

Information Technology Support Service ("ITSS")

Often confused with the PowerSchool Technical Support department, TSG is a professional services organization within PowerSchool tasked with offering on-premise customers with a wide variety of technical products and services that combine to create solutions to varied information technology and software administration needs. TSG is staffed with experienced, educated, and industry-credentialed Systems Engineers, Security Engineers, Software Engineers, and Database Administrators located in eleven states and two provinces across four countries covering six different time zones.

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

1. Environment Monitoring

- Near real-time monitoring of server hardware for performance and faulty hardware
- Near real-time monitoring of Microsoft Windows® operating system logs and resource utilization
- Near real-time monitoring of virtualization hosts performance and utilization
- Monthly reporting of status and trending of performance, hard drive consumption, server uptime, and frequency of incidents and transactions

2. Infrastructure Support

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

Service Information

1. Environment Monitoring

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

Server Hardware
<ul style="list-style-type: none"> ▪ Physical disk drive status and monitoring for faulty hardware <ul style="list-style-type: none"> ○ The above monitoring requires additional software installed as well as SNMP enabled. This monitoring is only available on Dell & HP servers. ▪ Hardware RAID controller status and monitoring for faulty hardware <ul style="list-style-type: none"> ○ The above monitoring requires additional software installed as well as SNMP enabled. This monitoring is only available on Dell & HP servers. ▪ Power supply status and monitoring for faulty hardware <ul style="list-style-type: none"> ○ The above monitoring requires additional software installed as well as SNMP enabled. This monitoring is only available on Dell & HP servers. ▪ Network Interface Card status and monitoring for faulty hardware ▪ Physical RAM status and monitoring for faulty hardware
Microsoft Windows®
<ul style="list-style-type: none"> ▪ Microsoft Windows® Server Event Log errors ▪ Microsoft Windows® disk storage ▪ Microsoft Windows® Updates ▪ CPU and memory utilization ▪ Disk I/O utilization
*Virtualization Host
<ul style="list-style-type: none"> ▪ Network Interface Card status ▪ Hardware status ▪ Virtual Machine file storage status ▪ CPU and memory utilization

***Note:** Monitoring is provided only if the component is chosen to be included with the ITSS monitoring and capable of supporting ITSS monitoring tools.

Each month, the Customer will receive a report detailing the history, status, and trending of performance, hard drive consumption, server uptime.

2. Infrastructure Support

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

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

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

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

Terms and Conditions

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

1. All services within the ITSS offering are to be delivered remotely unless otherwise specified. Onsite services are available at an additional cost.
2. All services within the ITSS offering are agnostic to the PowerSchool product the infrastructure houses; matters relating specifically to the product-such as those involving the deployment, configuration, or troubleshooting of the application and/or database-shall be referred to the PowerSchool product's Technical Support department or invoke a separate TSG service.
3. Customer will ensure that the PowerSchool product-related server(s) is/are running Microsoft Server 2012 or later in order to participate in the Information Technology Support Service of ITSS
4. Customer will provide TSG with a designated representative to assist with activities that would require physical interaction with supported components.

5. TSG shall install monitoring software agents on each application related component that is covered under the ITSS offering
6. TSG shall be responsible for configuring the agents to alert TSG personnel of conditions falling outside the monitoring threshold.
7. TSG shall respond to all alerts within one (1) hour of receipt during normal business hours excluding PowerSchool holidays unless otherwise specified or negotiated.
8. In the event a monitoring alert is triggered, TSG shall open a Case, make it visible to the designated Primary Point of Contact for the Customer, investigate the alert, and notify the Customer of the problem and its intended time and nature of resolution.
9. The Customer shall provide TSG with an infrastructure-level administrative account to perform the services listed within this agreement. This account can be disabled when services are not being delivered.
10. The Customer shall understand that any inability, impairment, impact, or influence upon TSG's pre-emptive or reactive access to the Customer's environment may also impair, impact, or influence the response to, or the fulfillment of, any or all elements of the scope of ITSS.
11. The Customer will be responsible for notifying TSG personnel of any changes to the environment such as migration to new servers, addition or removal of servers, downtime of servers, etc.
12. The Customer will be responsible to ensure adequate technical staff is available to provide support for normal day-to-day operations of the infrastructure that is not included within ITSS coverage including the monitoring of network performance, server infrastructure, infrastructure integrity, and system data protection and recovery.
13. Services identified in the scope of ITSS are intended to support enterprise-level servers hosting the PowerSchool product and its environment components, and do not include support of Customer-based assets or software.
14. The Customer is responsible to review the fully disclosed ITSS Statement of Work (SOW) and agree to the terms and conditions by signing this proposal. Failing to sign and return the proposal directly to TSG will delay the initiation or renewal of ITSS, and may either impair the ability to fulfill the service or result in the de-commissioning of the service including the removal of monitoring and data backup assets.
15. TSG is not affiliated with the Technical Support department and is unable to address any questions relating to the use or troubleshooting of functionality within the application as a result of a PowerSchool product configuration or update performed by TSG. Customers with questions of this nature will be instructed to contact the PowerSchool product's Technical Support department. If TSG's monitoring indicates a potential issue outside the scope of ITSS, TSG will open a support request on the Customer's behalf with the PowerSchool product's Technical Support department.
16. No refunds or credits will be issued in the event the Customer opts not to utilize any of the allotted services within this agreement, nor shall a refund or credit be issued in the event the ITSS agreement is no longer utilized or deemed necessary during the term purchased.
17. The ITSS agreement will automatically be renewed at the end of each term unless TSG is notified in writing in advance of the contract expiration date.
18. The ITSS may be subject to an annual uplift consistent with standard company rates at the time of renewal.

Contacting TSG

TSG has established a process for Customers to use in order to ensure an immediate response to ITSS requests. The two primary methods for requesting service or support are as follows:

1. Email

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

2. Telephone

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

Once TSG is contacted using either of the methods, the Customer will be provided with a Case Number and a TSG representative will be assigned to assist the Customer with their request. The TSG representative will have access to all pertinent documentation about the environment’s configuration and a log of previous ITSS-related matters and requests. However, Customer staff should be prepared to provide or verify system credentials or other elements of information in the event it has recently changed.

Hours of Operation

- Infrastructure support and other elements of the ITSS agreement are available twelve (12) hours a day Monday through Fridays from 5:00 AM to 5:00 PM Pacific Time excluding PowerSchool holidays and unless otherwise specified or negotiated.
- TSG will respond to all inquiries, needs, escalations, or solicitations from the Customer within no later than one (1) hour of receipt during the hours and under the terms indicated above.

Note: Pre-scheduled off-hour or holiday support may be available at an additional cost or by negotiation.

ITSS Technical Contact

Name:		
Phone Number:		
Email:		

Scale of Service Summary

Product(s)
The scale of this service shall be limited to the following product(s): <ul style="list-style-type: none">• eSchoolPlus
Instance(s)
The scale of this service shall be limited to the following instance(s): <ul style="list-style-type: none">• Production
Server(s)
The scale of this service shall be limited to the following server(s): <ul style="list-style-type: none">• (1) SQL Database Server(s)• (3) Application Server(s)• (2) HAC Server(s)• (3) Task Server(s)• (1) Cognos Server(s)

Renewal Summary – As of April 5, 2022

12 Month Renewal Term: 07/01/22 - 06/30/23

By signing this proposal, the Customer agrees that they have reviewed the fully disclosed Information Technology Support Service (ITSS) Statement of Work for the applicable PowerSchool product(s), available upon request, and acknowledge and agree to the terms and conditions set forth.

All products and services set forth in this Proposal will be provided to Customer in accordance with the terms and conditions of the standard PowerSchool product Licensed Product and Services Agreement.

AGREED TO: Denton Independent School District			
By:			
(Authorized Signature)			
Name:			
Title:			
Date:		Phone Number:	

To renew this offering, please sign the last page of this proposal and submit back to PowerSchool Group, LLC. Thank you and we look forward to working with you and your staff.

PowerSchool Group, LLC
150 Parkshore Drive
Folsom, CA 95630