

MASTER SERVICES AGREEMENT

between

TEXAS EDUCATION AGENCY

and

SKYWARD, INC.

JUNE 1, 2011

SCHEDULE 1.9

FORM OF CHANGE REQUEST

Change Contract Request Information - Completed by requestor for new status. This Change Request is entered into by the Parties under the provisions of that certain Work Order ##, dated as of mm/dd/yyyy, between each of TEA, Vendor (the "Agreement"), and, except as otherwise provided in this Change Request, all applicable provisions of the Agreement are incorporated into this Change Request by this reference.

| | | | | | | |
|--|--------------------------|----------------------|--------------------------|----------------------|-------------------------------------|----------------|
| Project Name: | | Request Type: | | Problem | <input checked="" type="checkbox"/> | Change |
| Requested By: | Name | Request Date: | mm/dd/yyyy | | | |
| Organization: | | Phone: | | | | |
| Requester Priority: | <input type="checkbox"/> | Emergency | <input type="checkbox"/> | Urgent | <input checked="" type="checkbox"/> | Routine |
| Vendor Account Executive: | AE Name | | | Phone: | | |
| Affected Component(s): | Work Order # | | | Version/Date: | | |
| Short Description: | | | | | | |
| Description of Change | | | | | | |
| Benefit of Change Request: | | | | | | |
| Financial Information- Additional Funds Requested | | | | | | |
| Issues/Concerns with Request: | | | | | | |

Tracking Information – Completed by Vendor's Engagement Team.

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|---|----------|-----------------------------------|------------|
| Change Request Report #: | yyyy.### | Assigned Date: | mm/dd/yyyy |
| Assigned To: | | Open Date: | mm/dd/yyyy |
| Proposed Solution: | | | |
| Estimated Resolution Time (hours): | | Estimated Resolution Date: | mm/dd/yyyy |

Approvals – Completed by Change Control Board (CCB.)

| | | | | | | |
|----------------------------|--------------------------|-------------------------|--------------------------|----------------------------------|--------------------------|----------------|
| Disposition: | <input type="checkbox"/> | Approved | <input type="checkbox"/> | Rejected | <input type="checkbox"/> | Pending |
| Disposition Reason: | | | | | | |
| CCB Chairperson | Date | Customer Manager | Date | Vendor Engagement Manager | Date | |
| | | | | | | |