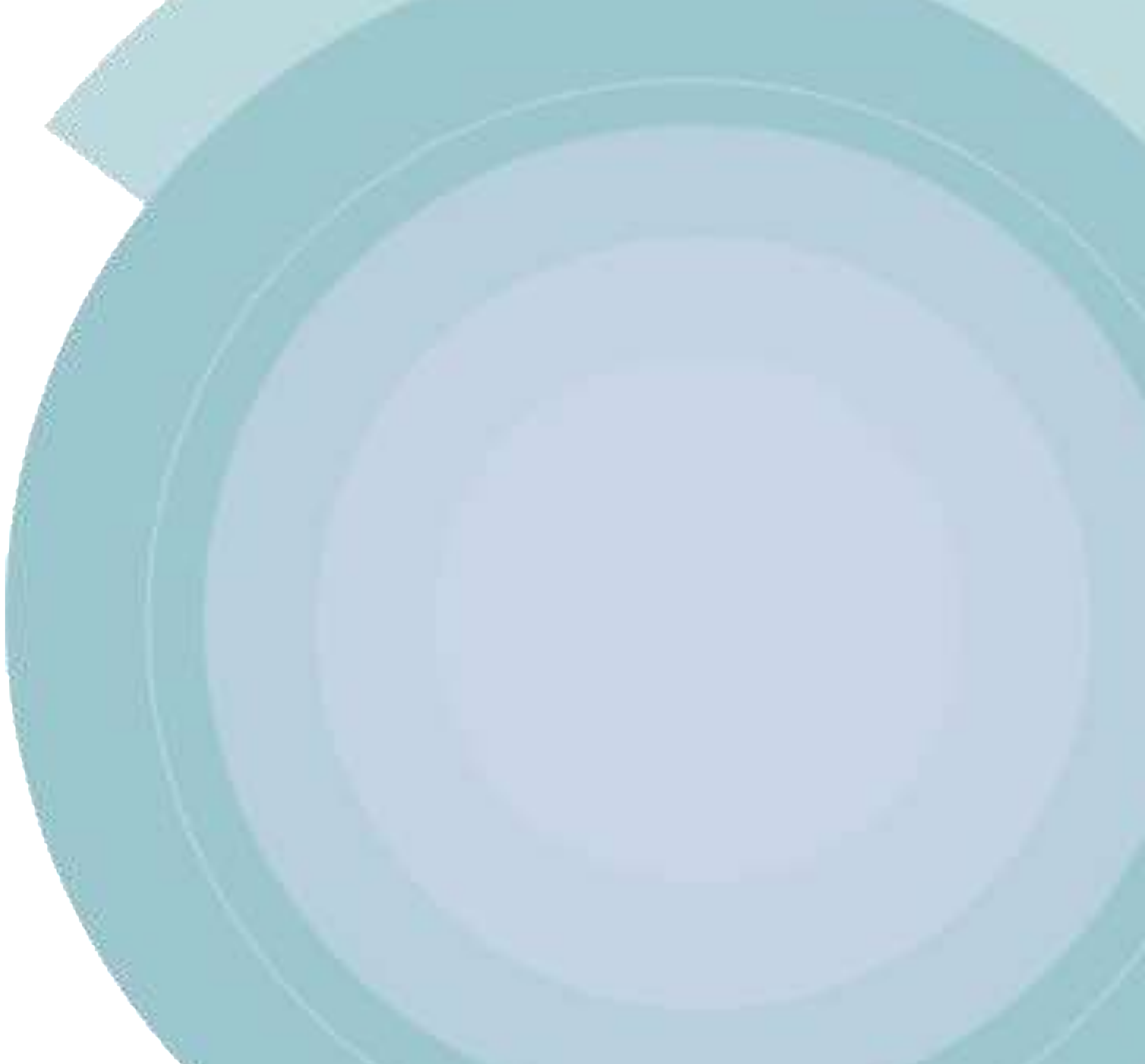


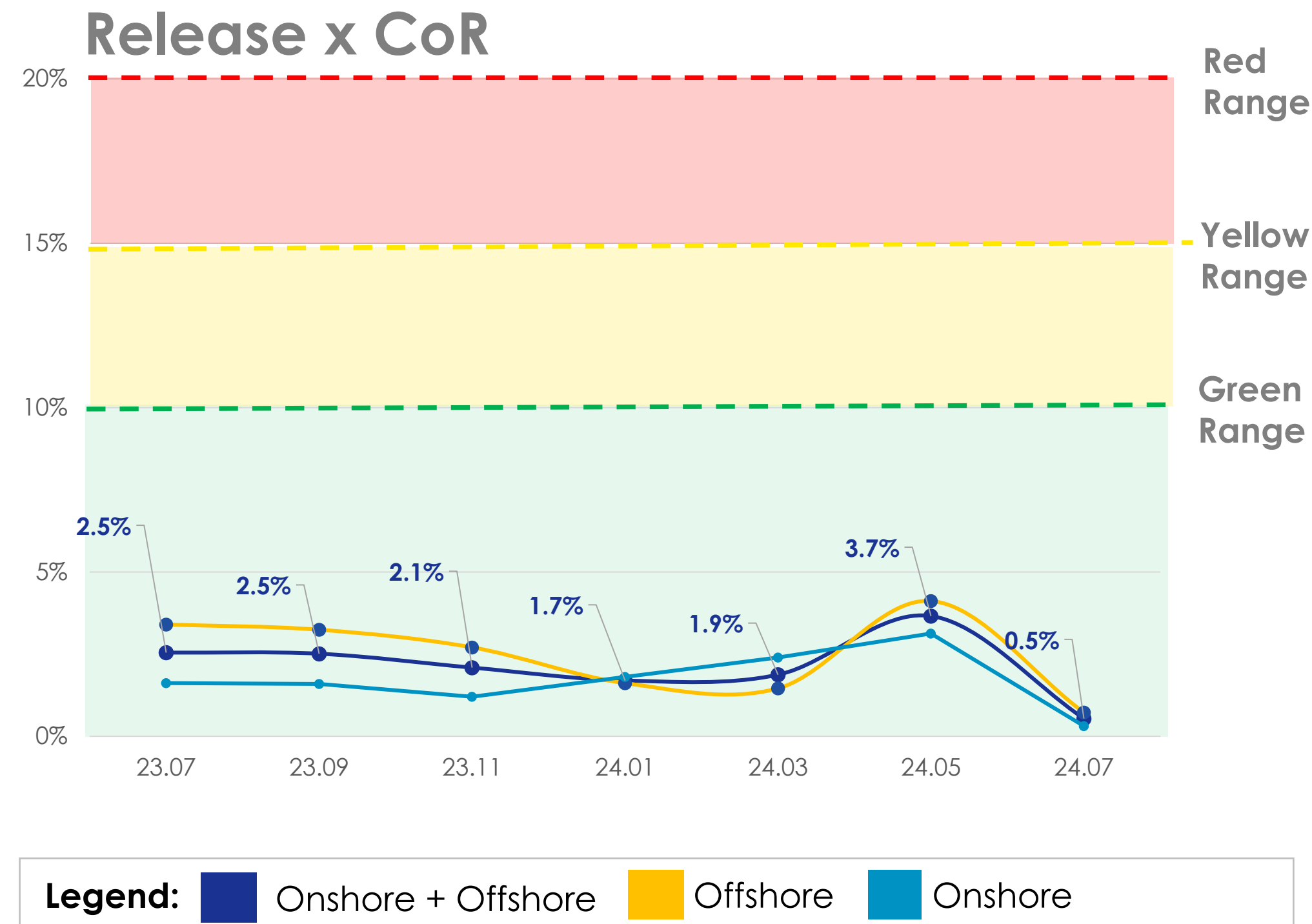
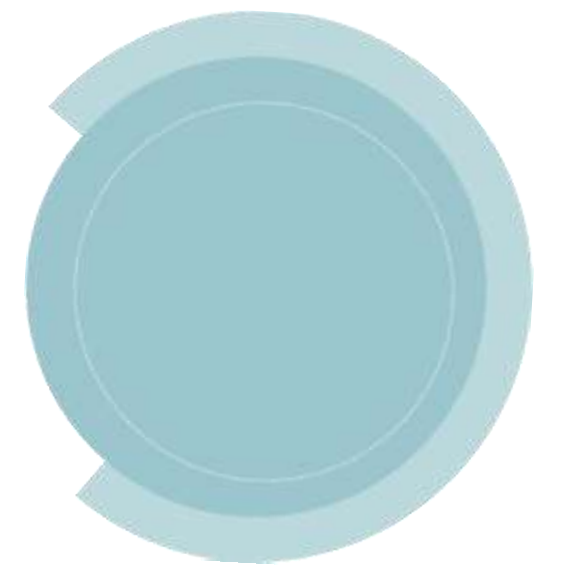
Quarterly Metrics

November 15, 2024



CalSAWS Quarterly Statistics

CalSAWS Application Release Quality Metrics



TYPICAL RANGES

GREEN: The amount of time being spent on rework is lower than expected. This will enable the project to be completed faster and more efficiently.

AMBER/RED: The amount of time being spent on rework is higher than expected. This may impact the delivery schedule.

Cost of Rework (CoR) is the ratio of effort spent performing rework on deliverables to the total effort to Date

$(\text{Actual Rework effort Hours} / \text{Actuals To Date Hours}) * 100$

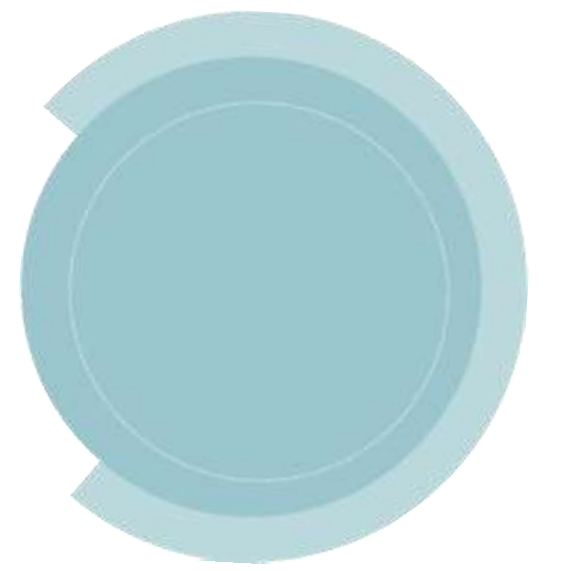
The combined onshore and offshore CoR for CalSAWS code release deployment remains low across releases indicating high quality releases with the additional offshore team

The CoR line graph may increase for the releases if additional defects are found in the future

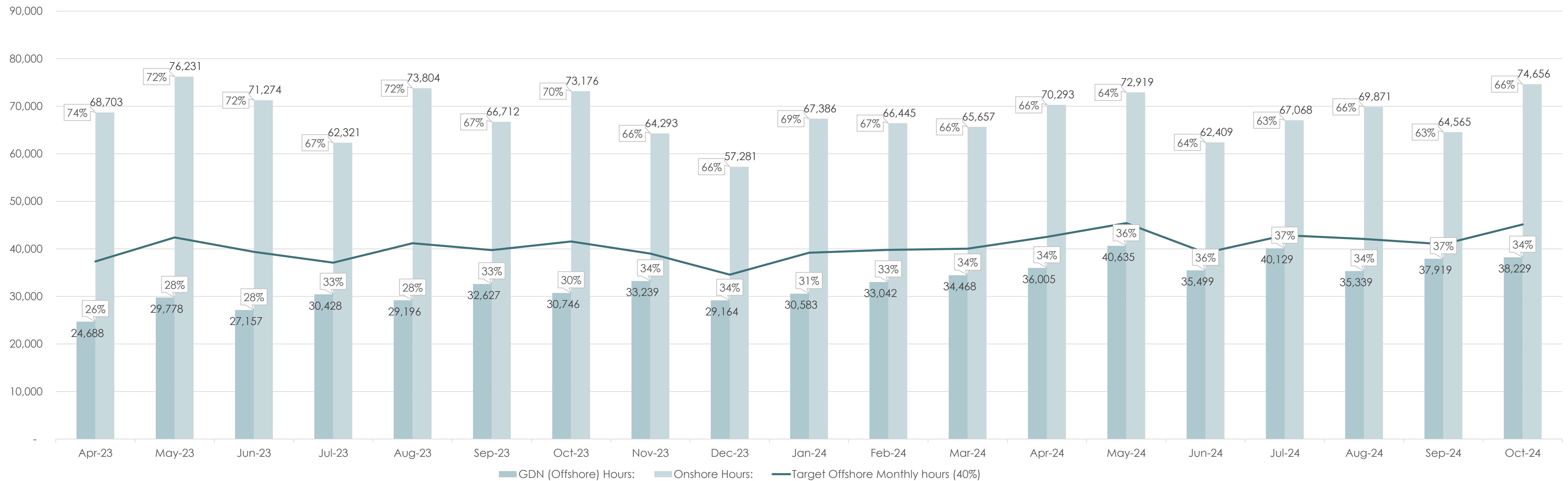
New releases are added after the next release Go-Live and an analysis can be conducted on the previous release. For example, 24.07 COR numbers will be available after 24.09 goes live

CalSAWS Quarterly Statistics

GDN Workload Balance



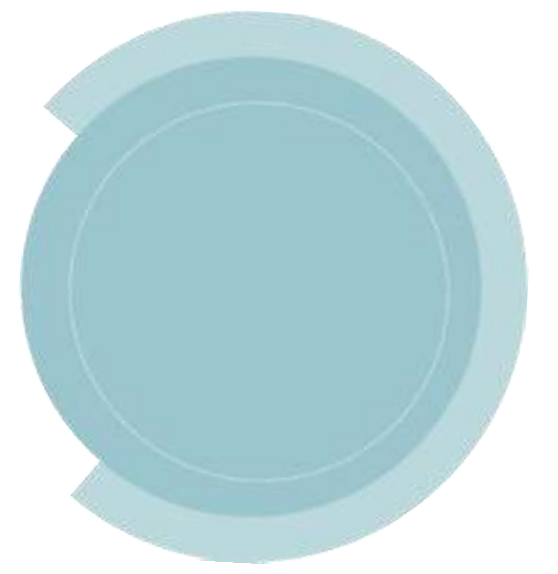
Onshore vs. Offshore (GDN) Hours Across All Teams



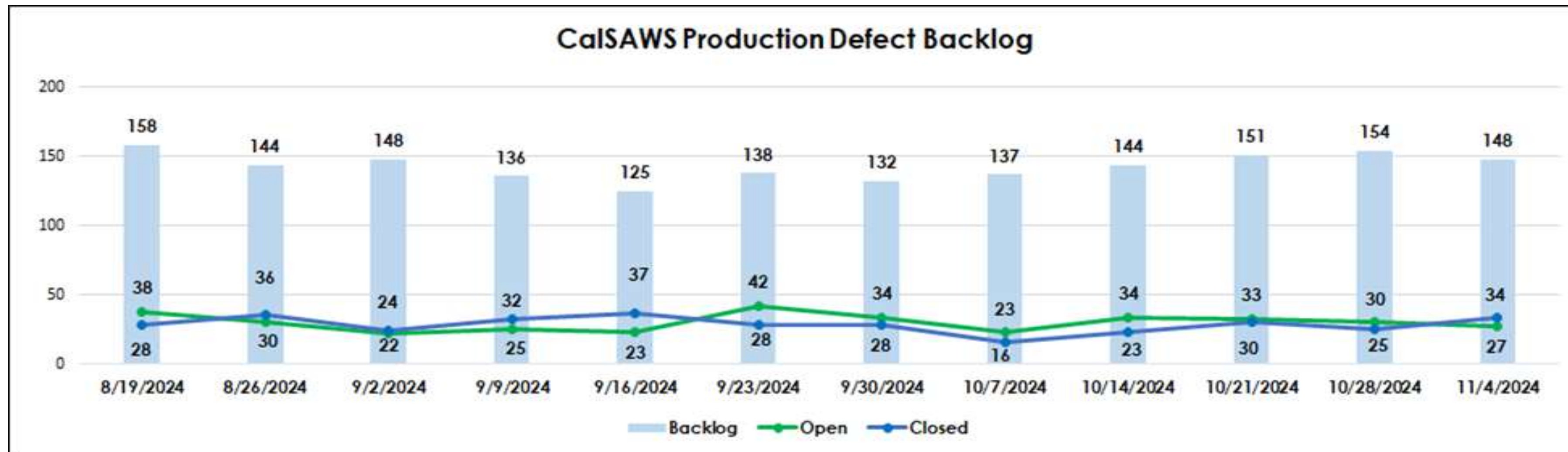
Per Amendment 29: “Use of GDN resources may approximate 40% of the available hours required for Accenture to deliver its obligations under Exhibit X CalSAWS M&O Extension”

CalSAWS Quarterly Metrics

Production Defects Backlog



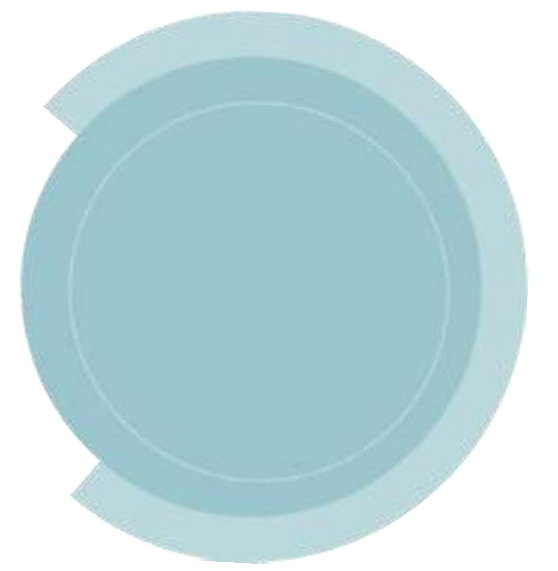
Open production defect rate has remained level, demonstrating system stability with no major spikes outside of normal ranges



The Production defect backlog bar-chart depicts the balance of open (unresolved Production defects) and closed defects, week-over-week. Defects are closed upon system test validation and release deployment to Production

CalSAWS Quarterly Metrics

Production SLA Metrics



Perf Req #	LD Applies	Performance Requirement Title	Feb	March	April	May	June	July	Aug	Sept	Oct*
1		Monthly Off Prime Business Hours Availability	✓	✓	✓	✓	✓	✓	✓	✓	✓
2		Monthly Prime Business Hours Availability of CalSAWS Non-Production Environments	✓	✓	✓	✓	✓	✓	✓	✓	✓
3		Monthly Deficiency Notification Response Time	✓	✓	✓	✓	✓	✓	✓	✓	✓
4		Monthly Helpdesk Diagnosis Time	✓	✓	✓	✓	✓	✓	✓	✓	✓
5	✓	Daily Peak Usage Hours Availability	✓	✓	✓	✗	✗	✓	✓	✓	✗
6	✓	Daily Prime Business Hours Availability	✓	✓	✓	✗	✓	✓	✓	✓	✗
7	✓	Daily Peak Usage Hours ED/BC Response Time	✓	✓	✓	✓	✓	✓	✓	✓	✓
8	✓	Daily Prime Business Hours ED/BC Response Time	✓	✓	✓	✓	✓	✓	✓	✓	✓
9	✓	Daily Peak Usage Hours Screen to Screen Navigation Response Time	✓	✓	✓	✓	✓	✓	✓	✓	✓
10	✓	Daily Prime Business Hours Screen to Screen Navigation Response Time	✓	✓	✓	✗	✓	✓	✓	✓	✓
11	✓	Daily Batch Production Jobs Completion	✓	✓	✓	✓	✓	✓	✓	✓	✓
12		Daily Off Prime Business Hours ED/BC Response Time	✓	✓	✓	✓	✓	✓	✓	✓	✓
13		Daily Off Prime Business Hours Screen to Screen Navigation Response Time	✓	✓	✓	✓	✓	✓	✓	✓	✓
14		Daily Unbounded Search Response Time	✓	✓	✓	✓	✓	✓	✓	✓	✓
15		Daily Prime Business Hours Availability of CalSAWS Training Environments	✓	✓	✓	✓	✓	✓	✓	✓	✓
16		Daily Peak Usage Hours Standard Report Response Time	✓	✓	✓	✓	✓	✓	✓	✓	✓
17	✓	Security Incident Notification	✓	✓	✓	✓	✓	✓	✓	✓	✓
18	✓	Security Incident Reporting	✓	✓	✓	✓	✓	✓	✓	✓	✓
19	✓	Security Incident Negligence	✓	✓	✓	✓	✓	✓	✓	✓	✓
20		Disaster Recovery Response Time	✓	✓	✓	✓	✓	✓	✓	✓	✓

- **Daily Peak and Prim Business Hours Availability** had a miss for the same eCCP event on October 11, 2024

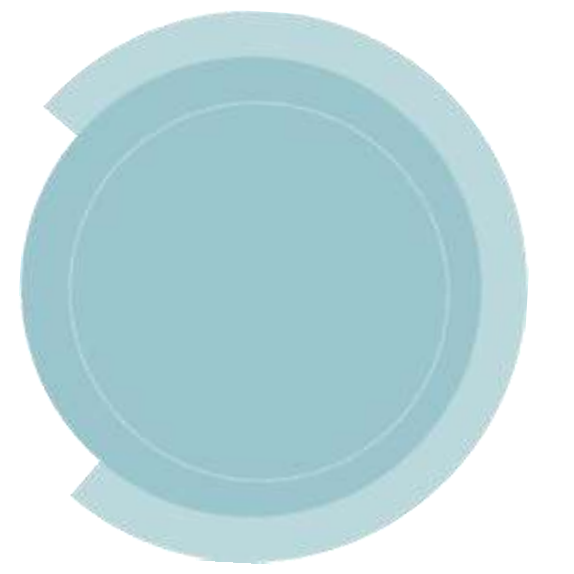
* Oct SLA Metrics are still being formally reviewed

Legend: ✓ SLA Met ✗ SLA Not Met ✓ LD Applies



Hyland Quarterly Metrics

Hyland Imaging Performance Metrics



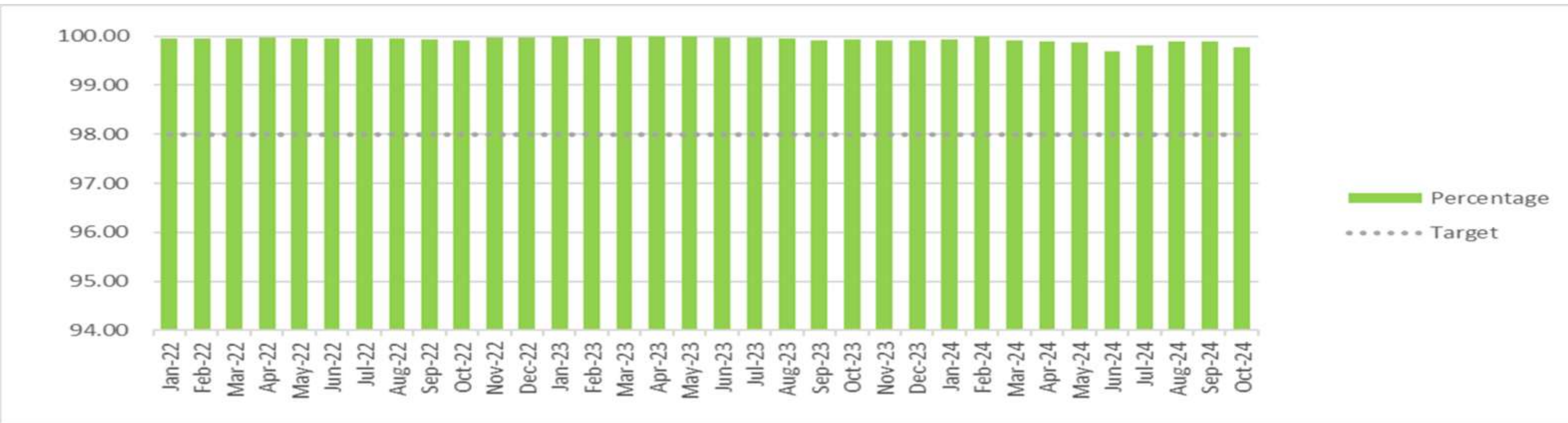
Performance Requirement Title	Performance Average Aug 2024 – Oct 2024	SLA Met
Uptime 8/9 – 1 incident (61 minutes)	99.95%	✘
Page Views	98.97%	✔
Database Transactions	99.93%	✔

BenefitsCal Performance Metrics

SLAs and Performance

SLA #1: Daily Online transactions – inquiry screens (bounded)*
Target: 98% with an average response time < 2 seconds
Actual: Exceeded daily online transaction (bounded) response time at no less than 99.92% since January 2022. Measured daily and reported on Monthly

Monthly View: Jan 2022 – Oct 2024



Daily View: Oct 2024



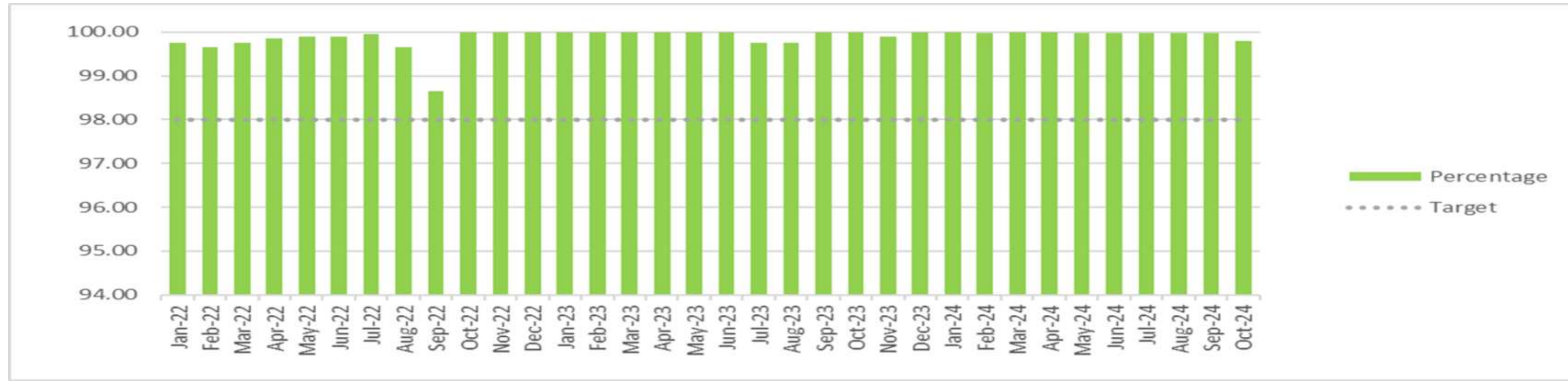
Legend: ■ Target Met ■ Target Not Met ■ Weekend

BenefitsCal Performance Metrics

SLAs and Performance

SLA #2: Daily Online transactions – inquiry screens (unbounded)
Target: 98% with an average response time <10 seconds*
Actual: Exceeded daily online transaction (unbounded) response time at no less than 98.62% since January 2022. Measured daily and reported on Monthly

Monthly View: Jan2022 – Oct 2024



Daily View: Oct 2024

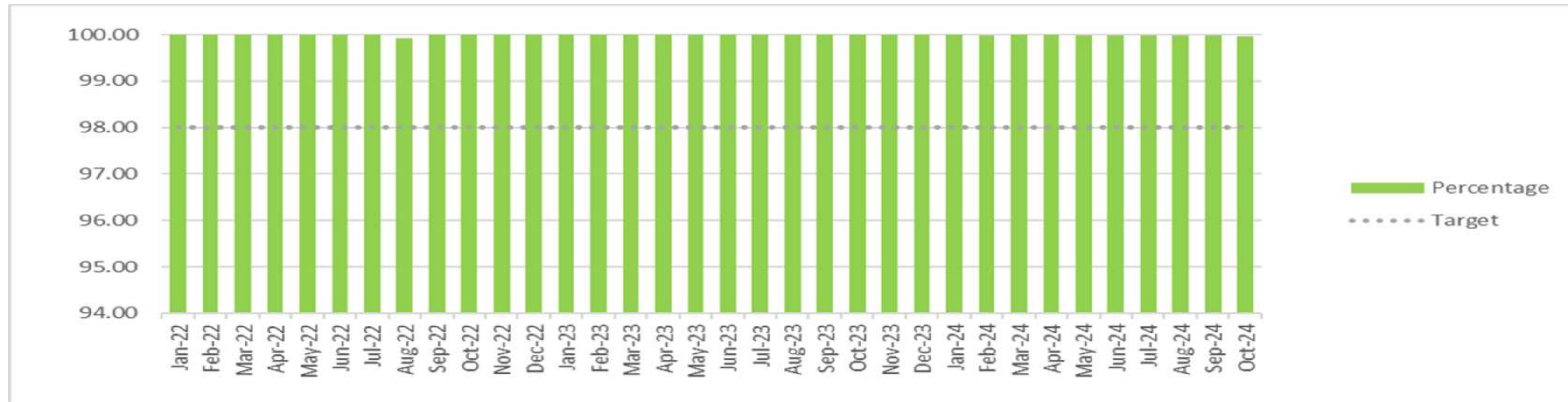


BenefitsCal Performance Metrics

SLA #3: Daily BenefitsCal Hosted API transactions
Target: 98% with an average response time <2 seconds
Actual: **Exceeded daily API transaction response time at no less than 99.97% since January 2022.** Measured daily and reported on Monthly

SLAs and Performance

Monthly View: January 2022 – Oct 2024



Daily View: Oct 2024

