ANY LOSS OF TIME, REVENUE, PROFITS, BUSINESS INTERRUPTION, INCONVENIENCE, LOSS OR DAMAGE OF DATA, LOSS OF USE OF ANY PRODUCT OR EQUIPMENT OR PROPERTY DAMAGE CAUSED BY ANY TECHNICIAN, PRODUCT OR EQUIPMENT OR THEIR FAILURE TO WORK, OR FOR ANY OTHER INDIRECT, SPECIAL, RELIANCE, INCIDENTAL OR CONSEQUENTIAL LOSS OR DAMAGE ARISING OUT OF SUPPORT SERVICES. SKYWARD’S ENTIRE LIABILITY FOR ANY CLAIM OR LOSS, DAMAGE, OR EXPENSE FROM ANY CAUSE WHATSOEVER SHALL IN NO EVENT EXCEED THE FEES ACTUALLY PAID BY LICENSEE TO SKYWARD FOR THE SUPPORT SERVICES, IF ANY.

8. Confidentiality. All personally identifiable information and data relating to Licensee’s students and/or employees used by Licensee in conjunction with the Skyward Products shall at all times be treated as confidential by Skyward and will not be copied, used or disclosed by Skyward for any purpose. Skyward recognizes that personally identifiable information is protected against disclosure by federal and state statutes and regulations and Skyward agrees to comply with said restrictions.

SCHEDULE B
SKYWARD® PROFESSIONAL SERVICES
STANDARD TERMS AND CONDITIONS

These Skyward® Professional Services Standard Terms and Conditions (these “Standard Terms and Conditions”) shall apply to all Professional Services (as defined herein) provided by Skyward to Licensee. All capitalized terms not otherwise defined in these Standard Terms and Conditions shall have the meaning assigned to them in the Skyward® Software License Agreement between the parties.

1.0 Professional Services and Training.

1.1 Professional Services. Subject to these Standard Terms and Conditions, Skyward will perform certain professional services in association with the Skyward Products separately purchased by Licensee as described on the Proposal, or any subsequent Proposal or statement of work agreed to by Skyward and Licensee (the “Professional Services”). Skyward shall assign a project manager and Skyward and Licensee shall agree on a training calendar and implementation schedule associated with Licensee’s purchase of the Skyward Products. In the event any Professional Services to be provided by Skyward to Licensee contemplates the creation of object code, such object code shall be referred to herein as a “Deliverable.”

1.2 On-Site Training. The cost of all on-site training described in the Proposal is based on Licensee having training facilities available. Each on-site training day described in the Proposal consists of a six (6) hour training day and a maximum of number of individuals that may attend is stated in the Proposal. In the event the number of attendees exceeds the permitted number, then Licensee will be charged an additional \$200.00 for each additional attendee.

1.3 Web Enabled Training. The cost of all web enabled training described in the Proposal is based on Licensee having training facilities available to support the broadcast of the web enabled training. Web enabled training described in the Proposal consists of up to six (6) hour in a training day and the maximum number of individuals that may attend, as identified in the Proposal. In the event the number of attendees exceeds the permitted number, then Licensee will be charged an additional \$200.00 for each additional attendee.

1.4 Cancellation or Expiration. Any scheduled training days may be cancelled by Subscriber up to forty-eight (48) hours in advance for Web Enabled Training and minimum of ten (10) days in advance for On-Site Training. If the scheduled training day is cancelled by Licensee after the minimum advance notice to Skyward, then Licensee will be responsible for the full amount of the scheduled training and any airline change fees (if applicable). All training days described in the Proposal may be utilized by Licensee for a period of up to twelve (12) months following the implementation of each software module to which the training pertains. Any training days that are not utilized by Licensee within the time provided will expire and are non-refundable.

2.0 Licensee’s Responsibilities.

2.1 Licensee’s Facilities. Licensee will make available in a timely manner for Skyward’s use, at no charge to Skyward, all technical data, computer facilities, programs, files, documentation, test data, sample output, or other information, resources, and personnel required by Skyward to perform the Professional Services. Licensee will be responsible for, and assumes the risk of any issues or problems resulting from the content, accuracy, completeness, competence, or consistency of all Licensee computer facilities, programs, files, documentation, test data, sample output, or other information, resources, and personnel supplied by Licensee. The Skyward Products will be installed by an authorized Skyward customer service representative. In the event Licensee is currently utilizing a network installed by a third party, Licensee agrees to provide an authorized technical support representative on-site to provide any necessary assistance during the installation process.

2.2 Licensee’s Obligations. Licensee acknowledges that meeting any dates agreed to by the parties are contingent upon timely completion of activities by Licensee as contemplated by the parties under this Agreement including, without limitation, those activities designated to Licensee in Section 2.1 above (a “Licensee Obligation”). Licensee will immediately advise Skyward in writing as soon as it becomes aware of any developments that may delay completion of a scheduled Deliverable including, without limitation, Licensee’s failure or inability to perform a Licensee Obligation. Any dates agreed to by the parties will be equitably adjusted by the parties (but in no event less than a day- for-day adjustment) in writing in the event of: (a) any delay caused by Licensee’s failure or inability to perform a Licensee Obligation; (b) any delay due to Licensee’s request for changes; (c) any delay due to a third party’s act, failure to act or delay in performing any obligation whatsoever; or (d) any other delay incurred as a result of Licensee’s action(s) or omission(s). No such delay will relieve or suspend Licensee’s obligation to pay Skyward under Section 3 below and, in addition to such payment obligations, Licensee will pay for any and all costs and expenses incurred by Skyward relating to re-staffing as a result of any delay caused by Licensee.

3.0 Fees and Payment. Licensee shall pay all fees due Skyward in association with the Professional Services provided by Skyward to Licensee hereunder. Provided however, if the Professional Services are not commenced within one hundred eighty (180) days, then the applicable fees shall be adjusted to Skyward’s then current rates and fees for such services. Licensee shall further reimburse Skyward for all reasonable costs and expenses incurred by Skyward in its performance of the Services under this Agreement in accordance with Skyward’s then current business expense policy. Unless otherwise stated, Licensee shall make all payments under this Agreement within thirty (30) days after the date of invoice. Interest on all past due amounts will be charged at the maximum rate permitted by law.

4.0 Licensee Data.

4.1 Confidentiality of All Data. All personally identifiable information and data relating to Licensee’s students and/or employees used by Licensee in conjunction with the Skyward Products shall at all times be treated as confidential by Skyward and will not be copied, used or disclosed by Skyward for any purpose. Skyward recognizes that personally identifiable information is protected against disclosure by federal and state statutes and regulations and Skyward agrees to comply with said restrictions.

4.2 Family Educational Rights and Privacy Act. The parties expect and anticipate that Skyward may receive education records from Licensee only as an incident of the Professional Services that Skyward provides to Licensee. In the event Licensee provides Personally Identifiable Information (“PII”) (including but not limited to personally identifiable student information as defined by applicable state and federal law) to Skyward, they shall be deemed a “school official determined to have a legitimate educational interest” under 34 CFR 99.31(a)(1), as provided by Licensee’s policies and procedures. Skyward acknowledges that PII is the confidential information of Licensee and shall not use it for any purpose, commercial or otherwise, except as expressly provided in this Agreement. Skyward agrees to abide by the requirements of applicable federal and state law pertaining to the disclosure of PII, and agrees to take all reasonable measures to protect against the unauthorized disclosure of any PII. Except for use and disclosure to their employees and personnel to the extent necessary to fulfill its obligations under the terms of any Statement of Work, Skyward shall not use or further disclose PII. Upon the expiration or termination of this Agreement, Skyward agrees to promptly return to Licensee any and all PII in Skyward’s possession.

4.3 Health Insurance Portability and Accountability Act. In the event that Licensee is converting its data and information management systems, then the parties represent and acknowledge that such conversion process may necessarily involve the incidental receipt of data by Skyward that constitutes personal health information, as that term is defined by the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”). In addition to the terms and conditions contained herein, Skyward and Licensee may enter into a HIPAA Business Associate Agreement providing for the protection of such personal health information as required by HIPAA.

4.4 Indemnification. Skyward shall, at its sole cost and expense, defend and hold harmless Licensee from and against any and all claims, actions, and liabilities brought by any third party against Licensee as a result of the release of PII or other confidential information of Licensee to the extent directly caused by the negligence or willful misconduct of Skyward or its employees. Provided however, to qualify for such defense, Licensee must give Skyward prompt written notice of such claim and allow Skyward to control or institute all defenses to a such claim, including settlement of all such claims, in litigation or otherwise.

4.5 Open Database Connection. Licensee may establish an open database connection (“ODBC”) to Skyward’s database for read access. In the event Licensee wishes to insert, update, or delete data, an Application Programming Interface (API) will be used in lieu of ODBC. Licensee will be permitted to insert, update, or delete its data in the Skyward database subject to the following terms and conditions: (a) Licensee will be the sole and exclusive owner of all data inserted into the Skyward database, (b) Licensee agrees to hold Skyward harmless from any liability relating to Licensee’s insertion, modification, or deletion of data in the Skyward database, including but not limited to the corruption of such database, (c) Licensee shall compensate Skyward to repair any problems relating to the corruption of the Skyward database arising from or related to the insertion, modification, or deletion of the Licensee’s data, (d) Licensee agrees to create a backup of the database prior to inserting, updating, or deleting any data, and (e) Licensee shall not allow any third party vendors, suppliers, or other individuals or entities associated with Licensee access to the API connection without the prior written consent of Skyward and Skyward may, in its sole discretion, require that any such third party execute a confidentiality and nondisclosure agreement in the form and substance required by Skyward. The Licensee further agrees that Skyward will not be liable for any claim or action whatsoever or damages, regardless of type, resulting from the Licensee’s failure to properly save or back up all data and information inserted, modified, or deleted by Licensee through the API connection.

5.0 Proprietary Rights.

5.1 Rights of Skyward. Subject to Licensee’s rights described below, Skyward shall own all rights, title and interest in and to any software programs or tools, utilities, technology, processes, inventions, devices, methodologies, specifications, documentation, techniques and materials of any kind used or generated by Skyward in connection with performing the Professional Services, including all intellectual property rights therein. Nothing contained herein will be construed so as to restrict or limit Skyward’s right to perform similar services for any other party or to assign any employees or subcontractors to perform similar services for any other party, provided that Skyward complies with its confidentiality obligations hereunder. Skyward shall have a royalty-free, worldwide, transferable, sublicensable, irrevocable, perpetual license to use, copy, modify, or distribute, including by incorporating into any product or service owned by Skyward, any suggestions, enhancement requests, recommendations or other feedback provided by Licensee and any of its employees, agents or users, relating to any product or service owned or provided by Skyward.

5.2 Rights of Licensee. Subject to these Standard Terms and Conditions, Skyward grants Licensee a limited, non-transferrable, non-sublicensable, nonexclusive right (exclusive of any rights to use the Skyward Products) to use and reproduce the Deliverables solely for Licensee’s internal use in conjunction with Licensee’s use of the Skyward Products as authorized by Skyward in writing and solely for so long as Licensee is authorized to use said Skyward Products.

5.3 Use Restrictions. Licensee shall not itself, or through any affiliate, agent, or third party: (a) decompile, disassemble, reverse engineer, or otherwise attempt to (i) derive source code or underlying ideas, algorithms, structure or organization from the Deliverables or (ii) defeat, avoid, bypass, remove, deactivate or otherwise circumvent any software protection mechanisms in the Deliverables, including without limitation any such mechanism used to restrict or control the functionality of the Deliverables (except that the foregoing provision shall not apply to the extent that such activities may not be prohibited under applicable law); (b) sell, lease, license, sublicense, distribute or otherwise provide to any third party or any other person the Deliverables, in whole or in part; (c) modify or create derivative works of the Deliverables; (d) use or reproduce the Deliverables, except as specifically permitted under this Agreement; or (e) use the Deliverables to provide processing services to any third party or otherwise use the Deliverables on a service bureau basis. Licensee shall promptly notify Skyward of any unauthorized use, disclosure, reproduction, or distribution of the Deliverables, which comes to Licensee’s attention, or which Licensee reasonably suspects. Licensee is solely responsible for obtaining all equipment, and the compatibility thereof with the Deliverables, and for paying all fees including, without limitation, all taxes and any related costs or fees, necessary to use the Deliverables.

5.4 Licensee Data. Subject to the terms and conditions of this Agreement, Licensee grants Skyward and its contractors and agents a limited, non-transferable, fully-paid, royalty-free, non-sublicensable, nonexclusive right during the term of this Agreement

to use, reproduce, modify, prepare derivative works of, perform, display, transmit, make, have made and import any data provided by Licensee to Skyward or its contractors or agents in connection with the performance of the Professional Services under this Agreement as necessary or useful to perform the Professional Services. Except as expressly set forth herein, Licensee retains all right, title and interest in and to its data.

6.0 Limited Warranty and Limitation of Liability.

6.1 Limited Warranty. With respect to each Deliverable, Skyward warrants to Licensee that, for a period of thirty (30) calendar days after the date of delivery of such Deliverable to Licensee, such Deliverable will substantially conform to any applicable functional specifications for such Deliverable that are described in the applicable Statement of Work or any Change Order thereto. If any Deliverable does not perform as expressly warranted in this section, Licensee will notify Skyward in writing and Skyward will, at its sole option and expense: (a) replace or modify such Deliverable with a Deliverable that performs as expressly warranted in this section; or (b) if Skyward determines that the foregoing is not commercially reasonable, accept return of such Deliverable (if applicable) and refund to Licensee the fees paid by Licensee associated with such Deliverable under this Agreement. The foregoing limited warranty does not cover repair or replacement of or refunds for any Deliverable if the nonconformity to such limited warranty is caused, in whole or in part, by: (i) alteration, modification or correction other than by Skyward; (ii) software, hardware or interfacing not provided or specified in the applicable Statement of Work by Skyward; (iii) abuse, misuse or improper installation; or (iv) a change to Licensee's computing environment that would affect the specific Deliverable. EXCEPT AS SPECIFIED IN THIS LIMITED WARRANTY, ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS, AND WARRANTIES INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY EXCLUDED TO THE EXTENT ALLOWED BY APPLICABLE LAW.

6.2 Limitation of Liability. The liability of Skyward to Licensee for any claim whatsoever related to any Professional Services and/or Deliverable, including any cause of action arising in contract, tort, or strict liability, shall not exceed the total amount of all payments made by Licensee to Skyward with respect to such Professional Service and/or Deliverable. IN NO EVENT WILL SKYWARD BE LIABLE FOR ANY LOST REVENUE, PROFIT, OR DATA, OR FOR SPECIAL, INDIRECT, CONSEQUENTIAL, INCIDENTAL, OR PUNITIVE DAMAGES HOWEVER CAUSED AND REGARDLESS OF THE THEORY OF LIABILITY ARISING OUT OF THE USE OF OR INABILITY TO USE A DELIVERABLE EVEN IF SKYWARD HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

SOFTWARE HOSTING SERVICES AGREEMENT

This Software Hosting Services Agreement (this “**Agreement**”) is made and entered into by and between Integrated Systems Corporation, a Wisconsin corporation, with offices at 10325 N. Port Washington Road, Mequon, WI 53902 (“**Host**”) and _____, with offices at _____ (“**Licensee**”). Host and Licensee may be collectively referred to herein as the “**parties**” or individually as a “**party**” to this Agreement.

RECITALS

A. Skyward, Inc., a Wisconsin corporation (“**Skyward**”) has developed certain proprietary computer software, as updated and revised from time to time (the “**Skyward Software**”). The Skyward Software, together with any additional products provided by Skyward in association therewith, shall be collectively referred to as the “**Skyward Products**.”

B. Skyward and Licensee have entered into that certain Skyward Software License Agreement (the “**License Agreement**”) whereby Skyward granted Licensee a limited license to access and use certain Skyward Products more particularly described therein, subject to and conditioned upon Licensee entering into this Agreement to provide for the terms and conditions of Licensee’s access and use of the Skyward Products through Skyward’s authorized third party host.

C. Host is an application service provider who is in the business of providing services for server and application hosting, management, and operations and Skyward has granted Host a license to host the Skyward Products.

TERMS AND CONDITIONS

1. Hosting Services.

(a) Description of Hosting Services. Host shall provide Licensee with remote access to a digital information processing, transmission and storage system on one or more servers located at Host’s facilities that will enable Licensee to access the Skyward Products over the Internet. Subject to Licensee’s compliance with the License Agreement and this Agreement, Host will support the Skyward Products through implementation of Skyward-provided or authorized modifications, patches, updates, upgrades and new releases or versions of the Skyward Products. Host will use commercially reasonable efforts to back up the information on its servers and to store the information in a reasonably secure environment and shall also use commercially reasonable efforts to provide redundant systems designed to decrease the risk or magnitude of a loss of data. The services to be provided by Host to Licensee, as described in this Section 1(a), shall be collectively referred to as the “**Hosting Services**.”

(b) Use of Hosting Services. Licensee may access and use the Hosting Services only to the extent of authorizations acquired by Licensee from Skyward or Host. Licensee is responsible for use of the Hosting Services by any party who accesses the Hosting Services with Licensee’s account credentials. Licensee acknowledges and agrees that its use of the Hosted Services is subject to Licensee’s compliance with the terms and conditions of the License Agreement, this Agreement, and any prohibited use policies of Host. Licensee may not use the Hosting Services to providing hosting or timesharing services to any third party or to provide any third party with access to the Skyward Products.

(c) Obligations of Licensee. Licensee is solely responsible for information, data, and content of Licensee placed on Host’s servers by Licensee. Unless caused by their negligence or willful misconduct, Host shall not be liable to Licensee for loss of its information, data, and content placed on Host’s servers as a result of the Hosting Services, but Host shall, in the event of a loss, use its commercially reasonable efforts to attempt to recover or reconstruct any such information that has been lost. Licensee warrants and represents that information, data, and content placed on Host’s servers as a result of the Hosting Services: (i) is not offensive, defamatory, or obscene; (ii) is not racially, ethnically or otherwise objectionable; (iii) does not promote discrimination based on sex, race, religion, nationality, disability, sexual orientation or age; and (iv) does not violate any other applicable law. Host reserves the right to delete any material installed or inputted on Host’s server or to disconnect a server which contains material which Host believes in good faith breaches any of these warranties. A breach of any of the foregoing warranties by Licensee shall constitute an event of default under the terms of this Agreement and may result in the termination of this Agreement pursuant to Section 6 below.

2. Fees and Payment. Licensee shall pay the Annual Fees (as defined in the License Agreement) described in the Proposal (as defined in the License Agreement), and other reoccurring fees and amounts due in association with the Hosting Services (collectively the “**Fees**”), during the term of this Agreement. Licensee shall make payment of the Fees when due as provided in the Proposal or within thirty (30) from the date of invoice. Interest on all past due amounts will be charged at the maximum rate permitted by law. If any authority imposes a duty, tax, levy or fee (excluding those based on Host’s net income) upon the Hosting Services, then Licensee agrees to pay the amount specified.

3. Reservation of Title.

(a) Host Property. All computer systems, operating software, network equipment, and any hardware, software, documentation, information, business practices, or operating methods provided by Host as part of the Hosting Services shall remain the property of Host. Host will retain title to all rights in all intellectual property provided by Host under the terms of this

Agreement, including but not limited to, any know-how, customizations, practices, and other technologies related to the Hosting Services.

(b) Skyward Property. Licensee and Host each acknowledge and agree that the Skyward Products, including but not limited to, the specific design and structure of individual programs, input formats, object code and source code, algorithms, frameworks, all constitute trade secrets, confidential and proprietary information, and copyrighted material of Skyward. Licensee and Host further acknowledge and agree that this Agreement does not affect any transfer of title in the Skyward Products and that the Skyward Products shall remain the sole and exclusive property of Skyward or Skyward's licensor.

4. Licensee Data. All personally identifiable information and data relating to Licensee's students and/or employees provided to Host by Licensee in conjunction with the Hosting Services, shall be subject to the terms and conditions of the Data Privacy Addendum attached hereto and incorporated herein by reference.

5. Security and Limited Warranty.

(a) Server Security. Licensee acknowledges that no security systems or procedures currently available are capable of providing complete protection from unauthorized individuals who may seek to gain access to Host's servers. Host shall use commercially reasonable efforts and processes to secure its servers from access by unauthorized individuals, test its servers for viruses at reasonable intervals and maintain back-up copies of all content. Accordingly, so long as Host uses the commercially reasonable efforts set forth above, Host shall not be liable for any damage to the Licensee arising from unauthorized access or the introduction of a bug or virus, unless caused by the negligence or willful misconduct of Host. Notwithstanding anything in this Agreement to the contrary, Host shall not be liable for any damage caused by Licensee or any employee or agent of Licensee. Licensee agrees that its use of the Hosting Services will be in compliance with applicable law and will not otherwise violate the terms of any applicable license. Licensee acknowledges that Skyward is not responsible for the security of Host's servers and will not be responsible to maintain any back-up copies of the content on Host's servers. Notwithstanding anything in this Agreement to the contrary, Host shall not be liable for any damages to Licensee caused by unauthorized individuals who gain access to the Host's servers, unless caused by the negligence or willful misconduct of Host. Licensee assumes all risk related to the processing of transactions related to electronic commerce.

(b) Limited Warranty. Host warrants that the Hosting Services will be available 99.5% of the time during Operational Hours (as defined herein), except for service interruptions for routine maintenance and backups. For the purposes of this Agreement, "Operational Hours" are 7 days per week, 24 hours per day and 365 days per year. Regular maintenance and service activities are scheduled outside of Normal User Hours (as defined herein). For the purposes of this Agreement, the "Normal User Hours" are Monday through Friday from 7 A.M. to 5 P.M. central standard time excluding the following ISCorp observed holidays: New Year's Day, Martin Luther King, Jr. Birthday, President's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. In the event there is an interruption in the Hosting Services during Normal User Hours, Host will respond in 30 minutes or less of being notified of such an interruption in the Hosting Services. Host will use its best efforts to respond to any interruptions in the Hosting Services outside of Normal User Hours. Except as specifically set forth in this Agreement, Host makes no warranties of any kind with respect to the Hosting Services or products provided under this Agreement. Except as specifically set forth in this Agreement, Host DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

(c) Licensee's Remedies. In any instance involving performance or nonperformance of the Hosting Services or products provided hereunder, Licensee's sole and exclusive remedy shall be: (i) in the case of Hosting Services, refund or credit, at Licensee's election, of a pro rata portion of the price paid for such Hosting Services which were not provided, or (ii) in the case of products, repair, replacement or return of the defective product to Host for refund, at the option of Host. A credit for an interruption in the Hosting Services during the Normal User Hours will be issued only for periods, calculated in 15 minute increments, in excess of the 99.5% scheduled available up-time within a calendar month. A credit for an interruption in the Hosting Services during the Operational Hours, but outside of the Normal User Hours, will be issued only for periods, calculated in one hour increments, in excess of the 99.5% scheduled available up-time within a calendar month. An interruption in the Hosting Services is deemed to have occurred only if the Hosting Services have stopped or been severely impacted that they are unusable by Customer as a result of failure of Host facilities, equipment, or personnel used to provide the Hosting Services, and only where the interruption in the Hosting Services is not the result of: (A) negligence or other conduct of Licensee, its employees or agents, including a failure or malfunction resulting from applications or services provided by Licensee; (B) failure or malfunction of any equipment or services not provided by Host; (C) circumstances beyond the control of Host; or (D) interruption due to scheduled maintenance, alteration, or implementation, provided that such scheduled event is provided in writing and in advance to Licensee. All claims for a credit must be submitted to Host in writing within 60 days of the date of such interruption in the Hosting Services.

(d) Limitation of Liability. The liability of Host to Licensee for any claim whatsoever related to this Agreement, including any cause of action arising in contract, tort, or strict liability, shall not exceed the total amount of all payments made under this Agreement by Licensee to Host with respect to the Hosting Services during the 365 days preceding the cause of action. IN NO EVENT WILL HOST BE LIABLE FOR ANY LOST REVENUE, PROFIT, OR DATA, OR FOR SPECIAL, INDIRECT, CONSEQUENTIAL, INCIDENTAL, OR PUNITIVE DAMAGES HOWEVER CAUSED AND REGARDLESS OF THE THEORY OF LIABILITY ARISING OUT OF THE USE OF OR INABILITY TO USE THE HOSTING SERVICES EVEN IF HOST HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Host shall not be held liable for any claims or

demands brought against Licensee by any other party unless Licensee has properly notified Host as to such damages, claims, or demands, and Licensee has taken action to minimize such damages, claims, or demands.

6. Term and Termination. The term of this Agreement shall run concurrent with the term of the License Agreement. In the event the License Agreement is terminated for any reason, this Agreement shall automatically terminate as of the date of such termination without further notice. In addition to the foregoing, any party may terminate this Agreement in the event another party fails to perform any material obligation under this Agreement and such failure continues for a period of thirty (30) days following receipt of written notice of such failure. In the event of the termination of this Agreement for any reason, all of Licensee's rights and privileges under this Agreement, including but not limited to Licensee's rights to access and use the Hosting Services shall be immediately terminated.

7. Interpretation and Construction.

(a) Entire Agreement. This Agreement shall be governed by the laws of the State of Wisconsin, without regard to any conflict of laws provisions or rules of construction concerning the draftsmanship hereof. This Agreement contains the entire understanding and full and complete agreement of the parties, and supersedes and replaces any prior understandings and agreements among the parties, with respect to the subject matter hereof. This Agreement may be altered, amended or modified only in writing, signed by both of the parties hereto. Headings included in this Agreement are for convenience only and are not intended to limit or expand the rights of the parties hereto. References to Sections herein shall mean sections of the text of this Agreement, unless otherwise indicated.

(b) Assignment. No party may, voluntarily or involuntarily, assign or otherwise transfer this Agreement without the prior written consent of the other parties. Any attempted assignment or delegation without prior written consent will be null and void. Notwithstanding the foregoing, the transfer of all or substantially all of Host's capital stock or assets to a third party through a sale, merger or other transaction or proceeding shall not be deemed an assignment under the terms and conditions of this Agreement. Subject to the foregoing, this Agreement shall inure to the benefit of and be binding on the parties and their respective successors, affiliates, legal representatives and permitted assigns

(c) Severability. If any court of competent jurisdiction determines that any provision of this Agreement is invalid or unenforceable, such invalidity or unenforceability shall have no effect on the other provisions hereof, which shall remain valid, binding and enforceable and in full force and effect, and such invalid or unenforceable provision shall be construed in a manner so as to give the maximum valid and enforceable effect of the intent of the parties expressed herein.

(d) Waiver. No waiver of a breach of any term of this Agreement will be effective unless in writing and duly executed by the waiving party. No such waiver will constitute a waiver of any subsequent breach of the same or any other term of this Agreement. No failure on the part of a party to exercise, and no delay in exercising, any of its rights hereunder will operate as a waiver thereof, nor will any single or partial exercise by a party of any right preclude any other exercise by a party of any right preclude any other or future exercise thereof or the exercise of any other right. No course of dealing between the parties will be deemed effective to modify, amend or discharge any part of this Agreement or the rights or obligations of any party hereunder.

(e) Force Majeure. Except for the obligation to make payments, the parties will not be liable for any failure or delay in their performance under this Agreement due to any cause beyond its reasonable control, including but not limited to, acts of war, acts of God, acts of terrorism, earthquake, flood, embargo, riot, sabotage, labor shortage or dispute, governmental act, provided that the delayed part: (i) gives the other party prompt notice of such cause, and (ii) uses commercially reasonable efforts to promptly correct such failure or delay in performance.

(f) Notices. Any notice required or permitted to be given pursuant to this Agreement shall be valid only if in writing and shall be deemed to have been duly given (i) when personally delivered, (ii) when transmitted by fax if confirmation of receipt is printed out on the sending fax machine, or (iii) three business days after being mailed by certified mail, postage prepaid, addressed to the party receiving notice at the address listed in the opening paragraph of this Agreement, unless that party otherwise notifies the parties in accordance with this Section of a change of address.

(g) Survival. Any provisions of this Agreement, including but not limited to Section 3, 5, this Section, and any other provisions which by their very nature are intended to survive the termination or expiration of this Agreement will survive the termination or expiration of this Agreement and will inure to the benefit of and be binding upon the parties hereto.

(h) Third Party Beneficiary. The parties acknowledge and agree that Skyward shall be an express third-party beneficiary of this Agreement entitled to enforce the provisions hereof as if a party hereto, provided that Skyward shall not have any duties under this Agreement or any liabilities arising therefrom.

(i) Counterparts and Signatures. The undersigned warrant and represent that they have the legal authority to execute and deliver this Agreement on behalf of the parties hereto. This Agreement may be executed in any number of counterparts, each of which when so executed will be deemed to be an original and all of which when taken together will constitute one Agreement. The parties agree that original signatures of a party transmitted by facsimile or in portable document format (pdf) or electronic signatures affixed to this Agreement shall be as valid as an original signature of such party to this Agreement. If this document is executed

by electronic signature, both parties agree that their electronic signature is legally binding and shall have the same validity and meaning as a hand written signature and neither party will contest the validity of their respective electronic signature, or claim that it is not legally binding.

The undersigned, being duly authorized representatives of the parties to this Agreement, do hereby agree to the terms and conditions of this Agreement.

HOST:

LICENSEE:

By: _____

Name: Jeff Zilln _____

Title: VP of Op _____

Date: _____

This draft contract is provided for informational purposes only.

Only a contract officially signed by Skyward will be valid to complete the sale.

DATA PRIVACY ADDENDUM

This Data Privacy Addendum (this “**Addendum**”) is hereby made a part of that certain Software Hosting Services Agreement between the parties (the “**Agreement**”) and shall govern the transmission, use, storage, and disposal of all Personal Data (as defined herein) between the parties. All capitalized terms not otherwise defined in this Addendum shall have the meaning assigned to them in the Agreement.

1. Definitions.

(a) “**Data Subjects**” means Licensee’s students and/or employees who have their Personal Data inputted into the Skyward Products or otherwise provided to Host pursuant to the terms and conditions of the Agreement.

(b) “**De-Identified Data**” means data or information that has been anonymized, de-identified, and any Personal Data has been removed or obscured, or represents anonymous usage data regarding use of the Skyward Products.

(c) “**End Users**” means the Data Subjects, the parents or legal guardians of Data Subjects, or Licensee’s employees who have access to Personal Data through the use of the Skyward Products.

(d) “**Personal Data**” means all: personal identifiers such as name, address, phone number, date of birth, social security number, and student, personnel, or other identification number; “personally identifiable information” and student “education records” as those terms are defined in the Family Educational Rights and Privacy Act, 20 USC 1232g, as amended (“**FERPA**”) or applicable state law; “personal information” as that term is defined in the Children’s Online Privacy Protection Act of 1998 (“**COPPA**”); “personal information” as that term is defined in the Protection of Pupil Rights Amendment (“**PPRA**”); “personally identifiable information” as that term is defined in the Individuals with Disabilities Education Act, as amended (“**IDEA**”); and “protected health information” as that term is defined in the Health Insurance Portability and Accountability Act (“**HIPAA**”).

(e) “**Process, Processing**” or “**Processed**” means any operation or set of operations which is performed on Personal Data or on sets of Personal Data, whether or not by automated means, such as collection, recording, organization, structuring, storage, adaption, or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

(f) “**Security Incident**” means actual (i) loss or theft of Personal Data; or (ii) unauthorized use, disclosure, acquisition, alteration, transmission or acquisition of Personal Data.

(g) “**Sub-Processor**” means a party other than Host or Licensee, who Host has contracted with to Process Personal Data, with Licensee’s prior written consent.

2. Processing of Personal Data.

(a) Purpose Limitation. Host will only Process Personal Data on behalf of and in accordance with this Agreement or Licensee’s written instructions. Host will not use Personal Data for any other purpose other than as explicitly specified in this Agreement, as otherwise requested by Licensee or as required by law or a court of competent jurisdiction. Host will treat Personal Data as confidential information and impose confidentiality obligations on all Host personnel who Process Personal Data. If any applicable law requires Host to conduct Processing that is or could be construed as inconsistent with Licensee’s instructions, Host will notify Licensee hereof promptly, unless this notification is prohibited by law.

(b) Data Ownership and License. Licensee is the owner of all Personal Data and Host will have no ownership rights or interest in such Personal Data. Notwithstanding the foregoing, Licensee grants Host and its Sub-Processors (if any) a limited, nontransferable, fully-paid, royalty-free, non-sublicenseable, nonexclusive right during the term of the Agreement to Process, use, reproduce, modify, prepare derivative works of, perform, display, transmit, make, have made and import any Personal Data provided by Licensee to Host or its Sub-Processors (if any) in connection with the performance of its obligations under the Agreement, or as otherwise directed by Licensee.

(c) Collection of Technical Data. Licensee agrees that Host may collect and use De-Identified Data and other technical data and related information, including but not limited to technical information about Licensee or its End Users’ use of the Hosting Services, that is gathered periodically to monitor the health of Licensee’s database and to facilitate the provision of updates to the Hosting Services, product support, and other services to Licensee related to the Hosting Services or Host’s business. Host may use this information to operate, provide, improve and develop the Hosting Services its technologies and business operations, and for such other purposes described in the Agreement. Provided however, Host agrees that such data shall not include any Personal Data.

(d) Advertising Prohibition. Host will not use or sell any Personal Data to (i) market or advertise to Licensee’s End Users; (ii) inform, influence, or enable marketing, advertising, or other commercial efforts by Host or any third party; or (iii) develop a profile of a Data Subject, for any commercial purpose other than performing its obligations under this Agreement.

3. Access to Data.

(a) End User Access. Licensee shall establish reasonable procedures by which its End Users of the Skyward Products may view Personal Data, make requests related to corrections of Personal Data, and transfer Personal Data. In the event Host receives any requests from Licensee's End Users to view any Personal Data, make any corrections to Personal Data, or transfer Personal Data, Host will refer such End User requests to Licensee.

(b) Third Party Requests. Unless prohibited by applicable law, Host will promptly notify Licensee of any (i) request for access to any Personal Data from any regulatory body, governmental official or other third party; (ii) warrant or subpoena; or (iii) other request received by Host regarding any Personal Data. Host will reasonably cooperate with Licensee regarding any such third party requests.

(c) Rights of Data Subjects. Host will assist Licensee as requested with responding to Data Subjects' requests to exercise their rights under applicable data protection laws and regulations, which may include, without limitation, rights of access, correction, amendment, blocking and deletion. Host will notify Licensee promptly if it receives any such request or claim from a Data Subject relating to Personal Data or Host's Processing thereof.

4. Compliance with Applicable Laws. Host will comply with all applicable federal, state and local laws with respect to the use and disclosure of Personal Data, including but not limited to the laws of any jurisdiction from which the Personal Data originates.

(a) Family Educational Rights and Privacy Act. The parties expect and anticipate that Host may receive Personal Data that includes "personally identifiable information" or "education records" as defined by FERPA from Licensee only as an incident of Host's performance of its obligations under the Agreement. In the event Licensee provides Host with Personal Data that includes "personally identifiable information" or "education records" as defined by FERPA, Host shall be deemed a "school official determined to have a legitimate educational interest" under 34 CFR 99.31(a)(1), as provided by Licensee's policies and procedures.

(b) Health Insurance Portability and Accountability Act. In the event that Host receives any Personal Data that constitutes "protected health information" as that term is defined by HIPAA, in addition to the terms and conditions of this Addendum, Host and Licensee may enter into a HIPAA Business Associate Agreement acceptable to both parties, providing for the protection of such personal health information as required by HIPAA.

5. Transfer of Data.

(a) United States. Host will not store or transfer Personal Data outside of the United States without the prior express written consent of Licensee, establishing a legal basis for such transfer and taking such steps as Licensee may require to ensure that the transfer meets the requirements of applicable law. If Host discovers or reasonably believes that any Personal Data has been or is being Processed in jurisdictions other than the United States, Host will provide prompt notice to Licensee.

(b) Sub-Processors. Host will not subcontract any of its rights or obligations under the Agreement without the prior express written consent of Licensee. In the event Host, with the consent of Licensee, subcontracts its obligations under the Agreement, it will do so only by way of a written agreement with its Sub-Processor that imposes the same privacy and security obligations, as well as confidentiality obligations on the Sub-Processor as are contained in this Addendum. Notwithstanding the foregoing, Host shall have no obligation to enter into any such agreements and shall not be responsible for any third parties to which Licensee or its End Users transmit Personal Data without Host's express prior written consent.

(c) Secured Transmissions. Host and Licensee each agree to maintain security protocols that meet industry standards in the transfer or transmission of any Personal Data.

6. Security.

(a) Security Program. Taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of Processing, as well as the risk of varying likelihood and severity for the rights and freedoms of data subjects, Host will maintain or cause to be maintained a reasonable and commercially feasible information security program that complies with all applicable laws and is designed to reasonably maintain the security and confidentiality of all Personal Data. Host shall, upon reasonable request from Licensee, provide Licensee with a written summary of the procedures its uses to maintain the privacy, security, and confidentiality of Personal Data.

(b) Security Measures. Host will take appropriate and commercially reasonable measures, including without limitation, administrative, physical, technical (including electronic), and procedural safeguards. Host will ensure that Personal Data is only available to Host personnel who have a legitimate business need to access the Personal Data, who are bound by legally enforceable confidentiality obligations, who have received training on applicable data protection policies and procedures, and who will only process the Personal Data to perform the Hosting Services.

(c) Security Incident Response. Host and Licensee will each promptly and without undue delay, notify the other party of any Security Incident of which they become aware. The notice will summarize in reasonable detail (i) the nature of the Security

Incident; (ii) whether Personal Data has been lost, stolen or compromised, if known; (iii) the party's appraisal of the consequences of the Security Incident; (iv) the cause of the Security Incident, if known; (v) any corrective action taken or to be taken by Licensee or Host; and (vi) any internal point(s) of contact responsible for managing or responding to the Security Incident. Host and Licensee will promptly take all necessary and advisable corrective actions and will cooperate fully with the other party in all reasonable and lawful efforts to prevent, mitigate, or rectify such Security Incident.

(d) Security Incident Notification. The parties will consult with one another on the content of any mandated communications in association with a Security Incident. Except for mandated communications, the content of any external filings, communications, notices, press releases or reports to be issued related to any Security Incident must be promptly reviewed and approved by both Licensee and Host prior to any publication or communication, and such approval shall not be unreasonably withheld, conditioned or delayed. In the event of a Security Incident, if Licensee or Host determines that such Security Incident must be disclosed or reported to a third party, including individuals or governmental authorities, Host will reasonably cooperate with Licensee in fulfilling Licensee's reporting and disclosure obligations.

7. Reimbursement of Information Disclosure Costs.

(a) Reimbursement. Subject to the limitations of liability described in this Addendum and the Agreement, Host will reimburse Licensee for all uninsured direct out of pocket and commercially reasonable costs it incurs in providing notifications and credit monitoring services to individuals, each as and to the extent required by applicable law (collectively the "**Information Disclosure Costs**"), arising from a Security Incident, to the extent such Security Incident was directly caused by the negligence or willful misconduct of Host; provided however, Host shall not be responsible for any such Information Disclosure Costs unless Licensee has promptly notified Host of any Security Incident resulting in possible Information Disclosure Costs and Licensee has used its best efforts to minimize such breach or disclosure and the Information Disclosure Costs associated therewith, as required by Section 6 above.

(b) Limitations. Notwithstanding anything contained herein to the contrary, Host will not be liable for, and shall have no obligation to reimburse Licensee for its Information Disclosure Costs to the extent the Security Incident was caused (i) in whole or in part by the negligence or willful misconduct of Licensee or its employees, agents or End Users; (ii) by Licensee's failure to operate the Hosting Services in compliance Host's recommended policies and procedures; or (iii) by Licensee's failure to comply with applicable law and follow industry standard security protocols with respect to Licensee's use of the Hosting Services and/or protection of Personal Data.

8. Personal Data Retention, Return and Deletion. Host will not retain Personal Data any longer than is reasonable necessary to accomplish the intended purposes for which the Personal Data was provided to Host pursuant to the Agreement and to comply with law and enforce its contractual rights. When Personal Data is no longer necessary for the purposes set forth in the Agreement or promptly upon the expiration or termination of the Agreement, whichever is earlier, or at an earlier time as Licensee requests in writing, Host will (a) provide Licensee, in an industry standard format selected by Host, a copy of all or, if specified by Licensee, any part of the Personal Data; and (b) destroy all, or if specified by Licensee, any part of the Personal Data in Host's possession in a manner in accordance with applicable law, for example in the case of protected health information, using a secure overwrite utility that will overwrite the Personal Data with random information rendering the Personal Data unrecoverable, or in the case of protected health information stored on paper, CD, DVD, Blu-ray and magneto-optical devices, destroying it by pulverizing, cross-cut shredding, pulping or burning. Host will provide a certification of destruction if requested. In the event applicable law does not permit Host to comply with the delivery or destruction of the Personal Data as provided in this section, Host warrants that it will ensure the confidentiality of the Personal Data and that it will not use or disclose any Personal Data at or after the termination or expiration of the Agreement, except as required by law or to protect its valid interests. Notwithstanding the foregoing, the duty of Host to delete Personal Data pursuant to this section shall not extend to any De-Identified Data or Personal Data that was placed in emails or other medium by Licensee or its employees, agents or End Users and was not properly de-identified prior to transmission to Host.

Deviations and Exceptions

The following Statement of Deviations has been completed by Skyward, Inc. ("Skyward") regarding Edina Public School District 273's RFP for an Enterprise Resource Planning System ("the RFP"). The purpose of this statement is to provide details of deviations, comments, or suggestions relating to Skyward's response to the RFP. Should Skyward be selected as a finalist, the items listed below and any other material differences between the Skyward Standard Software Agreement and the RFP will be negotiated by the parties.

Section/Paragraph Referenced in the RFP	Deviation/Comment/Suggestion
Standard Agreement	Skyward will require its Standard Licensing Agreement be executed. If variations exist between your terms and our Agreement, a review by our legal staff may be required. A Sample Agreement can be found following your Cost Proposal. Please note that Skyward is willing to negotiate regarding the final Licensing Agreement should we become a finalist in your evaluation process.
Terms and Conditions	Skyward will require our Terms & Conditions form to be executed. A copy of this document can be found within your Cost Proposal. Discrepancies may exist between the RFP and our standard T&C. Please note that Skyward is willing to negotiate regarding the final agreed-upon Terms & Conditions.
Hardware Specifications	Skyward has included hardware recommendations. These recommendations are only preliminary, as we may need to make adjustments to them after our technicians have spent more time analyzing the District's needs.
Sample Implementation Plan	Skyward has provided a sample implementation plan for your review. This plan is an estimate based on the limited data disclosed in the RFP. Upon being selected as a finalist, Skyward will work with the district to develop a detailed project plan that meets the expectations from the RFP as well as key district stakeholders.
Technical Specifications	Skyward has reviewed the Technical Specifications provided by Edina Public School District 273. Responses are provided as accurately as possible based on the limited information provided. Some requirements and questions may require further discussion to fully understand the needs of Edina Public School District 273. Our team would welcome the opportunity to demonstrate our solution and how we can best meet the needs of Edina Public School District 273.



RFP bid document, page 2, Terms & Conditions, L. Award Options, #5	Any termination for cause shall be subject to a thirty (30) day notice and right to cure, except as otherwise described in Skyward’s standard Software License Agreement. The School District may voluntarily terminate the Software License Agreement with one hundred twenty (120) days prior written notice. Except in the event of a termination as a result of Skyward’s default that remains uncured, all annual maintenance fees are nonrefundable and will not be prorated. Any damages or penalties resulting from the termination of the agreement as a result of a default by Skyward shall be subject to the limitations of liability described in Skyward’s standard Software License Agreement.
RFP bid document, page 3, Terms & Conditions, P. Requirements for onsite service provider	Skyward conducts pre-employment background checks on all employees and thereafter background checks are performed every 3 years on our traveling employees. When onsite training is part of the implementation plan, it is required not to use any training facilities where student interactions might occur.



8. Additional Information

Differentiators

What sets Skyward apart?

Skyward is so much more than “just another tech company.” We are dedicated to upholding the same culture of teamwork, enthusiasm, and continuous improvement that drives the success of your district. Student and financial/HR management is a competitive market that’s traditionally full of copycats. Here are some key attributes that set us apart from others in the industry.

Data Standards

Technology is not going to slow down and as it evolves, a set of standards can help guide the transitions between systems and processes. These standards will free up schools, allowing them to utilize the best tools for different jobs while still gathering necessary data within an SIS. Skyward’s solution provides a common language so data can be easily transferred between system using APIs. We help you eliminate data silos and reduce the time needed to manually re-enter data. Our software allows educators to turn raw numbers into insight into how students are learning. Plus, built-in security ensures your data is protected against hackers.

Integration

Our commitment to interoperability stems from our aim to help our district partners get the most from their technology investment. We don’t force customers to end third-party relationships; instead, Skyward integrates with third-party systems using an API. Districts can use multiple systems while saving time on data entry, experiencing fewer logins along with automated data transfers. Our solution provides better user experience across platforms.

Skyward Events (User Groups and iCon)

Skyward recognizes the value of an active user community to facilitate the flow of information and create an outlet for discussions. This communication leads to more efficient school operations and integration of Skyward technology into daily business practices. State user group conferences along with our international conference (iCon), hosted yearly are excellent opportunities for district personnel to network with others. In fact, these events make it easy for users to compare notes and offer tips to others who share the same role. In addition, attending Skyward conferences is a great way to chat with vendors and Skyward business partners. You’ll also get to know Skyward staff and executives on a more personnel level. These events deliver breakout sessions so users can maximize their use of the software and become beacons of Skyward knowledge for colleagues.

Mobile App

Skyward’s Mobile App is the link that enables employees, students, and parents to stay connected 24/7 providing access to critical data anytime and anywhere. With Mobile Access, you can navigate to many of Skyward’s key features while away from your desk or office making it easier to complete tasks. Plus, there is also an option to receive push notifications. The Mobile App is just another way Skyward’s solution saves time and streamlines the user experience.

Project Management

The mission of Skyward's Project Management Team is to facilitate and design the most successful consultation, data migration, and training plan unique to your environment and needs. This is accomplished by providing a Skyward project manager who will be your single point of contact throughout implementation. This resource will provide clear and detailed instructions for keeping you on schedule. In addition, the project manager helps guide you through the process for migrating data from your previous system and serves as a resource for training and development. We are committed to you, and this is proven by our excellent implementation record.

Self-Help Resources

Skyward offers a wide variety of self-help resources and remote training opportunities to answer your questions and keep your Skyward knowledge growing. The Skyward Academy offers dozens of sessions every month dedicated to improving your knowledge of common processes and appropriately timed themes. The Skyward Help Center is a one-stop shop for users. It has machine-learning search capabilities, interactive flowcharts, and multimedia resources to help you find the answers you're looking for. Another resourceful self-help tool is the Skyward Community which offers content and documentation that relates to your question and are tailored to your role.

Skyward Community

The Skyward Community exclusive to our Qmlativ platform enables you to connect with others who perform the same tasks. Making these connections is an easy way for everyone to share ideas and best practices. Access to resources, discussions, and events for specific groups allows users to easily post questions and bounce ideas off colleagues. The system offers a fun way to earn points and badges for completing tasks and participating in events.

Cloud Hosting (ISCorp)

Skyward partners with ISCorp to provide a secure cloud hosting option that includes automatic software updates, so you are confident the Skyward version you're using is the latest one available. With the cloud hosting option hardware will regularly refresh, the cost falls on the provider therefore essentially saving you money. ISCorp's redundant datacenters are staffed with rigorously trained and certified technicians to ensure maximum security is met 24/7. Third party security audits are also completed on an annual basis for both your peace of mind and ours. Daily offsite backups also ensure safety and protect against data loss. Our secure cloud hosting service features fewer disruptions with up to 99.9% uptime guarantee.

Built, Not Bought

All of Skyward's products are designed in-house with a common look and feel, which makes them easy to use and navigate. We do not provide a collection of acquisitions and loosely integrated modules; instead, our products work seamlessly together because they are created by Skyward, for Skyward, with input from actual users. We build our solutions to last, and based on customer feedback, we develop our software continuously to ensure it meets your needs. What this means for our customer is that you can always rely on Skyward to have the most up-to-date software on the market.

Family-Owned Since 1980

Privately owned and operated, Skyward has been dedicated to the K-12 industry since 1980. We are not in the business of acquiring or being acquired. Instead, we value stable leadership, user experience, and high-quality support. We want to get to know our customers on a personal level and nurture a long-lasting, reliable partnership. We remain dedicated to listening to you and supporting you as we update our software to meet your evolving needs.

User Research Panel

Our unique User Research Panel gives users a voice during the development of our software. We value building products on real customer feedback because this makes for an improved user experience. When actual users are involved in developing our products, design and functionality are optimized, and our solutions are better able to fit your needs. We are committed to user-center development, and we want you to help shape the future of Skyward technology.

Intuitive Design

At Skyward, we develop easy-to-use products that have a modern look and feel. Our software provides a customizable and interactive experience through features such as the live tiles in our Qmlativ solution. Skyward's goal is to save you time and money, and with our intuitive design, we do just that. Our products require fewer clicks and screens to complete key tasks (saving you time), and they are easy to use and navigate, which means less training (saving you money).

Employee Access

Skyward's Employee Access empowers your employees to manage their own information. In Employee Access, employees can track their hours, check time off balances, and see paycheck history. Employees can also access tax forms, including W2s and 1095s. This solution saves you time and money, as it reduces payroll errors and calls to HR, plus it's paperless!

First-Class Support

Our commitment to a better experience extends well beyond our software. We take great pride in offering high-quality support and in helping you become confident and efficient in our software. We value transparency, awareness, and rapid response as we provide support whenever you need us. Help is never more than a call or click away. Whether it's through our live chat within the software or a call to our knowledgeable and experienced team, we ensure that you receive the first-class support you deserve.



Since 1980, Skyward's SIS and ERP solutions have helped more than 2,500 school districts save time, connect with families, and empower success. By blending advanced technology guided by actual users with world-class support delivered with a personal touch, Skyward is the clear choice for K-12 leaders who want to spend less time on tasks and more time with students. To learn more about the next generation of K-12 administration software, visit www.skyward.com.



Connect with us on social media

skyward.com | 800.236.7274

Skyward and the Skyward logo are registered trademarks of Skyward, Inc.
©2023 Skyward, Inc. All rights reserved.