



STATE OF SOUTH CAROLINA
DEPARTMENT OF EDUCATION

MOLLY M. SPEARMAN
STATE SUPERINTENDENT OF EDUCATION

Dear District Technology Leaders and PowerSchool Coordinators -

Please read the good news from Pearson below. Pearson offers Enterprise Management Service (EMS), a comprehensive solution that manages and maintains your self-hosted PowerSchool environment and provides complete coverage of PowerSchool, ensuring optimal performance and stability. They have now added the support for PowerSchool customizations, including the Individual Graduation Plan (IGP) and Incident Management (IM) with no extra charges.

From Pearson:

Our customization and technical services team have been working to address the needs of districts and the state department with regards to updates to PowerSchool and the IGP and IM customizations. I have gained approval to have both the IM and IGP customizations incorporated into our PowerSchool upgrade services. This means that the districts who utilize our EMS (managed services) to maintain and update their PowerSchool servers, will have the option of allowing our technical solutions group to do the update and installs of the IGP and IM reports for them **AT NO ADDITIONAL COST**. This will allow for a better upgrade experience as our technical solutions group will be able to match the correct IGP/IM installer to the version of PowerSchool being upgraded. We should be ready to begin delivering this service next month (specific date TBD).

This is a big win for the 23+ districts in South Carolina that utilize our managed services for PowerSchool, and will hopefully reduce the number of support cases dealt with by the districts and state department that sometimes occurs after the updates. I am working on getting a similar commitment from our hosting team to help address the same needs for the 6 districts that are currently hosted by Pearson; I am confident I will get the same commitment.

For press releases, please click [here](#).

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