Infrastructure Performance Metrics
Performance for February 2026

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%	98.5%
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%	100%
Security Vulnerability Scans	99.0%	99.3%

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 February 2026

Monthly Reporting		
SLA	Target	Actual
Uptime	99.9%	**100.00%**
Page Views	90% <=2 Sec	**99.27%**
Database Transactions	90% <=1 Sec	**99.95%**
Brainware Processing Time	97% <=10 Min	**98.68%**

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