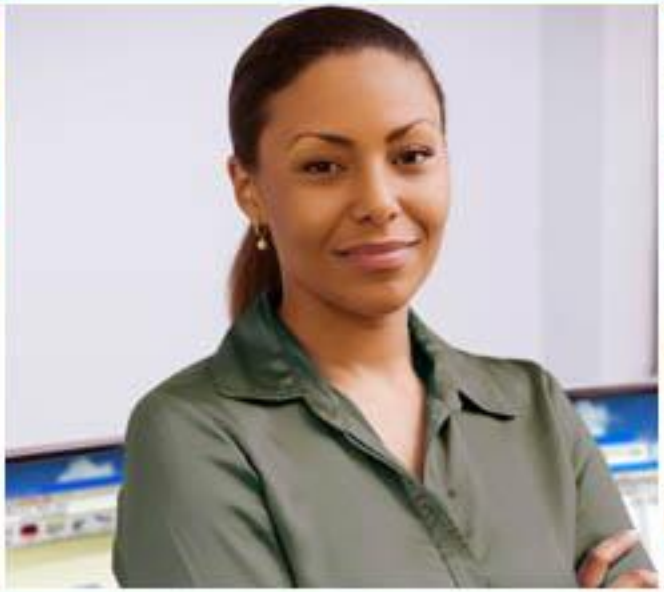

Texas Skyward User Group Conference

Skyward Server Management Options

www.skyward.com
SKYWARD®

Server Management Options

- Managed Services Overview
- Secure Cloud Computing (SCC) Hosted Overview
- OpenEdge Management / OpenEdge Explorer

Skyward Managed Services

- The intent of the Skyward Managed Services service is to ensure Skyward software runs well with maximum up time on customer provided servers and networks.

- Skyward Managed Services is provided by the Skyward IT Services group. This group consists of Skyward IT Services engineers who have certifications in the areas of server Operating Systems, network devices, firewalls, virtualization and Skyward software installation\troubleshooting.

- Skyward IT Services specializes in Network and Skyward systems support for K12 school districts.

What is included?

- Skyward engineers will remotely monitor Skyward servers to ensure the software is running properly. This monitoring includes the following Skyward components that run on servers :
  - **Application Servers**
  - **WebSpeed services**
  - **Monolith CAS and DAS Services**
  - **Print Engine**
  - **Database**
  - **Database Growth (Extents)**
  - **Skyward SIF agents**

Remotely Load Skyward Updates

- **Releases –** Skyward will schedule an appropriate time for loading releases no later than 30 days after the release is posted for all customers. Releases are required updates and occur approximately two or three times per year. All users need to be out of software when loading a release.

- **Addenda –** Skyward will schedule an appropriate time for loading Addenda with the customer. These updates are optional and the customer may choose not have all addenda loaded. These upgrades occur numerous times for each release or PMP level; currently bi-weekly.

- **RMAs –** Skyward will schedule an appropriate time for loading RMAs with the customer. These updates are usually district specific. There is no regular pattern to these updates

Remotely Load Progress Updates

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- **Progress Updates -** Skyward will schedule an appropriate time for loading Progress upgrades with the customer. These updates are required. A major Progress upgrade will typically occur every 3 to 5 years.

Database Management

- Skyward will assist the district with set-up of automated backup scripts, including an email summary.
- The customer is responsible for the Backup hardware and software.
- The customer is responsible for ensuring the backup completed successfully and the proper on-site and off-site storage of backups.
- Skyward will assist the district with issues related to Skyward backup scripts or OpenEdge backup commands but is not responsible for backup failures.
- Skyward will assist with the restore of Skyward data and the re-setup of the Skyward environment in the case of a system failure, disaster, or data corruption.
- Skyward will setup a training database and restore it monthly, if desired.

Skyward Client Support

- Skyward GUI Clients - A Skyward GUI client is defined as any workstation used to run Skyward full client GUI software including Terminal Servers, ProPalms, and Citrix servers if used by the district for Skyward GUI application deployment.
  - It is expected that the district will run the web version of Skyward software when and where available.

- Skyward will set-up GUI clients on Terminal Servers, Citrix Servers and ProPalms servers. Skyward will provide training and installation routines for customers to set up their own clients directly on workstations.

Skyward Client Support

- Skyward will assist with resolving printing issues. It is the district's responsibility to fix or replace malfunctioning printers or printers that are failing due to defect or Windows compatibility issues. It is the district’s responsibility to ensure print drivers are up to date on all clients, terminal servers, ProPalms and Citrix servers if used for Skyward GUI deployment.

- Skyward will troubleshoot client performance issues. If the issue is related to the district's network communications or workstation hardware, it is the district’s responsibility to fix or upgrade these components.

Skyward Client Support

- Skyward Web Clients – A Skyward web client is defined as any district owned workstation used to run Skyward web applications via a supported browser version.
- Skyward will assist with resolving issues related to browser compatibility, assuming the client is running a supported browser version.
- Skyward will assist with resolving performance issues; however, the workstation's network connectivity and bandwidth are the responsibility of the district to maintain at a level that allows for good workstation performance.

Skyward Client Support

- Skyward will not be responsible for troubleshooting issues related to home computers and other non-district owned or maintained computers.

- Skyward will assist the district at the server level to ensure web applications are available outside of the district's network, assuming there is a properly functioning workstation and Internet connection.

What is not included?

- Hardware Warranty and Operating system licensing
- Hardware Parts Replacement
- Backup Tape Drive Maintenance (Cleaning)
- Physical Rotation of Backup Tapes

- The following support examples are not included with Skyward Managed Services but is available using Technical Support Hours:
  - Skyward Server Operating System Upgrades (Windows, AIX, SuSe Linux)
  - Skyward Server Operating System Patches (Windows, AIX, SuSe Linux)
  - Switch, Router, or Firewall Support
  - Email Server Support (Exchange, GroupWise, etc.)
  - Directory Services Support (Active Directory, eDirectory)
  - Virtual Infrastructure / vSphere support (VMware Virtual Environments)

What if failure is detected?

- If there is a failure with a Skyward component, Skyward engineers will diagnose the cause of the failure and correct the problem.

- If a failure involves a hardware component or a component of the customer's network then Skyward will make recommendation on what to do to correct the problem.

What support hours are available?

- **Regular support hours:** Skyward IT Services Managed Services is available Monday through Friday from 7:00 AM to 5:00 PM (CST).
- **After hours support hours:** After Hours Support is included in Skyward Managed Services support contract at no additional cost. It is intended for emergency use to assist District IT departments with problems that occur outside of regular support hours.
- Skyward will have a minimum of two IT Services Engineers on-call who will monitor the after hours support line. These engineers will make every effort to respond to support calls within one hour.

Is 24x7 support available?

- **24x7 Support is included with Skyward Managed Services.**
- Secure Global Solutions provides 24x7 support to address issues when the Skyward offices are closed or during hours when After Hours support is not available.
- This includes application and server monitoring 24x7 Alerts and Notifications. These alerts can also be configured to be emailed to District personnel.
- Skyward email group is notified of alarms that Secure Global also ‘sees’ and has direct contact with After Hours Support primary person, if needed.

What is pricing for Managed Services?

- **Type 1 (1 Server)**
  - BackStage Manager Type 1 Install Fee: $125
  - BackStage Manager Type 1 Annual Monitoring Fee: $625
  - Type 1 First Product: **Per student based on Tier**
  - Type 1 Second product: **Per student based on Tier**

- **Type 5 (2-5 Servers)**
  - BackStage Manager Type 2 Install Fee: $625
  - BackStage Manager Type 2 Annual Monitoring Fee: $1500
  - Type 5 First Product: **Per student based on Tier**
  - Type 5 Second product: **Per student based on Tier**

- *Minimum charge calculated using 2000 students

What is pricing for Managed Services?

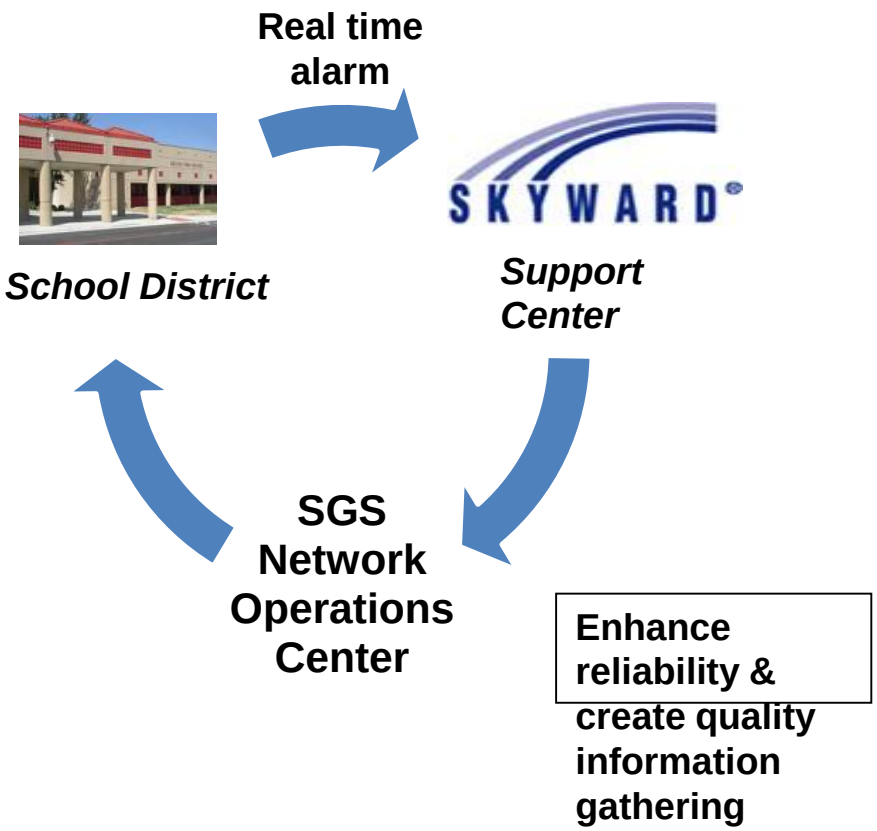
Proposed	Per Student costs	Min charge	Max charge
Tier 1*			
1st DB < 8,000	**$0.80**	$1,600.00	$6,400.00
2nd DB <8,000	**$0.40**	$800.00	$3,200.00
Tier 2			
1st DB 8,001 - 30,000	**$1.00**	$8,001.00	$30,000.00
2nd DB 8,001- 30,000	**$0.50**	$4,000.50	$15,000.00
Tier 3			
1st DB 30,001 - 50,000	**$0.80**	$24,000.80	$40,000.00
2nd DB 30,001- 50,000	**$0.40**	$12,000.40	$20,000.00
Tier 4			
1st DB 50,001+	**$0.70**	$35,000.70	
2nd DB 50,001+	**$0.35**	$17,500.35	

*Minimum charge calculated using 2000 students
** Contact Account Rep for product questions.

Monitoring System used for Managed Services

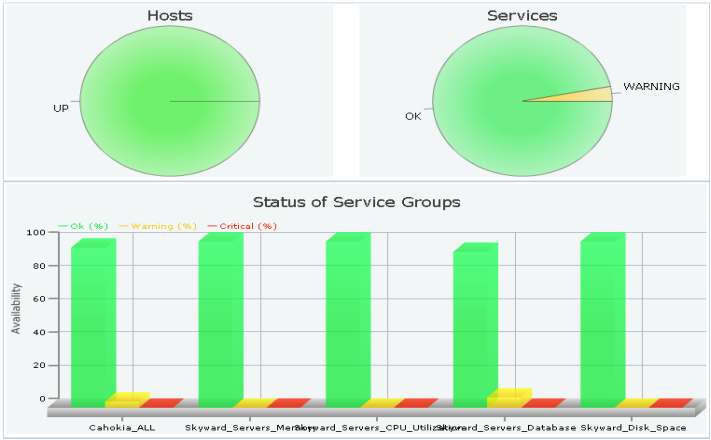
- Skyward BackStage Manager Monitoring System is a host and service monitor designed to inform IT staffs of network issues prior to the end users knowing/realizing something is wrong. The Network Operations Staff will monitor and track the alerts around the clock, 365 days a year.
- Skyward BackStage Manager currently supports hundreds of industry standard checks and customer checks can be added as soon as they are identified.
- Easy to read Dashboard, detailed server/device pages and historical graphs.

Cycle of Monitoring



- Windows / Linux / Unix Servers
- Bandwidth Utilization
- CPU Utilization
- Memory Utilization
- Disk Space
- Log Events

- Skyward Database
- Skyward User Response Times
- AppServers
- WebSpeed Brokers



ISCorp SCC Hosted Service

- Hosting Service that goes beyond traditional Cloud Services
- Secure Cloud Computing (SCC) Hosted Service
-
- All database management is completed by ISCorp staff.
- All Skyward Updates are applied by ISCorp Staff
- Dedicated Skyward Support staff that includes Progress DBAs
- Built in Disaster Recovery (Mequon, WI / Dallas, TX)
- Exclusive Skyward Hosting Partner

SCC Hosted Disaster Recovery Options

- SCC Hosted Sites enjoy built in DR provided by ISCorp
  - Multiple Data Centers
    - Mequon, WI (Milwaukee)
    - Dallas, TX (DataBank)
  - Data Center equipment includes N+1 Redundancy
  - Multiple backups of your database(s)
    - Backups are replicated to multiple data centers
    - Backups are archived to tape and securely stored at an Iron Mountain Facility
    - Disaster Recovery for complete data center loss

OpenEdge Management / Explorer

- OpenEdge Explorer is a free web based management tool included on every Skyward 10.2B Server
- OpenEdge Management is an optional system management product that provides visibility, analysis, and proactive monitoring of your Skyward Servers.

OpenEdge Management

- Increased productivity through automation of processes with **alert handling**
- **Remote monitoring** using a secure, customizable, browser-based interface, is easy to use
- The centralized management and monitoring of critical components provides a **holistic view** of the Skyward environment

OpenEdge Management

- Integrated OpenEdge RDBMS requires **minimal administration** and maintenance
- Establish best practices through Configuration Advisor that tracks and **benchmarks processes**
- The storage of **vital trend information** and the ability to generate real time, historical, and graphical reports allows for better decision making and capacity planning

OpenEdge Management

- OpenEdge Management is supported on the following platforms:

  - IBM AIX 64 Bit
  - SuSe Linux Enterprise Server 10.x 64 Bit
  - Windows 2003/2008/2012 64 Bit

- The OpenEdge Management can be installed on any existing Skyward 10.2B Server

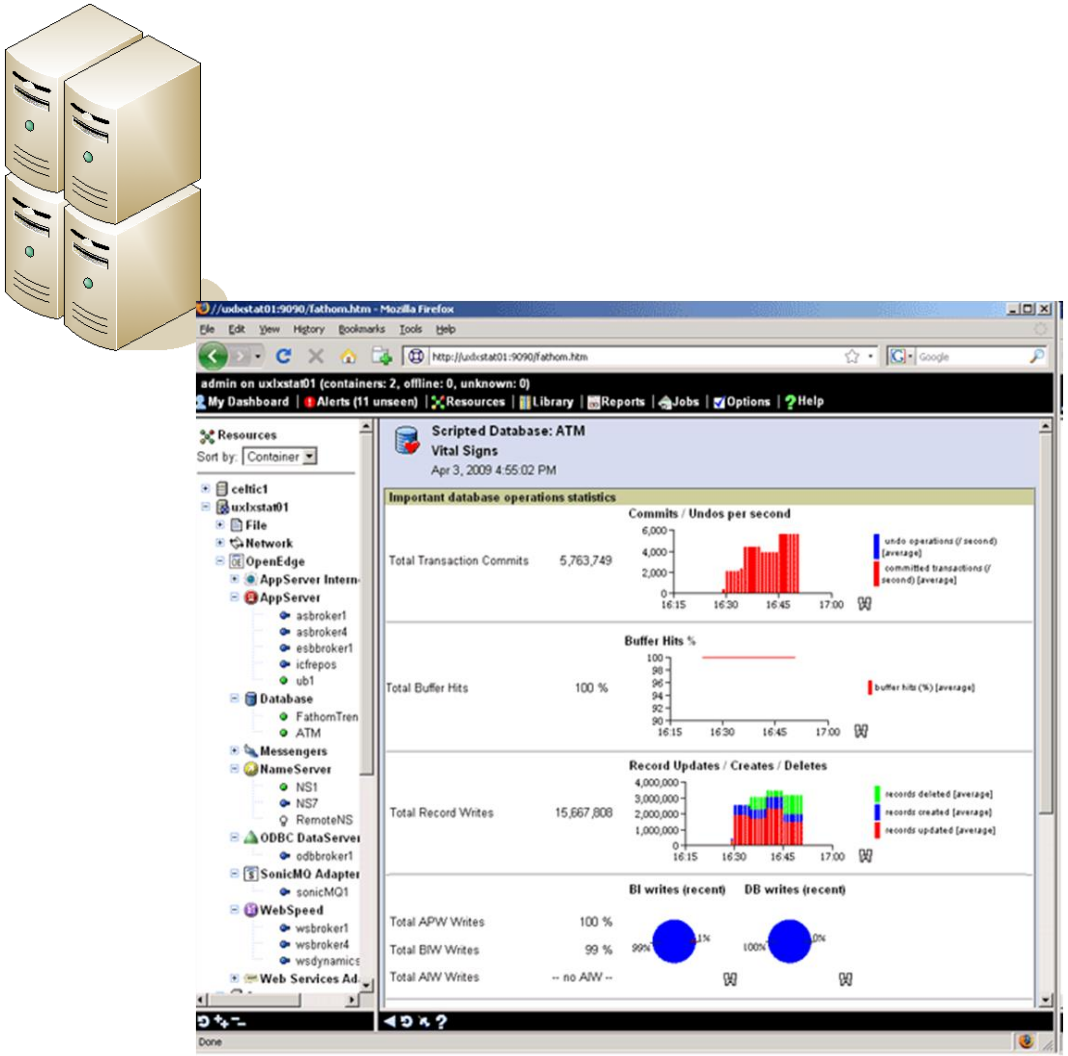
- Virtual Servers are supported

OpenEdge Management Pricing

- OpenEdge Management is available to Skyward customers at a special price of $.10 per student annually.

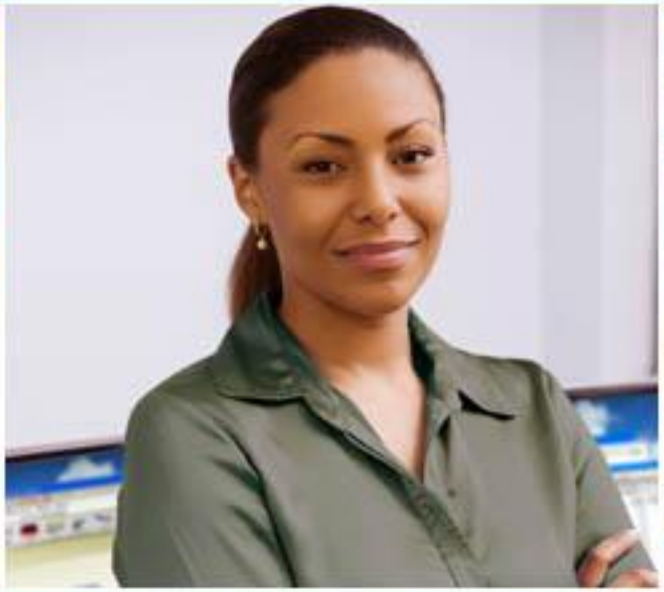
- Installation and Training
  - One time fee
  - A typical installation will take 1 day or less
  - A day of follow-up tuning and training would follow about 1 week after the installation

OpenEdge Management



End of presentation –

Extra space for other notes



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THANK YOU FOR ATTENDING!

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