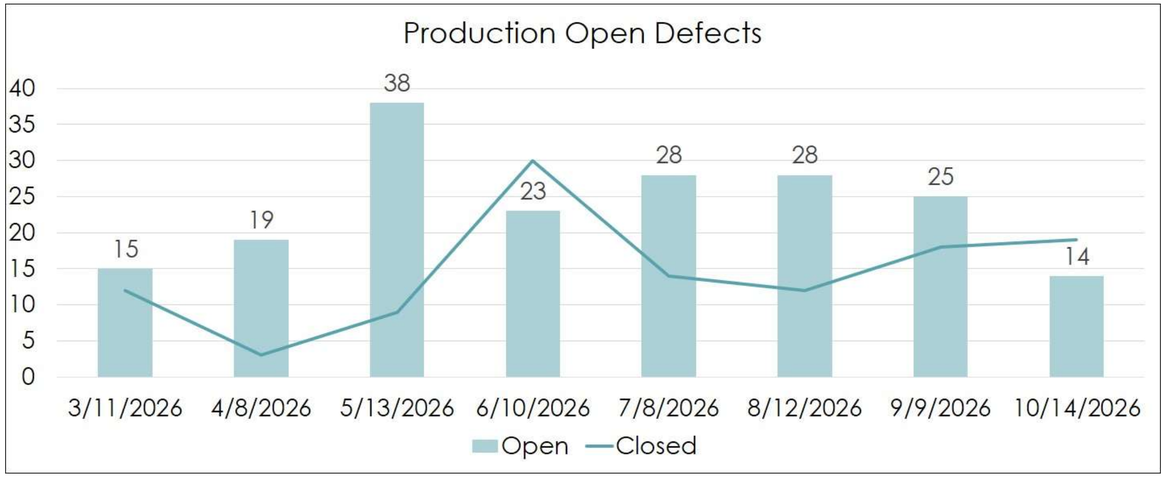
Appendix B
Quarterly SLAs, Metrics, and Defects* (Year over Year)

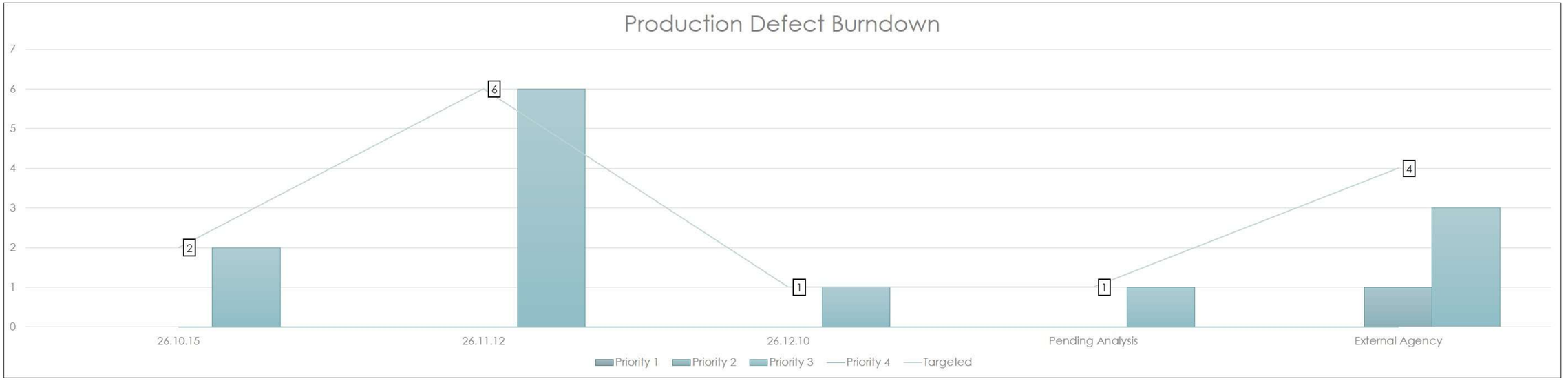
CalSAWS Contact Center Defect Burndown

Production Defects and Burndown



14 Total Open Production Defects

- Includes functional and technical defects
- 2 Defects targeted for 26.10.15
- 6 Defects targeted for 26.11.12
- 1 Defect targeted for 26.12.10
- 1 Defects Pending Analysis
- 4 External Agency Defects (Third party providers)



CalSAWS Quarterly Metrics

Production Infrastructure Performance Metrics

Perf Req #	Performance Requirement Title	Aug	Sep	Oct*
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*

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

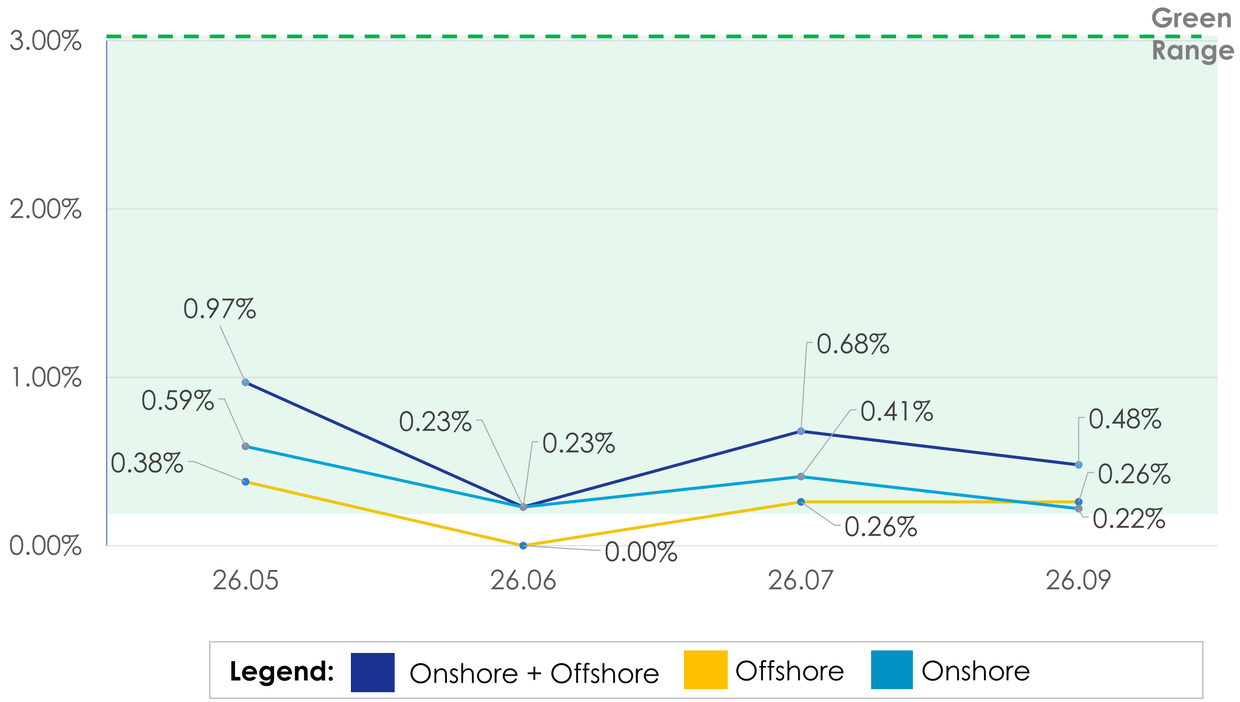
Performance Requirement Title	Performance Average Aug-Oct 2026	Monthly Target	SLA Met
Uptime	100.00%	99.90%	✓
Page Views	99.41%	90%	✓
Database Transactions	99.96%	90%	✓
Brainware Processing	99.03%	97%	✓
Technical Resources Response Time	0	>30 minutes	✓

Legend: ✓ SLA Met ✗ SLA Not Met

CalSAWS Quarterly Statistics

CalSAWS Application Release Quality Metrics

Release x CoR



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.

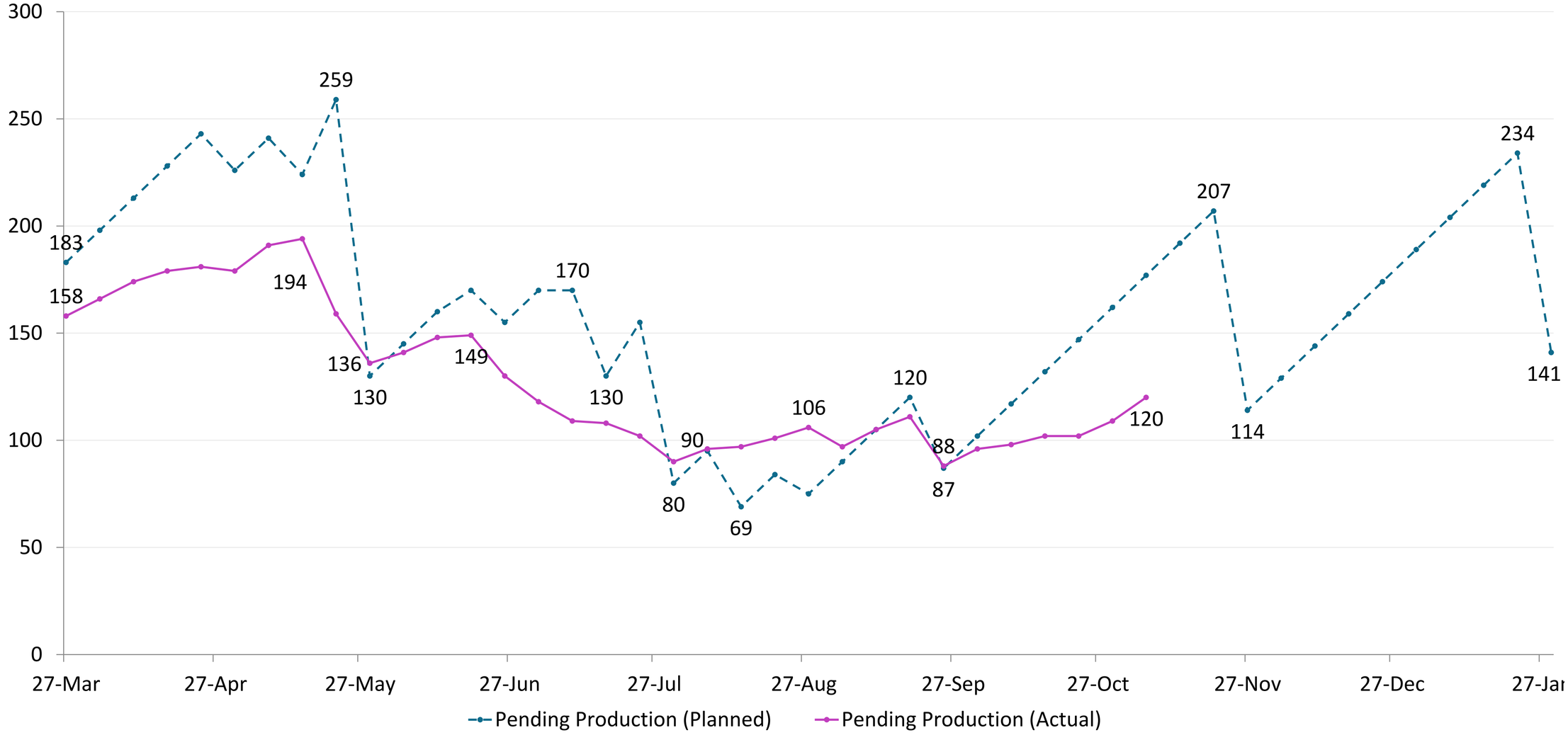
Cost of Rework (CoR) is the ratio of effort spent performing rework on deliverables to the total effort to Date
(Actual Rework effort Hours/ Actuals To Date Hours)*100

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

CalSAWS Quarterly Metrics

Production Defects Backlog



CalSAWS Quarterly Metrics

Production M&E SLA Metrics

Perf Req #	LD Applies	Performance Requirement Title	Aug	Sept	Oct*
1		Daily Prime Business Hours Availability	✓	1 day missed	✓
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**	8 days missed**	20 days missed**	21 days missed**
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	✓	✓	✓

October Metrics are still under review with Consortium QA and pending approval

***For the days missed, Prime EDBC was in the range of 96.16%-97.9%. Rearchitecting to improve performance is underway and planned for 2026.*

Performance reports are emailed to RMs and posted to the CalSAWS Communication Portal for County PPOCs and County Help Desk Staff.

CalSAWS Quarterly Metrics

Production BenefitsCal SLA Metrics

Perf Req #	Performance Requirement Title	Service Level Agreement (SLA) Threshold	Aug. 2026	Sept. 2026	Oct.* 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			**2 days missed****
6	Daily Unbounded Search Response Time	95% 6 seconds or less			**1 day missed****
7	Daily Standard Report Response Time	98% 10 seconds or less	**N/A**	**N/A**	**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.*

*** SLA missed: SLA #5 on 10/19/26 Redis Node Memory Leak and on 10/29/26 AWS Regional Incident; SLA #6 on 10/19/26 Redis Node Memory Leak*