

# 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%