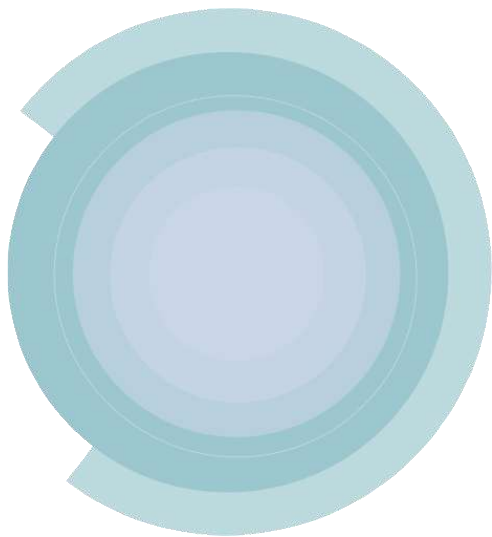


Appendix C

Monthly SLAs

BenefitsCal Performance Metrics

September 2026

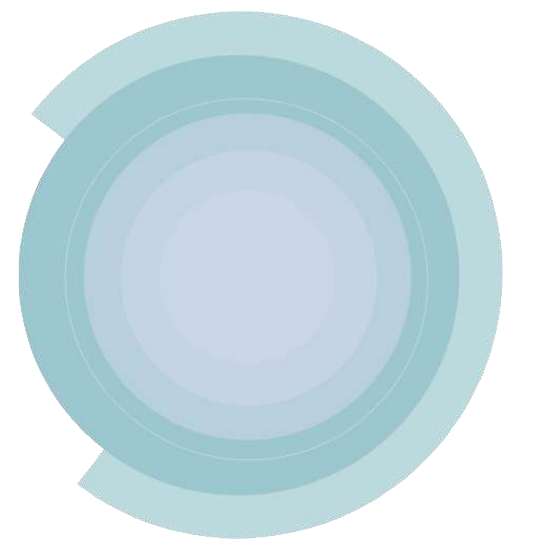


Perf Req #	Performance Requirement Title	Service Level Agreement (SLA) Threshold	Sept. 2026
1	Daily Hours Availability	99%	●
2	Monthly Hours Availability, Non-Production Environments	99%	●
3	Monthly Deficiency Notification Response Time	99.5%	●
4	Monthly Service Desk Diagnosis Time, Tier 3	98%	●
5	Daily Screen-to-Screen Navigation Response Time	99% 2 seconds or less	●
6	Daily Unbounded Search Response Time	95% 6 seconds or less	●
7	Daily Standard Report Response Time	98% 10 seconds or less	N/A
8	Disaster Recovery Response Time	24 Hours or less	●
9	Failure to Complete Access Control Audits	Quarterly Reporting	●
10	Security Information and Event Management System Uptime	99%	●
11	Completion of Root Cause Analysis	14 calendar days	●
12	Privileged Access Audits	Quarterly Reporting	●
13	Application Security Scans	Within 2 weeks of Baseline Release	●
14	Security Incident Notification	Within 1 Hr. Notification Within 2 HRs. Corrective Action	●
15	Security Incident Reporting	Within 2 Hrs. Major Within 12 Hrs. Minor	●
16	Security Incident Negligence	Hourly	●

*** Metrics are preliminary results. Pending review with Consortium QA and Consortium approval.**

M&E Performance Metrics

September 2026



CalSAWS M&E – Monthly SLA Performance Requirement Report - September 2026

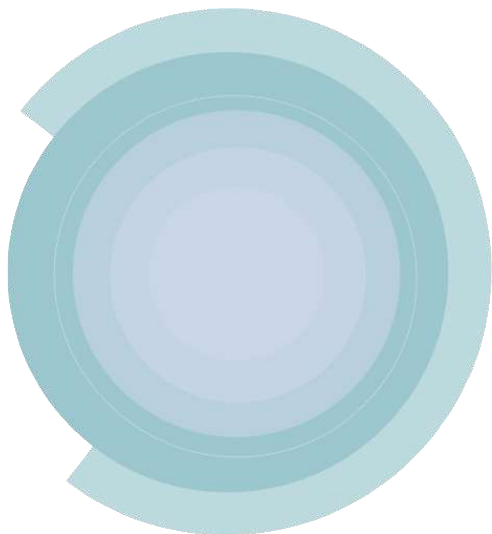
Daily Reporting				Monthly Reporting			Event-Driven Reporting		
1	Prime Business Hours Availability	100%	1 days missed	2	Prime Business Hours Availability, Non-Prod Environments	99% 99.8%	13	Disaster Recovery Response Time	< 24 hours N/A
6	Prime Business Hours ED/BC Response Time*	98% ≤ 3 sec	20 days missed	3	Off Prime Business Hours Availability	99% 100%	16	Completion of Root Cause Analyses	14 days 100%
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 100%
8	Prime Business Hours Screen to Screen Nav. Response Time	99% ≤ 2 sec	0 days missed	5	Service Desk Diagnosis Time Tier 3	98% 99.9%	19	Security Incident Notification	2 incidents 100%
9	Off Prime Business Hours Screen to Screen Nav. Response Time	95% ≤ 3 sec	0 days missed	Quarterly Reporting			20	Security Incident Reporting	2 incidents 100%
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						

*ED/BC Improvement initiatives are underway to enable compliance with ED/BC SLA; 16 of the missed days were over 97.0%. No incidents reported by counties for slowness during September

Note: SLA Reporting for September 2026 is still under review with Consortium & QA, in accordance with standard monthly review cycle.

Infrastructure Performance Metrics

SLAs and Performance for September 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

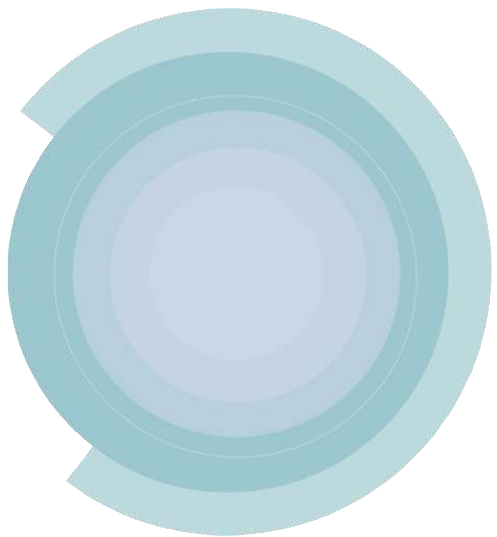
Monthly Reporting		
SLA	Target	Actual
Monthly Prime Business Hours Availability Non-Prod Environments	99.0%	100%
Monthly Off Prime Business Hours Availability	99.0%	100%
Local Repair Services	99% Urgent/High	100%
Monthly Deficiency Notification Response Time	99.5%	100%
Monthly Service Desk Diagnosis Time Tiers 1 and 2	98.0%	99.7%
Security Vulnerability Scans	99.0%	100.0%

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

Metrics are preliminary results. Pending review with Consortium.

Hyland Performance Metrics

SLAs and Performance for September 2026



Monthly Reporting		
SLA	Target	Actual
Uptime	99.9%	100.00%
Page Views	90% <=2 Sec	99.34%
Database Transactions	90% <=1 Sec	99.96%
Brainware Processing Time	97% <=10 Min	99,80%

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

Metrics are preliminary results. Pending review with Consortium.