March SLA Snapshot: Summary

ID	Requirement	SLA Measurement Objective	SLA Measurement Achieved	Mar-20 Raw Metric	Mar-20 SLA Metric
			< 98% for 1 month		
	0 . 4	98% Application Availability	< 98% for 2 consecutive months	4000/	4000
1	System Availability	(monthly)	< 98% for 3 consecutive months	100%	100%
			< 95% for 1 month		
			< 95% for 2 consecutive months		
		No more than 2 incomplete		0 Incomplete Cycles- ahCT	0 Incomplete Cycles- ahCT
2	Batches and Other Metrics (i.e., ImpaCT Ad-	daily critical batch cycles per month, where the incomplete job(s) cannot be re-run within the	>2 incomplete cycles	0 Incomplete Cycles- ConneCT	0 Incomplete Cycles- ConneCT
	hoc Refresh)	following two batch cycles.		0 Incomplete Cycles- ImpaCT	0 Incomplete Cycles- ImpaCT
			>4 incomplete cycles	1 1	· ·
3	Sev 1 / Critical	99% (monthly)	≥ 90% and < 99%	100.00%	100.00%
	Issues	, ,,	< 90%		
4	Sev 2 / High Issues	95% (monthly)	≥ 90% and < 95%	100.00%	100.00%

February SLA Snapshot: Summary

ID	Requirement	SLA Measurement Objective	SLA Measurement Achieved	Jan-20 Raw Metric	Jan-20 SLA Metric
			< 98% for 1 month		
		98% Application Availability	< 98% for 2 consecutive months	00.070/	4000/
1	System Availability	(monthly)	< 98% for 3 consecutive months	99.87%	100%
			< 95% for 1 month		
			< 95% for 2 consecutive months		
		No more than 2 incomplete		0 Incomplete Cycles- ahCT	0 Incomplete Cycles- ahCT
2	Batches and Other Metrics (i.e., ImpaCT Ad-	daily critical batch cycles per month, where the incomplete job(s) cannot be re-run within the	>2 incomplete cycles	0 Incomplete Cycles- ConneCT	0 Incomplete Cycles- ConneCT
	hoc Refresh)	following two batch cycles.		0 Incomplete Cycles- ImpaCT	0 Incomplete Cycles- ImpaCT
			>4 incomplete cycles		
3	Sev 1 / Critical	99% (monthly)	≥ 90% and < 99%	100.00%	100.00%
	Issues	, ,,	< 90%		
4	Sev 2 / High Issues	95% (monthly)	≥ 90% and < 95%	100.00%	100.00%

January SLA Snapshot: Summary

9	ID	Requirement	SLA Measurement Objective	SLA Measurement Achieved	Jan-20 Raw Metric	Jan-20 SLA Metric
				< 98% for 1 month		
		Occasion Accellatella	98% Application Availability	< 98% for 2 consecutive months	4000/	4000/
	1	System Availability	(monthly) < 98% for 3 consecutive months	100%	100%	
П				< 95% for 1 month		
				< 95% for 2 consecutive months		
			No more than 2 incomplete		0 Incomplete Cycles- ahCT	0 Incomplete Cycles- ahCT
	2	Batches and Other Metrics (i.e., ImpaCT Ad-	daily critical batch cycles ches and per month, where the er Metrics incomplete job(s) cannot , ImpaCT Ad- be re-run within the	>2 incomplete cycles	0 Incomplete Cycles- ConneCT	0 Incomplete Cycles- ConneCT
		hoc Refresh)			0 Incomplete Cycles- ImpaCT	0 Incomplete Cycles- ImpaCT
				>4 incomplete cycles		
	3	Sev 1 / Critical	99% (monthly)	≥ 90% and < 99%	100.00%	100.00%
		155065		< 90%		
	4	Sev 2 / High Issues	95% (monthly)	≥ 90% and < 95%	100.00%	100.00%

December SLA Snapshot: Summary

9	ID	Requirement	SLA Measurement Objective	SLA Measurement Achieved	Dec-19 Raw Metric	Dec-19 SLA Metric
			98% Application Availability	< 98% for 1 month		
		Constant Accellatellia		< 98% for 2 consecutive months	00.770/	4000/
	1	System Availability	(monthly)	< 98% for 3 consecutive months	99.77%	100%
1				< 95% for 1 month		
				< 95% for 2 consecutive months		
		2 Batches and Other Metrics (i.e., ImpaCT Ad-	No more than 2 incomplete daily critical batch cycles per month, where the incomplete job(s) cannot Ad- be re-run within the following two batch cycles.	>2 incomplete cycles	0 Incomplete Cycles- ahCT	0 Incomplete Cycles- ahCT
	2				0 Incomplete Cycles- ConneCT	0 Incomplete Cycles- ConneCT
		hoc Refresh)			0 Incomplete Cycles- ImpaCT	0 Incomplete Cycles- ImpaCT
				>4 incomplete cycles		
	3	Sev 1 / Critical	99% (monthly)	≥ 90% and < 99%	100.00%	100.00%
		Issues		< 90%		
	4	Sev 2 / High Issues	95% (monthly)	≥ 90% and < 95%	100.00%	100.00%

November SLA Snapshot: Summary

ID	Requirement	SLA Measurement Objective	SLA Measurement Achieved		Nov-19 SLA Metric	
			< 98% for 1 month			
	0 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -	98% Application Availability	< 98% for 2 consecutive months	00.040/	4000/	
1	System Availability	(monthly) <	,	< 98% for 3 consecutive months	99.91%	100%
			< 95% for 1 month			
			< 95% for 2 consecutive months			
		No more than 2 incomplete		0 Incomplete Cycles- ahCT	0 Incomplete Cycles- ahCT	
2	Batches and Other Metrics (i.e., ImpaCT Ad-	daily critical batch cycles per month, where the incomplete job(s) cannot be re-run within the	>2 incomplete cycles	0 Incomplete Cycles- ConneCT	0 Incomplete Cycles- ConneCT	
	hoc Refresh)	following two batch cycles.		0 Incomplete Cycles- ImpaCT	0 Incomplete Cycles- ImpaCT	
			>4 incomplete cycles	.,	,,	
3	Sev 1 / Critical	99% (monthly)	≥ 90% and < 99%	100.00%	100.00%	
	Issues	, ,,	< 90%			
4	Sev 2 / High Issues	95% (monthly)	≥ 90% and < 95%	100.00%	100.00%	

October SLA Snapshot: Summary

Ĭ	ID	Requirement	SLA Measurement Objective	SLA Measurement Achieved	1	Nov-19 SLA Metric
			98% Application Availability	< 98% for 1 month		
				< 98% for 2 consecutive months	00.0404	4000/
	1	System Availability	(monthly)	< 98% for 3 consecutive months	99.91%	100%
-				< 95% for 1 month		
				< 95% for 2 consecutive months		
)	Batches and Other Metrics (i.e., ImpaCT Ad-	Metrics incomplete job(s) cannot mpaCT Ad- be re-run within the	>2 incomplete cycles	0 Incomplete Cycles- ahCT	0 Incomplete Cycles- ahCT
	2				0 Incomplete Cycles- ConneCT	0 Incomplete Cycles- ConneCT
		hoc Refresh)			0 Incomplete Cycles- ImpaCT	0 Incomplete Cycles- ImpaCT
				>4 incomplete cycles	.,	.,
	3	Sev 1 / Critical	99% (monthly)	≥ 90% and < 99%	100.00%	100.00%
		Issues	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	< 90%		
	4	Sev 2 / High Issues	95% (monthly)	≥ 90% and < 95%	100.00%	100.00%

September SLA Snapshot: Summary

ID	Requirement	SLA Measurement Objective	SLA Measurement Achieved	Sep-19 Raw Metric	Sep-19 SLA Metric
			< 98% for 1 month		
	0 . 4	98% Application Availability	< 98% for 2 consecutive months	00.000	4000/
1	System Availability	(monthly)	< 98% for 3 consecutive months	99.98%	100%
			< 95% for 1 month		
			< 95% for 2 consecutive months		
		No more than 2 incomplete		0 Incomplete Cycles- ahCT	0 Incomplete Cycles- ahCT
2	Batches and Other Metrics (i.e., ImpaCT Ad-	daily critical batch cycles per month, where the incomplete job(s) cannot be re-run within the	>2 incomplete cycles	0 Incomplete Cycles- ConneCT	0 Incomplete Cycles- ConneCT
	hoc Refresh)	following two batch cycles.		0 Incomplete Cycles- ImpaCT	0 Incomplete Cycles- ImpaCT
			>4 incomplete cycles		
3	Sev 1 / Critical	99% (monthly)	≥ 90% and < 99%	100.00%	100.00%
	Issues		< 90%		
4	Sev 2 / High Issues	95% (monthly)	≥ 90% and < 95%	100.00%	100.00%

August SLA Snapshot: Summary

ID	Requirement	SLA Measurement Objective	SLA Measurement Achieved	Aug-19 Raw Metric	Aug-19 SLA Metric
			< 98% for 1 month		
		98% Application Availability	< 98% for 2 consecutive months	00.070/	4000/
1	System Availability	(monthly)	< 98% for 3 consecutive months	99.97%	100%
			< 95% for 1 month		
			< 95% for 2 consecutive months		
		No more than 2 incomplete		0 Incomplete Cycles- ahCT	0 Incomplete Cycles- ahCT
2	Batches and Other Metrics (i.e., ImpaCT Ad-	daily critical batch cycles per month, where the incomplete job(s) cannot be re-run within the	>2 incomplete cycles	0 Incomplete Cycles- ConneCT	0 Incomplete Cycles- ConneCT
	hoc Refresh)	following two batch cycles.		0 Incomplete Cycles- ImpaCT	0 Incomplete Cycles- ImpaCT
			>4 incomplete cycles	,	
3	Sev 1 / Critical	99% (monthly)	≥ 90% and < 99%	100.00%	100.00%
	Issues	(,,	< 90%		
4	Sev 2 / High Issues	95% (monthly)	≥ 90% and < 95%	100.00%	100.00%

July SLA Snapshot: Summary

9	ID	Requirement	SLA Measurement Objective	SLA Measurement Achieved	Jul-19 Raw Metric	Jul-19 SLA Metric
			98% Application Availability	< 98% for 1 month		
	,			< 98% for 2 consecutive months	00.400/	4000
	1	System Availability	(monthly)	< 98% for 3 consecutive months	99.48%	100%
				< 95% for 1 month		
				< 95% for 2 consecutive months		
		daily critical batch Batches and per month, where incomplete job(s)	No more than 2 incomplete daily critical batch cycles per month, where the incomplete job(s) cannot be re-run within the following	>2 incomplete cycles	0 Incomplete Cycles- ahCT	0 Incomplete Cycles- ahCT
	2				0 Incomplete Cycles- ConneCT	0 Incomplete Cycles- ConneCT
			two batch cycles.		0 Incomplete Cycles- ImpaCT	0 Incomplete Cycles- ImpaCT
L				>4 incomplete cycles		
	3	Sev 1 / Critical	99% (monthly)	≥ 90% and < 99%	100.00%	100.00%
		155065		< 90%		
Ţ	4	Sev 2 / High Issues	95% (monthly)	≥ 90% and < 95%	100.00%	100.00%

June SLA Snapshot: Summary

The below table shows the SLA Metrics (Cumulative %) of the Production enviror of Connecticut ConneCT, AHCT, ImpaCT and BIP Systems

ID	Requirement	SLA Measurement Objective	SLA Measurement Achieved	Jun-19 Raw Metric	Jun-19 SLA Metric
			< 98% for 1 month		
		98% Application Availability	< 98% for 2 consecutive months	00.070	4000/
1	System Availability	(monthly)	< 98% for 3 consecutive months	99.97%	100%
			< 95% for 1 month		
			< 95% for 2 consecutive months		
	Batches and Other Metrics (i.e., ImpaCT Ad-	No more than 2 incomplete daily critical batch cycles per month, where the incomplete job(s) cannot be re-run within the following	>2 incomplete cycles	0 Incomplete Cycles- ahCT	0 Incomplete Cycles- ahCT
2				0 Incomplete Cycles- ConneCT	0 Incomplete Cycles- ConneCT
	hoc Refresh)	two batch cycles.		0 Incomplete Cycles- ImpaCT	0 Incomplete Cycles- ImpaCT
			>4 incomplete cycles		
3	Sev 1 / Critical	99% (monthly)	≥ 90% and < 99%	100.00%	100.00%
	Issues		< 90%		
4	Sev 2 / High Issues	95% (monthly)	≥ 90% and < 95%	100.00%	100.00%

May SLA Snapshot: Summary

ID	Requirement	SLA Measurement Objective	SLA Measurement Achieved	May-19 Raw Metric	May-19 SLA Metric
			< 98% for 1 month		
		98% Application Availability	< 98% for 2 consecutive months		
1	System Availability	(monthly)	< 98% for 3 consecutive months	99.97%	100%
			< 95% for 1 month		
			< 95% for 2 consecutive months		
		No more than 2 incomplete		0 Incomplete Cycles- ahCT	0 Incomplete Cycles- ahCT
2	Batches and Other Metrics (i.e., ImpaCT Ad-	daily critical batch cycles per month, where the incomplete job(s) cannot be re-run within the following	>2 incomplete cycles	0 Incomplete Cycles- ConneCT	0 Incomplete Cycles- ConneCT
	hoc Refresh)	two batch cycles.		0 Incomplete Cycles- ImpaCT	0 Incomplete Cycles- ImpaCT
			>4 incomplete cycles		
3	Sev 1 / Critical	99% (monthly)	≥ 90% and < 99%	100.00%	100.00%
	Issues		< 90%		
4	Sev 2 / High Issues	95% (monthly)	≥ 90% and < 95%	100.00%	100.00%

April SLA Snapshot: Summary

The below table shows the SLA Metrics (Cumulative %) of the Production enviror of Connecticut ConneCT, AHCT, ImpaCT and BIP Systems

ID	Requirement	SLA Measurement Objective	SLA Measurement Achieved	Apr-19 Raw Metric	Apr-19 SLA Metric
			< 98% for 1 month		
		98% Application Availability	< 98% for 2 consecutive months	00.000	4000/
1	System Availability	(monthly)	< 98% for 3 consecutive months	99.63%	100%
			< 95% for 1 month		
			< 95% for 2 consecutive months		
		No more than 2 incomplete daily critical batch cycles per month, where the incomplete job(s) cannot be re-run within the following	>2 incomplete cycles	0 Incomplete Cycles- ahCT	0 Incomplete Cycles- ahCT
2	Batches and Other Metrics (i.e., ImpaCT Ad-			0 Incomplete Cycles- ConneCT	0 Incomplete Cycles- ConneCT
	hoc Refresh)	two batch cycles.		0 Incomplete Cycles- ImpaCT	0 Incomplete Cycles- ImpaCT
			>4 incomplete cycles		
3	Sev 1 / Critical	99% (monthly)	≥ 90% and < 99%	100.00%	100.00%
	Issues	, ,,	< 90%		
4	Sev 2 / High Issues	95% (monthly)	≥ 90% and < 95%	100.00%	100.00%