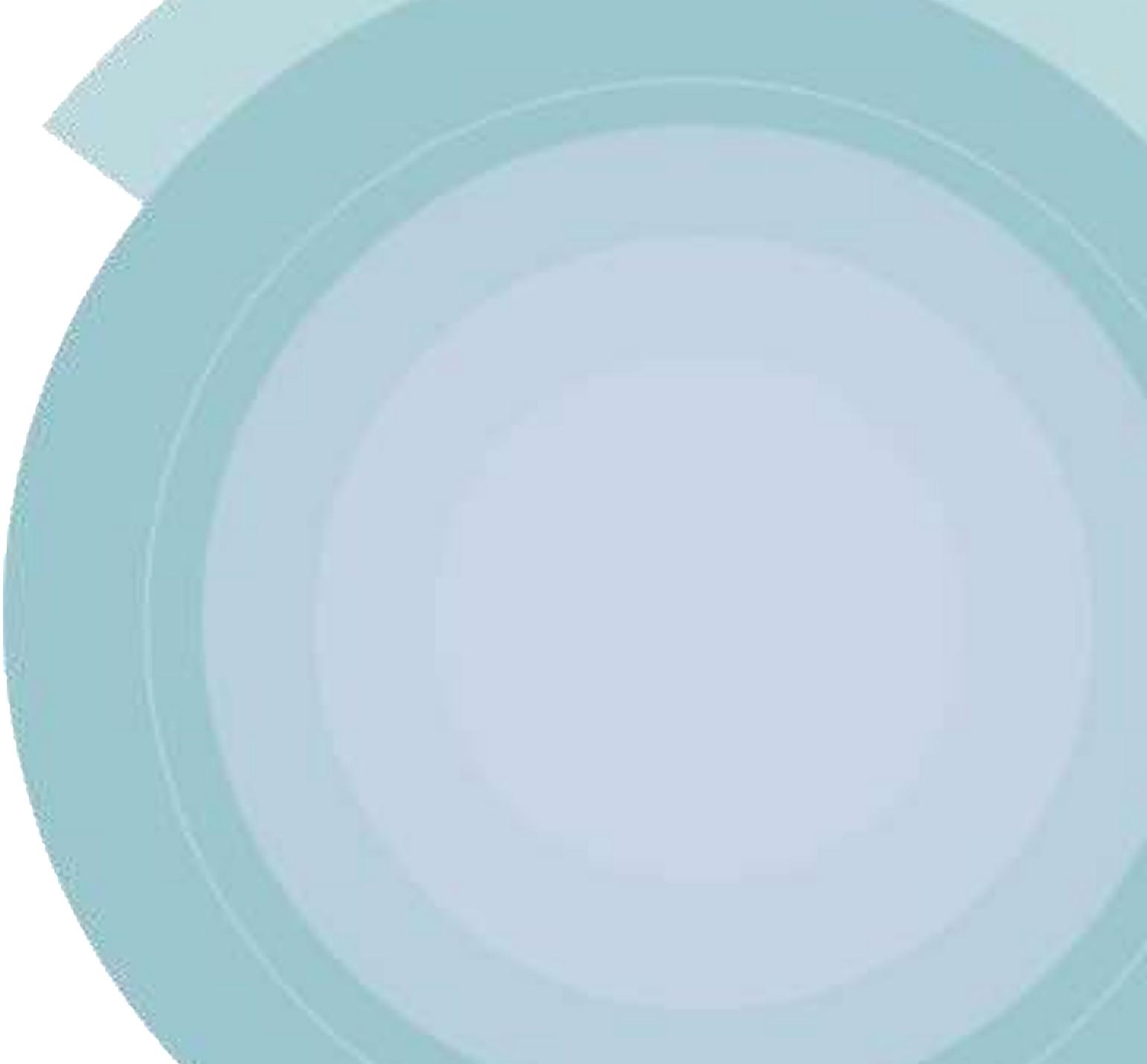
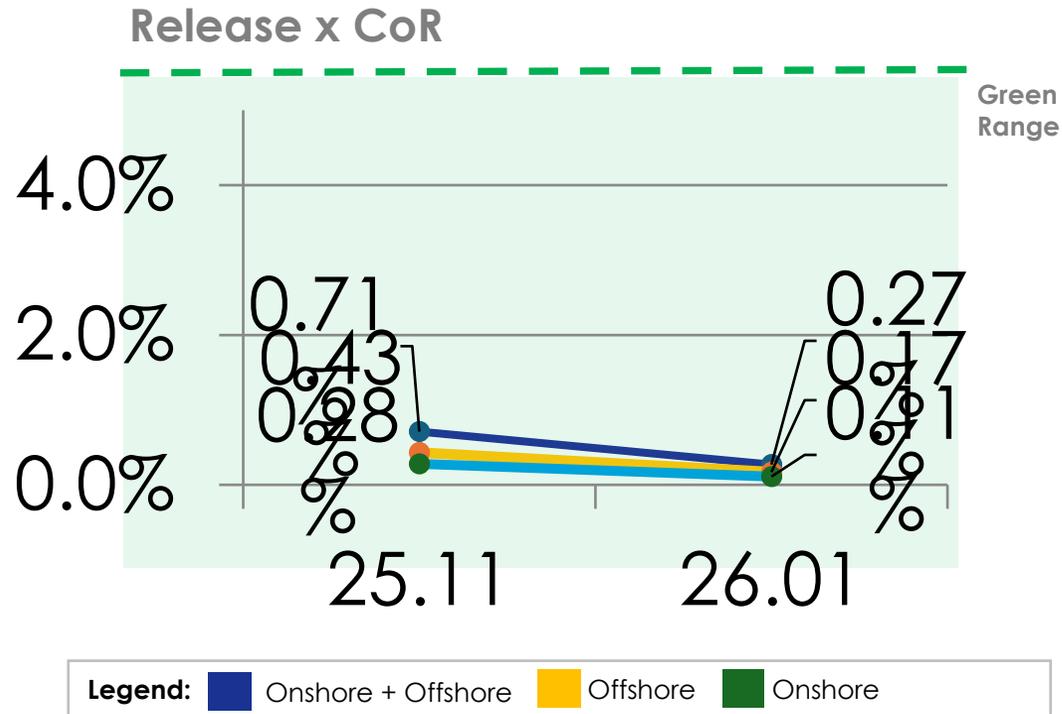
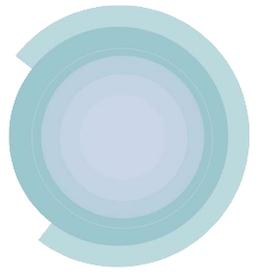


Quarterly Performance Trends



CalSAWS Quarterly Statistics

CalSAWS Application Release Quality Metrics



TYPICAL RANGES

GREEN (0-10%): 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 (10-15%)/RED (>15%): The amount of time being spent on rework is higher than expected. This may impact the delivery schedule.

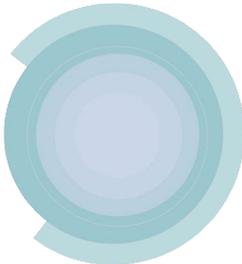
Cost of Rework (CoR) is the ratio of effort spent performing rework on deliverables to the total effort to Date
 $(\text{Actual Rework effort Hours} / \text{Actuals To Date Hours}) * 100$

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

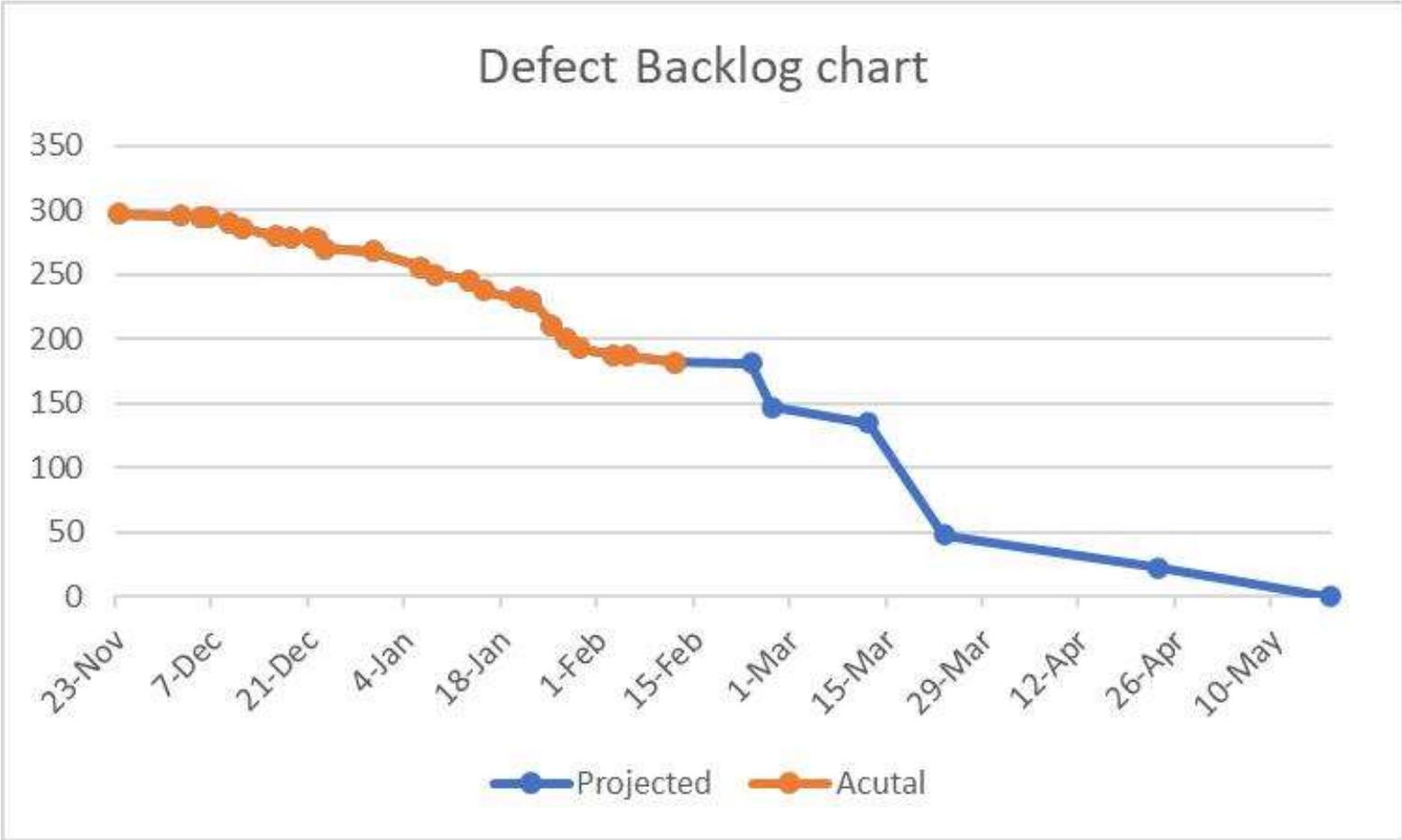
The CoR line graph may increase for the releases if additional defects are found in the future

New releases are added after the next release Go-Live and an analysis can be conducted on the previous release. For example, 26.01 COR numbers will be available after 26.03 goes live

CalSAWS Quarterly Metrics

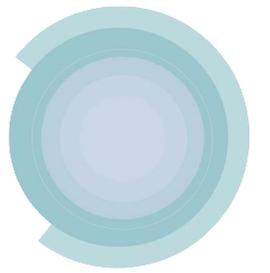


Production Defects Backlog



CalSAWS Quarterly Metrics

Production M&E SLA Metrics



Perf Req #	LD Applies	Performance Requirement Title	Nov*	Dec*	Jan*	Feb**
1		Daily Prime Business Hours Availability	✓	✓	✓	✓
2		Monthly Prime Business Hours Availability; Non-Production Environment	✓	✓	✓	✓
3		Monthly Off Prime Business Hours Availability	✓	✓	✓	✓
4		Monthly Deficiency Notification Response Time	✓	✓	✓	✓
5		Monthly Service Desk Diagnosis, Tier 3	✓	✓	✓	✓
6		Daily Prime Business Hours ED/BC Response Time	✓	✓	✓	✓
7		Daily Off Prime Business Hours ED/BC Response Time	✓	✓	✓	✓
8		Daily Prime Business Hours Screen to Screen Navigation Response Time	✓	✓	✓	✓
9		Daily Off Prime Business Hours Screen to Screen Navigation Response Time	✓	✓	✓	✓
10		Daily Unbounded Search Response Time	✓	✓	✓	✓
11		Daily Prime Business Hours Standard Report Response Time	✓	✓	✓	✓
12		Daily Batch Production Jobs Completion	✓	✓	✓	✓
13		Disaster Recovery Response Time	✓	✓	✓	✓
14		Failure to Complete Access Control Audits	✓	✓	✓	✓
15		Security Information and Event Management System Uptime	✓	✓	✓	✓
16		Completion of Root Cause Analyses	✓	✓	✓	✓
17		Privileged Access Audit	✓	✓	✓	✓
18		Application Security Scans	✓	✓	✓	✓
19		Security Incident Notification	✓	✓	✓	✓
20		Security Incident Reporting	✓	✓	✓	✓
21		Security Incident Negligence	✓	✓	✓	✓

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

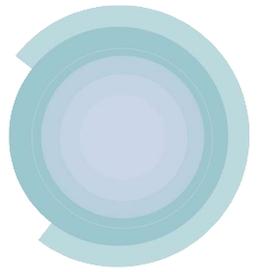
**February metrics are only through February 11, 2026.



Performance reports are emailed to RMs and posted to the CalSAWS Web Portal for County PPOCs and County Help Desk Staff.

CalSAWS Quarterly Metrics

Production Infrastructure Performance Metrics



Perf Req #	Performance Requirement Title	Nov	Dec	Jan*
1	Daily Prime Business Hours Availability	✓	✓	✓
2	Monthly Prime Business Hours Availability, Non-Production Environments	✓	✓	✓
3	Monthly Off Prime Business Hours Availability	✓	✓	✓
4	Local Repair Services	✓	✓	✓
5	Daily Prime Business Hours Availability of CalSAWS Training Environments	✓	✓	✓
6	Monthly Deficiency Notification Response Time	✓	✓	✓
7	Monthly Service Desk Diagnosis Time Tiers 1 and 2	✓	✓	✓
8	Daily Prime Business Hours Standard Report Response Time	✓	✓	✓
9	Disaster Recovery Response Time	✓	✓	✓
10	Failure to Complete Access Control Audits	✓	✓	✓
11	Security Information and Event Management System Uptime	✓	✓	✓
12	Scheduled Asset Inventory Audits	✓	✓	✓
13	Completion of Root Cause Analysis	✓	✓	✓
14	Privileged Access Audit	✓	✓	✓
15	Security Vulnerability Scans	✓	✓	✓
16	Security Incident Notification	✓	✓	✓
17	Security Incident Reporting	✓	✓	✓
18	Security Incident Negligence	✓	✓	✓

Liquidated damages apply to all Infrastructure SLAs

* Performance Metrics are still being formally reviewed

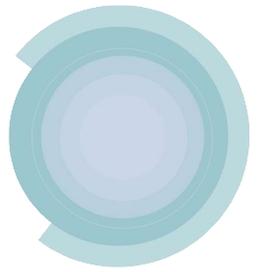
Legend: ✓ SLA Met ✗ SLA Not Met



Performance reports are emailed to RMs and posted to the CalSAWS Web Portal for County PPOCs and County Help Desk Staff after the formal review.

Hyland Quarterly Metrics

Hyland Imaging Performance Metrics



Performance Requirement Title	Performance Average Nov 2025-Jan 2026	Monthly Target	SLA Met
Uptime	100.00%	99.90%	✓
Page Views	99.32%	90%	✓
Database Transactions	99.98%*	90%	✗
Brainware Processing	99.50%	97%	✓
Technical Resources Response Time	0	>30 minutes	✓

Legend: ✓ SLA Met ✗ SLA Not Met

*Calculation is based on two months of data. January data is not available.