

March SLA Snapshot: Summary

The below table shows the SLA Metrics (Cumulative %) of the Production environments for the ConneCT, ImpaCT and BIP Systems

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

February SLA Snapshot: Summary

The below table shows the SLA Metrics (Cumulative %) of the Production environments for the ConneCT, ImpaCT and BIP Systems

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

January SLA Snapshot: Summary

The below table shows the SLA Metrics (Cumulative %) of the Production environments for the ConneCT, ImpaCT and BIP Systems

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

December SLA Snapshot: Summary

The below table shows the SLA Metrics (Cumulative %) of the Production environments for the ConneCT, ImpaCT and BIP Systems

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

November SLA Snapshot: Summary

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

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

October SLA Snapshot: Summary

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

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

September SLA Snapshot: Summary

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

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

August SLA Snapshot: Summary

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

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

July SLA Snapshot: Summary

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

ID	Requirement	SLA Measurement Objective	SLA Measurement Achieved	Jul-19 Raw Metric	Jul-19 SLA Metric
1	System Availability	98% Application Availability (monthly)	< 98% for 1 month	99.48%	100%
			< 98% for 2 consecutive months		
			< 98% for 3 consecutive months		
			< 95% for 1 month		
			< 95% for 2 consecutive months		
2	Batches and Other Metrics (i.e., ImpaCT Ad-hoc Refresh)	No more than 2 incomplete daily critical batch cycles per month, where the incomplete job(s) cannot be re-run within the following two batch cycles.	>2 incomplete cycles	0 Incomplete Cycles- ahCT	0 Incomplete Cycles- ahCT
				0 Incomplete Cycles- ConneCT	0 Incomplete Cycles- ConneCT
				0 Incomplete Cycles- ImpaCT	0 Incomplete Cycles- ImpaCT
			>4 incomplete cycles		
3	Sev 1 / Critical Issues	99% (monthly)	≥ 90% and < 99%	100.00%	100.00%
			< 90%		
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 environment of Connecticut ConneCT, AHCT, ImpaCT and BIP Systems

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

May SLA Snapshot: Summary

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

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

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