

M&E Performance Metrics

M&E Performance Metrics for December 2025



Daily Reporting		
SLA	Target	Days Missed
Prime Business Hours Availability	99%	0
Prime Business Hours ED/BC Reponse Time	98% <= 3 SEC	11 *
Off Prime Business Hours ED/BC Response Time	95% <= 5 SEC	0
Prime Business Hours Screen to Screen Navigation Response time	99% <= 2 SEC	1 *
Off Prime Business Hours Screen to Screen Navigation Response Time	95% <= 3 SEC	0
Unbounded Search Response Time	95% <= 6 SEC	0
Prime Business Hours Standard Report Response Time	98% <= 10 SEC	0
Batch Production Jobs Completion	99% <= 6 AM	0

Monthly Reporting		
SLA	Target	Actual
Prime Business Hours Availability, Non-Prod Environments	99%	100%
Off Prime Business Hours Availability	99%	100%
Deficiency Notification Response Time	99.5%	N/A
Service Desk Diagnosis Time Tier 3	98%	100%

Event-Driven Reporting		
SLA	Target	Actual
Disaster Recovery Response Time	<24 Hours	N/A
Completion of Root Cause Analyses	14 Days	N/A
Application Security Scans	Each Major Release	N/A
Security Incident Notification	0 Incidents	0
Security Incident Reporting	0 Incidents	0
Security Incident Negligence	0 Incidents	0

*For the days missed, Prime EDBC was in the range of 96.2-97.9% and Screen-to-Screen was 98.9%. Rearchitecting to improve performance is underway and planned for 2026.

BenefitsCal Performance Metrics

SLAs and Performance for December 2025



Daily Reporting		
SLA	Target	Days Missed
Online Transactions - Inquiry Screens (bounded)	98% <= 2 SEC	0
Online Transactions - Inquiry Screens (bounded)	98% <= 10 SEC	0
Online Transactions - Inquiry Screens (Unbounded)	98% <= 2 SEC	0

Monthly Reporting		
SLA	Target	Actual
Online Transactions - Inquiry Screens (Bounded)	98%	99.90%
Online Transactions - Inquiry Screens (Unbounded)	98%	99.96%
BenefitsCal-Hosted API Transactions	98%	99.94%

Infrastructure Performance Metrics

Performance for December 2025



Daily Reporting

SLA	Target	Days Missed
Daily Prime Business Hours Availability	99%	0
Daily Prime Business Hours Availability of CalSAWS Training Environments	95%	0
Daily Prime Business Hours Standard Report Response Time	98% <= 10 Sec	0
Security Information and Event Management System Uptime	99%	0

Quarterly Reporting

SLA	Target	Audits Missed
Failure to Complete Access Control Audits	0 Missed	0
Scheduled Asset Inventory Audit	0 Missed	0
Privileged Access Audit	0 Missed	0

Monthly Reporting

SLA	Target	Actual
Monthly Prime Business Hours Availability Non-Prod Environments	99.0%	100%
Monthly Off Prime Business Hours Availability	99.0%	100%
Local Repair Services	99% Urgent/High	100%
Monthly Deficiency Notification Response Time	99.5%	100%
Monthly Service Desk Diagnosis Time Tiers 1 and 2	98.0%	99.7%
Security Vulnerability Scans	99.0%	99.2%

Event-Driven Reporting

SLA	Target	Items Missed
Disaster Recovery Response Time	24 Hours	0
Completion of Root Cause Analyses	0 <= 14 days	0
Security Incident Notification	0 Incidents	0
Security Incident Reporting	0 Incidents	0
Security Incident Negligence	0 Incidents	0

Hyland Performance Metrics

Performance for December 2025



Monthly Reporting		
SLA	Target	Actual
Uptime	99.9%	100.00%
Page Views	90% <=2 Sec	99.32%
Database Transactions	90% <=1 Sec	99.97%
Brainware Processing Time	97% <=10 Min	99.76%

Event-Driven Reporting		
SLA	Target	Items Missed
Technical Resource Response Time	0 <30 Min	0