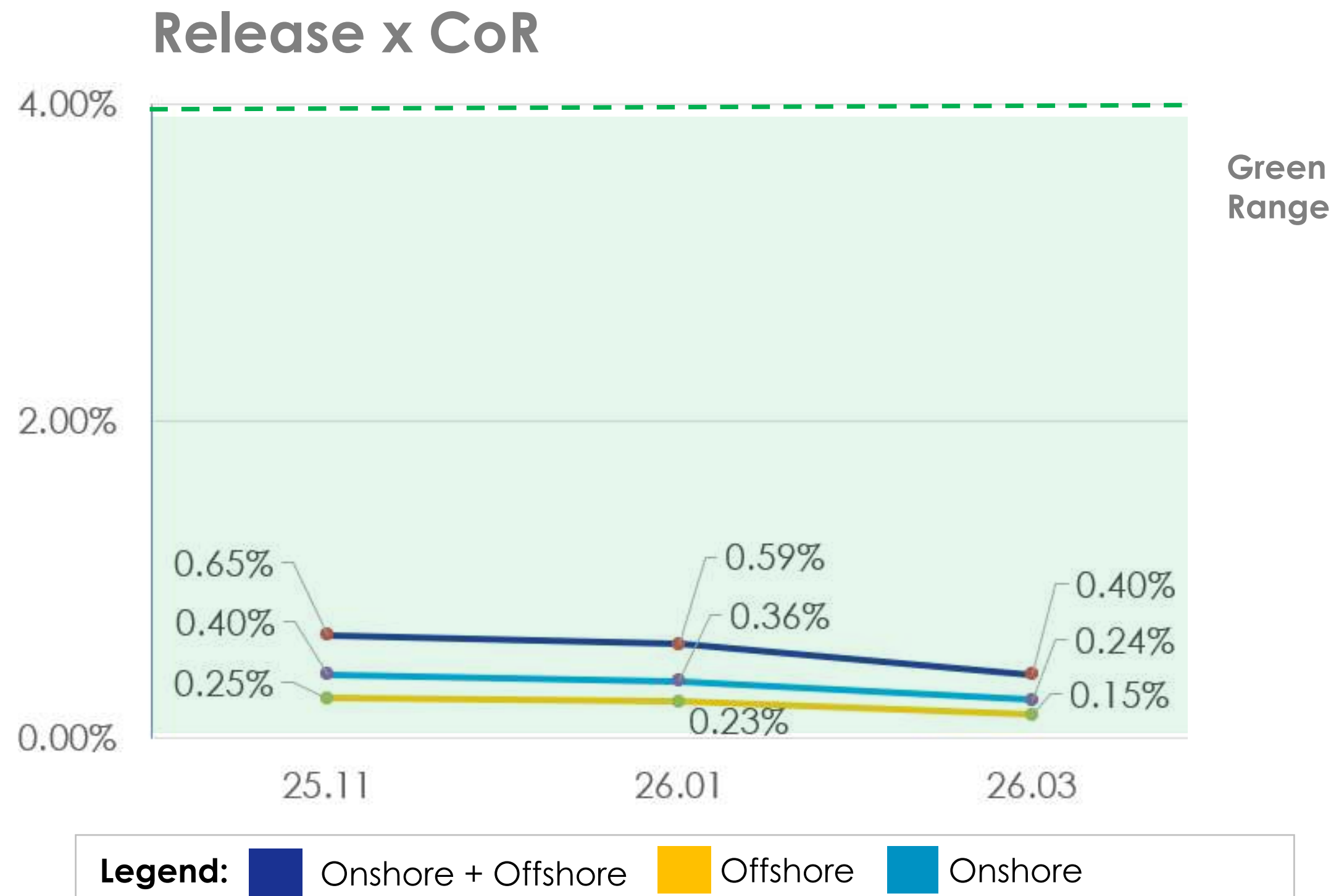
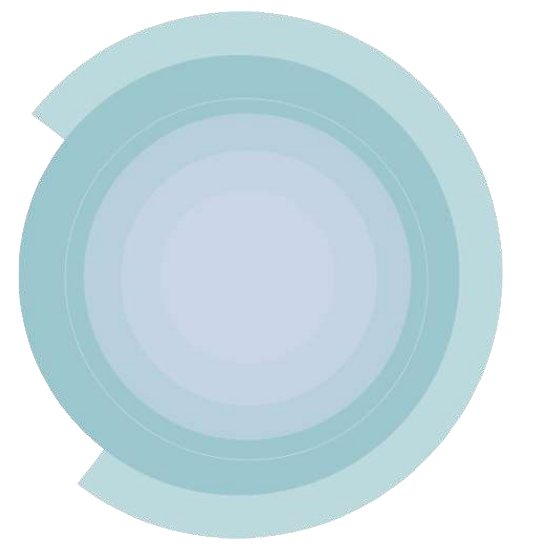




Quarterly
Infrastructure, M&E,
Imaging, and
BenefitsCal
Performance
Updates

CalSAWS M&E 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

$(\text{Actual Rework effort Hours} / \text{Actuals To Date Hours}) * 100$

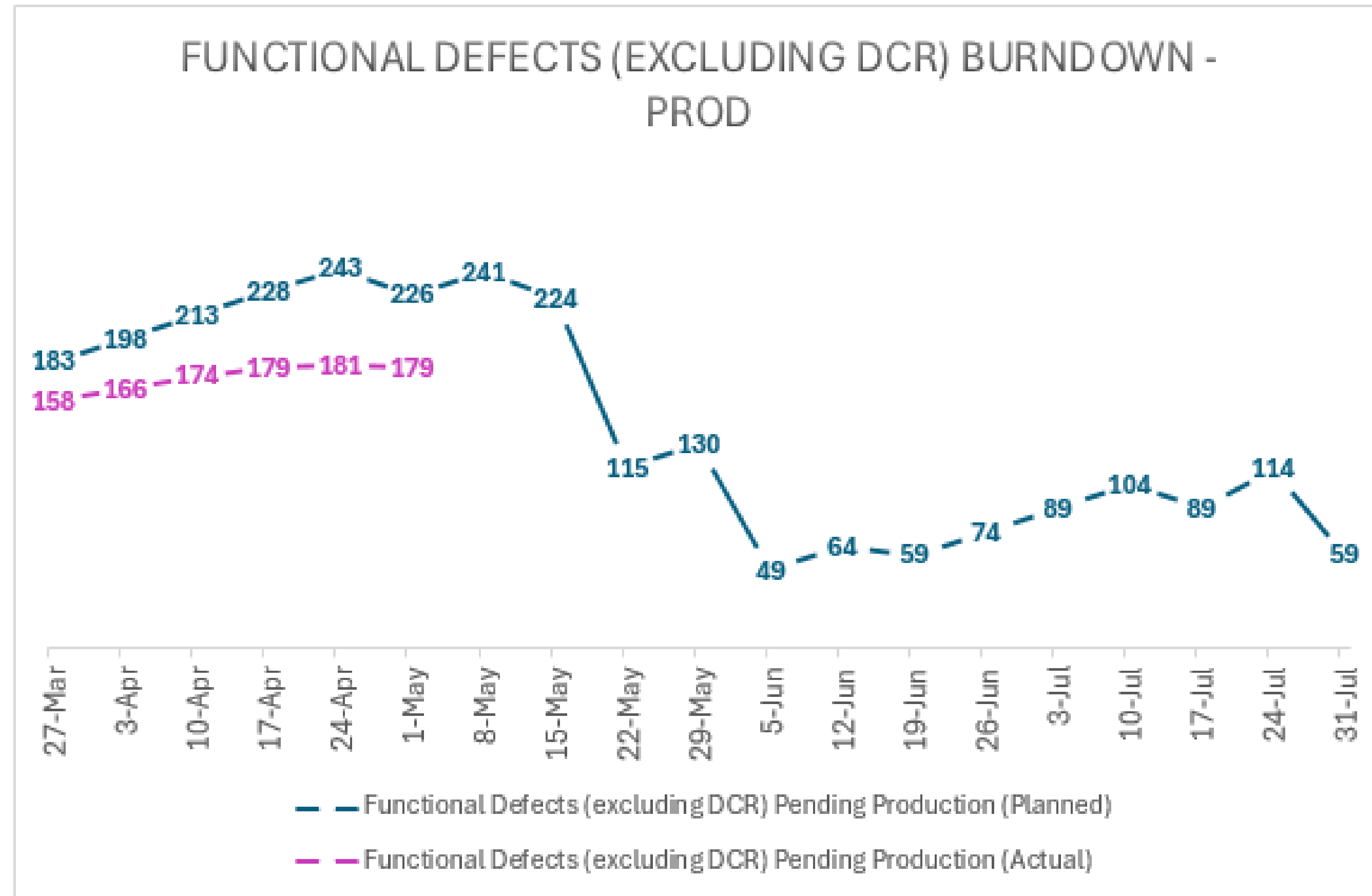
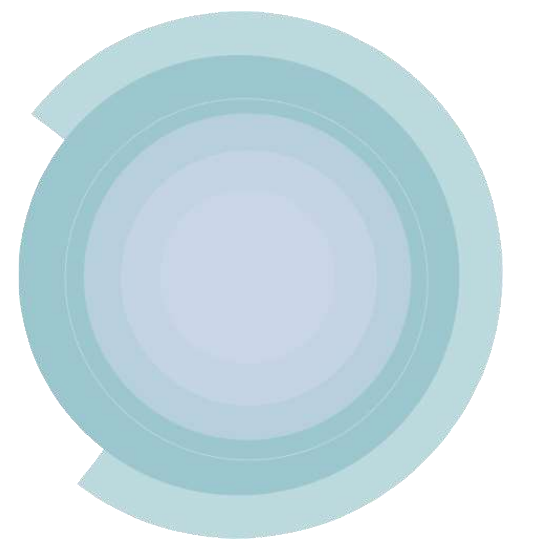
The combined onshore and offshore CoR for CalSAWS code release deployment remains low across releases indicating high quality releases with the additional offshore team

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

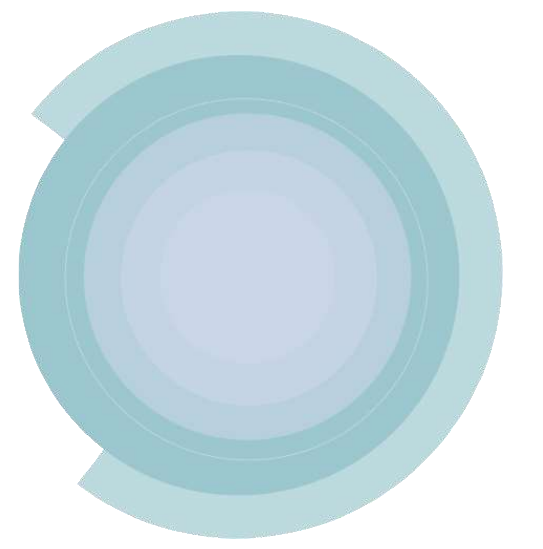
CalSAWS M&E Quarterly Metrics

Production Defects Backlog



CalSAWS M&E Quarterly Metrics

Production M&E SLA Metrics



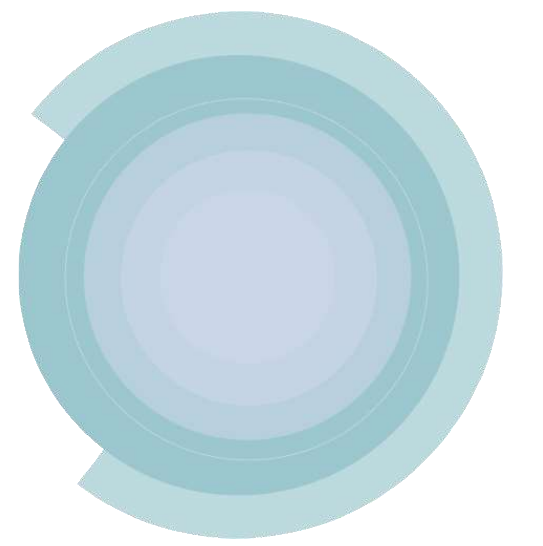
Perf Req #	LD Applies	Performance Requirement Title	Feb*	Mar*	Apr*
1		Daily Prime Business Hours Availability	✓	✓	✓
2		Monthly Prime Business Hours Availability; Non-Production Environment	✓	✓	✓
3		Monthly Off Prime Business Hours Availability	✓	✓	✓
4		Monthly Deficiency Notification Response Time	✓	✓	✓
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 95.9-97.9%. Rearchitecting to improve performance is underway and planned for 2026.



CalSAWS M&E Performance Metrics

M&E Performance Metrics for April 2026

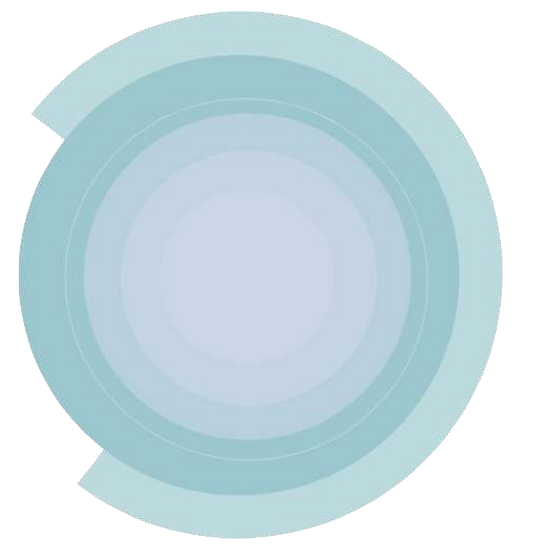


Daily Reporting			Monthly Reporting			Event-Driven Reporting		
SLA	Target	Days Missed	SLA	Target	Actual	SLA	Target	Actual
Prime Business Hours Availability	99%	0	Prime Business Hours Availability, Non-Prod Environments	99%	100%	Disaster Recovery Response Time	<24 Hours	N/A
Prime Business Hours ED/BC Reponse Time	98% <= 3 SEC	1 *	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 97.4-98.7%. Rearchitecting to improve performance is underway and planned for 2026.

CalSAWS Quarterly Metrics

Production Infrastructure Performance Metrics



Perf Req #	Performance Requirement Title	Feb	Mar	Apr*
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
- February performance for non-production environments was at 98.5% versus the target of 99.0%

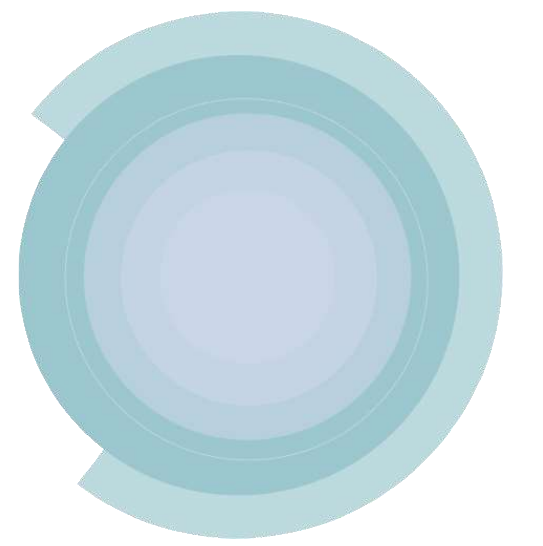
Legend: ✓ SLA Met ✗ SLA Not Met



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

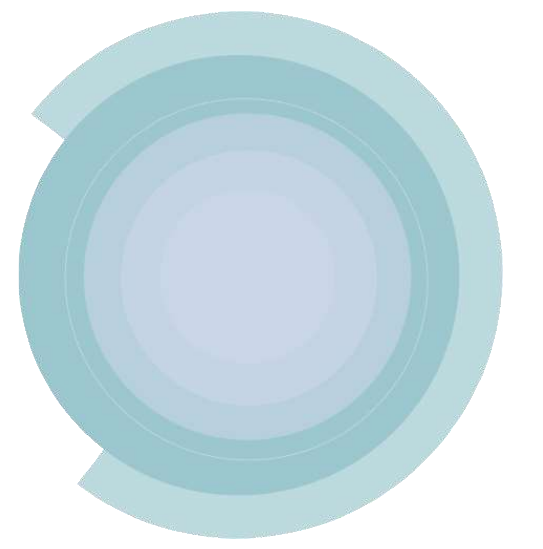


Performance Requirement Title	Performance Average Feb-Apr 2026	Monthly Target	SLA Met
Uptime	100.00%	99.90%	✓
Page Views	99.33%	90%	✓
Database Transactions	99.96%	90%	✓
Brainware Processing	99.24%	97%	✓
Technical Resources Response Time	0	>30 minutes	✓

Legend: ✓ SLA Met ✗ SLA Not Met

BenefitsCal Quarterly Metrics

BenefitsCal Performance Metrics



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%	99.90%
Monthly Online Transactions - Inquiry Screens (Unbounded)	98%	99.75%
Monthly BenefitsCal-Hosted API Transactions	98%	99.93%

Quarterly Reporting		
SLA	Target	Actual
Quarterly Online Transactions - Inquiry Screens (Bounded)	98%	99.89%
Quarterly Online Transactions - Inquiry Screens (unbounded)	98%	99.88%
Quarterly BenefitsCal-Hosted API Transactions	98%	99.95%