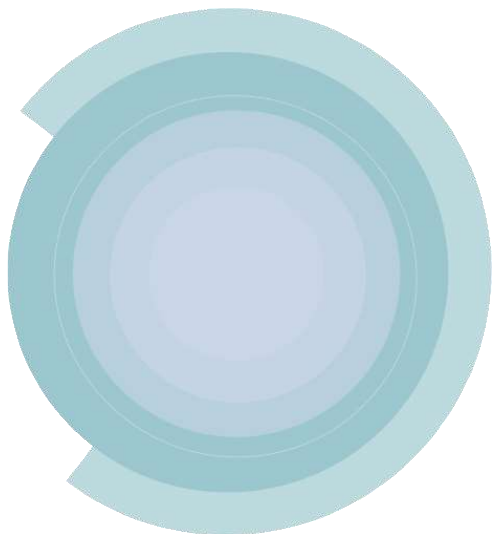


Appendix B

Monthly Metrics

CalSAWS M&E Performance Metrics

M&E Performance Metrics for May 2026



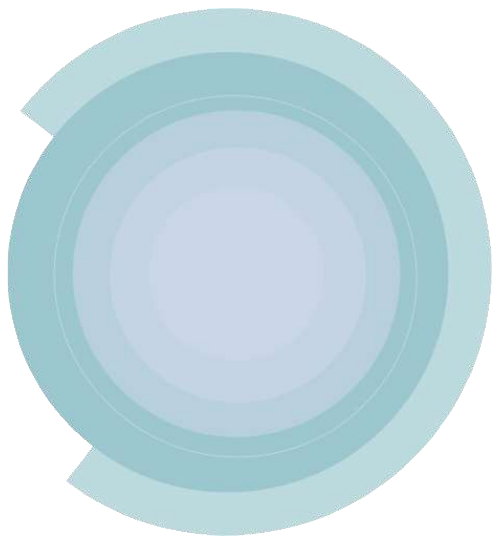
CalSAWS M&E – Monthly SLA Performance Requirement Report

Daily Reporting				Monthly Reporting				Event-Driven Reporting			
1	Prime Business Hours Availability	99%	100%	2	Prime Business Hours Availability, Non-Prod Environments	99%	100%	13	Disaster Recovery Response Time	< 24 hours	N/A
6	Prime Business Hours ED/BC Response Time	98% ≤ 3 sec	2 days missed	3	Off Prime Business Hours Availability	99%	100%	16	Completion of Root Cause Analyses	14 days	N/A
7	Off Prime Business Hours ED/BC Response Time	95% ≤ 5 sec	0 days missed	4	Deficiency Notification Response Time	99.5%	N/A	18	Application Security Scans	Each Major Release	N/A
8	Prime Business Hours Screen to Screen Nav. Response Time	99% ≤ 2 sec	0 days missed	5	Service Desk Diagnosis Time Tier 3	98%	100%	19	Security Incident Notification	0 incidents	0
9	Off Prime Business Hours Screen to Screen Nav. Response Time	95% ≤ 3 sec	0 days missed	Quarterly Reporting				20	Security Incident Reporting	0 incidents	0
10	Unbounded Search Response Time	95% ≤ 6 sec	0 days missed	14	Failure to Complete Access Control Audits	Quarterly	N/A	21	Security Incident Negligence	0 incidents	0
11	Prime Business Hours Standard Report Response Time	98% ≤ 10 sec	0 days missed	17	Privileged Access Audits	Quarterly	N/A				
12	Batch Production Jobs Completion	99% ≤ 6am	0 days missed								

*For the days missed, Prime EDBC was in the range of 97.82-97.84%.
Rearchitecting to improve performance is underway.

CalSAWS Infrastructure Performance Metrics

Infrastructure Performance Metrics for June 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

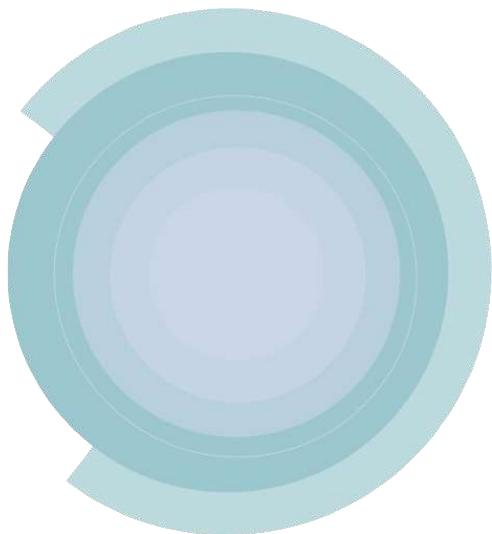
Monthly Reporting		
SLA	Target	Actual
Monthly Prime Business Hours Availability Non-Prod Environments	99.0%	100.0%
Monthly Off Prime Business Hours Availability	99.0%	100%
Local Repair Services	99% Urgent/High	100%
Monthly Deficiency Notification Response Time	99.5%	100%
Monthly Service Desk Diagnosis 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

* June metrics are pending final review.

CalSAWS Hyland Performance Metrics

Imaging Performance Metrics for June 2026



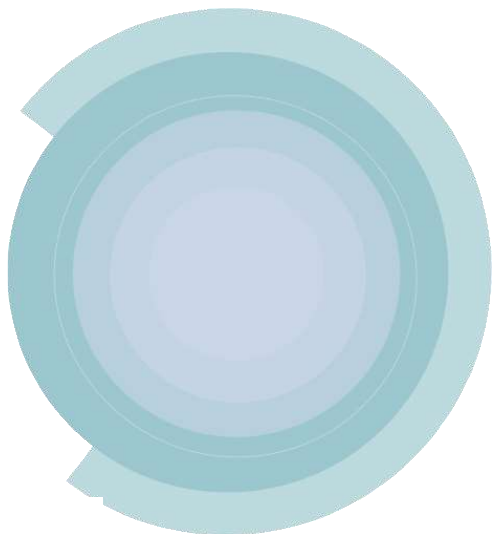
Monthly Reporting		
	SLA	Actual
Uptime	99.9%	100.00%
Page Views	90% <=2 Sec	99.44%
Database Transactions	90% <=1 Sec	99.95%
Brainware Processing Time	97% <=10 Min	99.77%

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

* June metrics are pending final review.

BenefitsCal Performance Metrics

SLAs and Performance for June 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%	99.89%
Monthly Online Transactions - Inquiry Screens (Unbounded)	98%	99.97%
Monthly BenefitsCal-Hosted API Transactions	98%	99.89%