

Infrastructure Performance Metrics

Performance for March 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%	100.0%
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%	99.9%
Security Vulnerability Scans	99.0%	99.9%

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 March 2026



Monthly Reporting		
SLA	Target	Actual
Uptime	99.9%	100.00%
Page Views	90% <=2 Sec	99.28%
Database Transactions	90% <=1 Sec	99.96%
Brainware Processing Time	97% <=10 Min	98.23%

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

BenefitsCal Performance Metrics

Performance for March 2026



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

Monthly Reporting		
SLA	Target	Actual
Monthly Online Transactions - Inquiry Screens (Bounded)	98%	99.91%
Monthly Online Transactions - Inquiry Screens (Unbounded)	98%	99.97%
Monthly BenefitsCal-Hosted API Transactions	98%	99.94%

Quarterly Reporting		
SLA	Target	Actual
Quarterly Online Transactions - Inquiry Screens (Bounded)	98%	99.88%
Quarterly Online Transactions - Inquiry Screens (unbounded)	98%	99.95%
Quarterly BenefitsCal-Hosted API Transactions	98%	99.97%

M&E Performance Metrics

M&E Performance Metrics for March 2026



Daily Reporting			Monthly Reporting			Event-Driven Reporting		
SLA	Target	Days Missed	SLA	Target	Actual	SLA	Target	Actual
Prime Business Hours Availability	99%	0	Prime Business Hours Availability, Non-Prod Environments	99%	100%	Disaster Recovery Response Time	<24 Hours	N/A
Prime Business Hours ED/BC Reponse Time	98% <= 3 SEC	5 *	Off Prime Business Hours Availability	99%	100%	Completion of Root Cause Analyses	14 Days	N/A
Off Prime Business Hours ED/BC Response Time	95% <= 5 SEC	0	Deficiency Notification Response Time	99.5%	N/A	Application Security Scans	Each Major Release	Complete
Prime Business Hours Screen to Screen Navigation Response time	99% <= 2 SEC	0	Service Desk Diagnosis Time Tier 3	98%	100%	Security Incident Notification	0 Incidents	0
Off Prime Business Hours Screen to Screen Navigation Response Time	95% <= 3 SEC	0				Security Incident Reporting	0 Incidents	0
Unbounded Search Response Time	95% <= 6 SEC	0				Security Incident Negligence	0 Incidents	0
Prime Business Hours Standard Report Response Time	98% <= 10 SEC	0						
Batch Production Jobs Completion	99% <=6 AM	0						

*For the days missed, Prime EDBC was in the range of 95.9-97.9%. Rearchitecting to improve performance is underway and planned for 2026.