

**Exhibit 6.03(SLA) Aging
SLA Baselines Established for Designated Service Levels**

	Change Order #	Effective Date

Agency – Department of Aging

Original Service Level Effective Date – 05/01/00

System Availability:

Target Percentage Availability	Window	Scheduled Outage	Comments	Revision Date
99.8%	0500 – 2300 Monday - Saturday	800-1700	Every Sunday. Weekly Change Window. This includes the Weekly Full Backup followed by a Weekly IPL and other change activity as needed.	

Online Availability:

Transaction Processing System	Online Window	Target Availability Percentage	Comments	Revision Date
QINTER	0500 – 2300	99.8%	Monday – Friday Interactive Subsystem.	

For Scheduled Outages, specify Cycle/Frequency – Ex. The first Sunday of the month from 3AM to 7AM or every Saturday from 10PM to 11PM.

**Exhibit 6.03(SLA) Aging
SLA Baselines Established for Designated Service Levels**

Online Performance Profile:

Transaction Processing System	Application	Transaction	Target Internal Response Time Average (Seconds)	Comments	Revision Date
N/A					

A transaction profile of 1-10 transactions (each with an average internal response time) will be used.

Transaction Internal Response Time (IRT) is the elapsed time from the beginning of the input queue until the beginning of the output queue.

Exhibit 6.03(SLA) Aging
SLA Baselines Established for Designated Service Levels

Production Batch Profile – Batch Windows:

Cycle	Start	Stop	Comments	Revision Date
Every Sunday	0800	1345	Weekly Full Backups.	

Identify all batch cycles separately. Some batch cycles may overlap others. For example, an end-of-month batch cycle may start midway in a daily batch cycle. These would be defined as two distinct cycles.

**Exhibit 6.03(SLA) Aging
SLA Baselines Established for Designated Service Levels**

Production Batch Profile – Critical Output:

Cycle	Application/Job Creating Output	Type of Output: Print Tape Transmit	Time Output must be available for Printing, Pickup or Transmission	Comments	Revision Date
N/A					

Identify any jobs that have critical output that must be available for print, transmission, or pickup before the batch window ends. Examples may include: files that need to be transmitted at a specific time, critical print files that must be available for print at a specific time because of mailing deadlines or personnel scheduling, tapes that must be available for pickup at a specified time. Do not identify outputs that are expected to be done when the batch cycle is completed.

**Exhibit 6.03(SLA) BOIS
SLA Baselines Established for Designated Service Levels**

	Change Order #	Effective Date

Agency – Labor & Industry – Bureau of Occupational and Industrial Safety

Original Service Level Effective Date – 09/15/00

System Availability:

Target Percentage Availability	Window	Scheduled Outage	Comments	Revision Date
99.9%	24 x 7	2400 – 1900	Last Sunday of month except for all Sundays in August and December.	

Online Availability:

Transaction Processing System	Online Window	Target Availability Percentage	Comments	Revision Date
QINTER	0130 – 1930	99.9%	Monday – Saturday Interactive Subsystem.	
PGMRINT	0130 – 1930	99.9%	Monday – Saturday IS for Programmers.	

For Scheduled Outages, specify Cycle/Frequency – Ex. The first Sunday of the month from 3AM to 7AM or every Saturday from 10PM to 11PM.

Exhibit 6.03(SLA) BOIS
SLA Baselines Established for Designated Service Levels

Online Performance Profile:

Transaction Processing System	Application	Transaction	Target Internal Response Time Average (Seconds)	Comments	Revision Date
N/A					

A transaction profile of 1-10 transactions (each with an average internal response time) will be used.

Transaction Internal Response Time (IRT) is the elapsed time from the beginning of the input queue until the beginning of the output queue.

Exhibit 6.03(SLA) BOIS
SLA Baselines Established for Designated Service Levels

Production Batch Profile – Batch Windows:

Cycle	Start	Stop	Comments	Revision Date
Monday – Friday	1930	0130	Backups.	
Monday – Friday	1715	0659	BOIS Monday 1715 – Tuesday 0659. Tuesday 1715 - Saturday 0659.	
Saturday	0700	0659	BOIS Saturday 0700 – Sunday 0659.	
Sunday	1900	0659	BOIS Sunday 1900 – Monday 0659.	
Monday – Saturday	2000	0559	Med Cat Monday 2000 – Sunday 0559.	

Identify all batch cycles separately. Some batch cycles may overlap others. For example, an end-of-month batch cycle may start midway in a daily batch cycle. These would be defined as two distinct cycles.

Exhibit 6.03(SLA) BOIS
SLA Baselines Established for Designated Service Levels

Production Batch Profile – Critical Output:

Cycle	Application/Job Creating Output	Type of Output: Print Tape Transmit	Time Output must be available for Printing, Pickup or Transmission	Comments	Revision Date
N/A					

Identify any jobs that have critical output that must be available for print, transmission, or pickup before the batch window ends. Examples may include: files that need to be transmitted at a specific time, critical print files that must be available for print at a specific time because of mailing deadlines or personnel scheduling, tapes that must be available for pickup at a specified time. Do not identify outputs that are expected to be done when the batch cycle is completed.

**Exhibit 6.03(SLA) CSC
SLA Baselines Established for Designated Service Levels**

	Change Order #.	Effective Date

Agency – Civil Service Commission

Original Service Level Effective Date – 08/11/00

System Availability:

Target Percentage Availability	Window	Scheduled Outage	Comments	Revision Date
99.8%	0400 – 2300 Monday – Saturday Daily Transaction and Batch Processing.	0300 – 1700	Sunday Weekly Change Window.	

Online Availability:

Transaction Processing System	Online Window	Target Availability Percentage	Comments	Revision Date
XSCSC	0400 – 2300	99.8%	Monday – Friday Production Internal Agency Users.	

For Scheduled Outages, specify Cycle/Frequency – Ex. The first Sunday of the month from 3AM to 7AM or every Saturday from 10PM to 11PM.

Exhibit 6.03(SLA) CSC
SLA Baselines Established for Designated Service Levels

Online Performance Profile:

Transaction Processing System	Application	Transaction	Target Internal Response Time Average (Seconds)	Comments	Revision Date
N/A					

A transaction profile of 1-10 transactions (each with an average internal response time) will be used.

Transaction Internal Response Time (IRT) is the elapsed time from the beginning of the input queue until the beginning of the output queue.

**Exhibit 6.03(SLA) CSC
SLA Baselines Established for Designated Service Levels**

Production Batch Profile – Batch Windows:

Cycle	Start	Stop	Comments	Revision Date
Monday – Friday	1930	0200	Batch Groups: System Prep @ 1930 – 1945. Daily Processing @ 2000 – 2230. Irregular Scheduled Jobs 0000 – 0200.	
Weekend (Saturday)	0400	2400	Weekly Database Reorgs and Adhoc Batch.	
Daily	2300	0400	Daily Backups.	
Sunday	0300	1100	Weekly Full System Backups.	

Identify all batch cycles separately. Some batch cycles may overlap others. For example, an end-of-month batch cycle may start midway in a daily batch cycle. These would be defined as two distinct cycles.

**Exhibit 6.03(SLA) CSC
SLA Baselines Established for Designated Service Levels**

Production Batch Profile – Critical Output:

Cycle	Application/Job Creating Output	Type of Output: Print Tape Transmit	Time Output must be available for Printing, Pickup or Transmission	Comments	Revision Date
N/A					

Identify any jobs that have critical output that must be available for print, transmission, or pickup before the batch window ends. Examples may include: files that need to be transmitted at a specific time, critical print files that must be available for print at a specific time because of mailing deadlines or personnel scheduling, tapes that must be available for pickup at a specified time. Do not identify outputs that are expected to be done when the batch cycle is completed.

**Exhibit 6.03(SLA) DEP
SLA Baselines Established for Designated Service Levels**

	Change Order #	Effective Date

Agency – Department of Environmental Protection

Original Service Level Effective Date – 04/19/04

System Availability:

Target Percentage Availability	Window	Scheduled Outage	Comments	Revision Date
Warehouse Domain (EPEN02) 99.5%	24 x 7	First Thursday 1700 – 2400	Window may be extended upon request. Domain is available for use on weekend if no additional maintenance is planned.	
SAS Domain (EPEN04) 99.5%	24 x 7	First Thursday 1700 – 2400	Window may be extended upon request. Domain is available for use on weekend if no additional maintenance is planned.	

Online Availability:

Transaction Processing System	Online Window	Target Availability Percentage	Comments	Revision Date
Warehouse Oracle Environment (EPEN02)	24 x 7	99.5%	Environment is available for use if no maintenance is planned.	
SAS Environment (EPEN04)	24 x 7	99.5%	Environment is available for use if no maintenance is planned.	
Production Oracle Environment (EPEN01)	24 x 7	99.5%	Environment is available for use if no maintenance is planned. On the 1 st and 3 rd Wednesday of each month, an "Application Release" takes place, restricting D/B access to App. Developers for approx. 4 hrs.	

For Scheduled Outages, specify Cycle/Frequency – Ex. The first Sunday of the month from 3AM to 7AM or every Saturday from 10PM to 11PM.

**Exhibit 6.03(SLA) DEP
SLA Baselines Established for Designated Service Levels**

Online Performance Profile:

Transaction Processing System	Application	Transaction	Target Internal Response Time Average (Seconds)	Comments	Revision Date
ORACLE	ORACLE	Oracle SQL Shell Script ORA-TRANS	168 Seconds	Average response time for each Oracle SQL script. The script will be run on weekdays from 0800 to 1700. The Oracle SQL Shell Script contains the following Oracle SQL Queries: aims_1.sql, co_1.sql, msi_1.sql, msi_2.sql, sis_1.sql, wuds_1.sql, wuds_2.sql.	

A transaction profile of 1-10 transactions (each with an average internal response time) will be used.

Transaction Internal Response Time (IRT) is the elapsed time from the beginning of the input queue until the beginning of the output queue.

**Exhibit 6.03(SLA) DEP
SLA Baselines Established for Designated Service Levels**

Production Batch Profile – Batch Windows:

Cycle	Start	Stop	Comments	Revision Date
Production Online D/B Backups (EPEN01)	Daily 2100 1730 2100 2200	0600 0600 0600 0600	<u>Saturday – Tuesday & Thursday</u> Epen01_prod_rman_dailybkgp <u>Wednesday</u> Epen01_prod_rman_wedbkgp <u>Friday</u> Epen01_prod_rman_weeklybkgp <u>Friday</u> Weekly PROD tape backup Extending the backup Stop time to 0600 should not create any additional processing impact or risk to the agency.	
Production Full D/B Exports (EPEN01)	Saturday 0500	1000	<u>Saturday</u> Epen01_oracle_export_weeklybkgp	

Identify all batch cycles separately. Some batch cycles may overlap others. For example, an end-of-month batch cycle may start midway in a daily batch cycle. These would be defined as two distinct cycles.

**Exhibit 6.03(SLA) DEP
SLA Baselines Established for Designated Service Levels**

Production Batch Profile – Critical Output:

Cycle	Application/Job Creating Output	Type of Output: Print Tape Transmit	Time Output must be available for Printing, Pickup or Transmission	Comments	Revision Date
TBD	TBD	TBD	TBD		

Identify any jobs that have critical output that must be available for print, transmission, or pickup before the batch window ends. Examples may include: files that need to be transmitted at a specific time, critical print files that must be available for print at a specific time because of mailing deadlines or personnel scheduling, tapes that must be available for pickup at a specified time. Do not identify outputs that are expected to be done when the batch cycle is completed.

Exhibit 6.03(SLA) DOC
SLA Baselines Established for Designated Service Levels

	Change Order #	Effective Date

Agency - Department of Corrections

Original Service Level Effective Date - 08/11/00

* One-half hour travel time allotment for each incident of all outages occurring outside Vendor's normal scheduled workweek of Monday – Friday between the hours of 8:00am and 5:00pm. DOC has unique security requirements that do not allow for remote system access.

System Availability:

Target Percentage Availability	Window	Scheduled Outage	Comments	Revision Date
99.9%	24 x 7	2100 – 2300	Mainframe System/ Twice Monthly/ 2 nd and 4 th Sunday. IPL/Power.	
		2200 – 2300	Mainframe System/ Every Sunday/ IPL.	

Online Availability:

Transaction Processing System	Online Window	Target Availability Percentage	Comments	Revision Date
CICS	0030 – 2200	99.9%	Inmate Accounting/ Record System. 7 days a week. Sunday – Saturday	
VIASERV Legacy Data Server (LDS)	0030 – 2200	99.9%	Mainframe Server running under VSE – TCP/IP and CICS connection must also be active 7 days a week Sunday – Saturday	
MQSeries	0030 – 2200	99.8%	Mainframe running under VSE-CICS, TCP/IP and MQTL and MQSM transaction must be active. 7 days a week. Sunday – Saturday	

For Scheduled Outages, specify Cycle/Frequency – Ex. The first Sunday of the month from 3AM to 7AM or every Saturday from 10PM to 11PM.

Exhibit 6.03(SLA) DOC
SLA Baselines Established for Designated Service Levels

Online Performance Profile:

Transaction Processing System	Application	Transaction	Target Internal Response Time Average (Seconds)	Comments	Revision Date
CICS	General	PN00	0.5	System Master Menu.	
CICS	Inmate Accounts	BN10	0.23	Maintenance Menu 1.	
CICS	Misconducts	DM09	0.37	Shift Commander Entry.	
CICS	Misconducts	DM16	0.4		
CICS	Bed Assignment	GI42	0.23	Inmate Bed Location.	
CICS	Inmate Records	YI55	0.35	Inmate Movement Inquiry.	
CICS	Inmate Records	YM00	0.75	Maintenance Menu / Response Screen.	
CICS	Inmate Records	YN15	0.41	Inmate Inquiry Menu.	
CICS	Inmate Account	IA61	0.99	Post Receipts Program.	
CICS	Inmate Records	A301	0.35	Inmate Account Inquiry.	

A transaction profile of 1-10 transactions (each with an average internal response time) will be used.

Transaction Internal Response Time (IRT) is the elapsed time from the beginning of the input queue until the beginning of the output queue.

Exhibit 6.03(SLA) DOC
SLA Baselines Established for Designated Service Levels

Production Batch Profile – Batch Windows:

Cycle	Start	Stop	Comments	Revision Date
Sunday – Saturday	2200	0030	CICS must be recycled by 0030 to set date for RUNE01A, Updates name change, Journals A/B are copied to tape. Cross-Referencing is scheduled. Inmate Cable and Statements are run.	
Quarterly	2200	0030	Purge scheduled 1 month and 15 days after quarterly month for IAS banking, End of Quarter for the IRS reports.	
Saturday	2200	0030	This applies only if end of month or end of quarter falls on the weekend	
Holiday	2200	0030	The cycle is run only if it doesn't fall on a weekend, except if the weekend is end of month or end of year.	
Sunday	2200	0030	This applies only if End of Month or End of Quarter falls on the weekend.	
End of Month	2200	0030	Transfer In/Out Report Listing/Tape. Run the Monday after last Friday of Month. IRS monthly reports run.	

Identify all batch cycles separately. Some batch cycles may overlap others. For example, an end-of-month batch cycle may start midway in a daily batch cycle. These would be defined as two distinct cycles.

Exhibit 6.03(SLA) DOC
SLA Baselines Established for Designated Service Levels

Production Batch Profile – Critical Output:

Cycle	Application/Job Creating Output	Type of Output: Print Tape Transmit	Time Output must be available for Printing, Pickup or Transmission	Comments	Revision Date
N/A					

Identify any jobs that have critical output that must be available for print, transmission, or pickup before the batch window ends. Examples may include: files that need to be transmitted at a specific time, critical print files that must be available for print at a specific time because of mailing deadlines or personnel scheduling, tapes that must be available for pickup at a specified time. Do not identify outputs that are expected to be done when the batch cycle is completed.

**Exhibit 6.03(SLA) DOH
SLA Baselines Established for Designated Service Levels**

	Change Order #	Effective Date

Agency – Department of Health

Original Service Level Effective Date – 11/09/00

System Availability:

Target Percentage Availability	Window	Scheduled Outage	Comments	Revision Date
99.9%	0600 – 0100 Monday-Friday 0800 - 1500 Saturdays	1800-2400 2000-2100	1 st Saturday of Month Scheduled 1 st Saturday of the Month IPL	

Online Availability:

Transaction Processing System	Online Window	Target Availability Percentage	Comments	Revision Date
Production CICS2	0700 – 1800	99.9%	Monday - Friday	
			Note: All CICS regions will infrequently be available to satisfy special requests from users or to accommodate DDP requirements.	

For Scheduled Outages, specify Cycle/Frequency – Ex. The first Sunday of the month from 3AM to 7AM or every Saturday from 10PM to 11PM.

Exhibit 6.03(SLA) DOH
SLA Baselines Established for Designated Service Levels

Online Performance Profile:

Transaction Processing System	Application	Transaction	Target Internal Response Time Average (Seconds)	Comments	Revision Date
CICS2	VR Death	DTSX	1.22		
CICS2	VR Death	DTSA	0.18		
CICS2	VR Death	DTSB	0.12		
CICS2	VR Death	DTSD	0.07		
CICS2	VR-Retrieval	DVSD	0.09		
CICS2	Inve Stock Requisitions	INVE	0.09		
CICS2	FETALS-VR	FDHG	0.19		
CICS2	FETALS-VR	FDHB	0.06		
CICS2	VR Birth Search	DVS5	0.26		
CICS2	VR Death Coding	DTSC	0.18		

A transaction profile of 1-10 transactions (each with an average internal response time) will be used.

Transaction Internal Response Time (IRT) is the elapsed time from the beginning of the input queue until the beginning of the output queue.

**Exhibit 6.03(SLA) DOH
SLA Baselines Established for Designated Service Levels**

Production Batch Profile – Batch Windows:

Cycle	Start	Stop	Comments	Revision Date
Monday – Friday	1500	0100	Production jobs running Monday thru Friday.	
Weekend			Scheduled on emergency basis -or special request basis only.	
Holiday			Closed – Except for special circumstances.	
Other1	2300	0100	Backups – Every Tuesday.	

Identify all batch cycles separately. Some batch cycles may overlap others. For example, an end-of-month batch cycle may start midway in a daily batch cycle. These would be defined as two distinct cycles.

Exhibit 6.03(SLA) DOH
SLA Baselines Established for Designated Service Levels

Production Batch Profile – Critical Output:

Cycle	Application/Job Creating Output	Type of Output: Print Tape Transmit	Time Output must be available for Printing, Pickup or Transmission	Comments	Revision Date
N/A					

Identify any jobs that have critical output that must be available for print, transmission, or pickup before the batch window ends. Examples may include: files that need to be transmitted at a specific time, critical print files that must be available for print at a specific time because of mailing deadlines or personnel scheduling, tapes that must be available for pickup at a specified time. Do not identify outputs that are expected to be done when the batch cycle is completed.

**Exhibit 6.03(SLA) DOI
SLA Baselines Established for Designated Service Levels**

	Change Order #	Effective Date

Agency – Department of Insurance

Original Service Level Effective Date – 10/28/03 (CAPS Re-Architecture)

System Availability:

Target Percentage Availability	Window	Scheduled Outage	Comments	Revision Date
Web Environment 99.9%	0700 – 1930 Monday - Saturday	0100 – 0500 Sunday	Weekly on Sundays for scheduled maintenance. 66 2/3% or more of the Web/IIS Servers must be available.	
EDI Environment 99.7%	1500 - 0330 Monday Saturday Also 1500 – 0800 Last Calendar Day of the Month	0100 – 0500 Sunday	Weekly on Sundays for scheduled maintenance.	
Database Environment 99.7%	0700 – 0330 Monday Saturday Also 0700 – 0700 Last Calendar Day of the Month	0100 – 0500 Sunday	Weekly on Sundays for scheduled maintenance.	

Online Availability:

Transaction Processing System	Online Window	Target Availability Percentage	Comments	Revision Date
IIS (Part of Windows 2000 Advanced)	0700 – 1930	99.7%	Monday - Saturday	
BizTalk	1500 – 0330 Also 1500 – 0800 Last Calendar Day of the Month	99.7%	Monday - Saturday	
Oracle	0700 – 0330 Also 0700 – 0700 Last Calendar Day of the Month	99.0%	Monday - Saturday (Availability excludes application / database recovery time.)	

For Scheduled Outages, specify Cycle/Frequency – Ex. The first Sunday of the month from 3AM to 7AM or every Saturday from 10PM to 11PM.

Exhibit 6.03(SLA) DOI
SLA Baselines Established for Designated Service Levels

Online Performance Profile:

Transaction Processing System	Application	Transaction	Target Internal Response Time Average (Seconds)	Comments	Revision Date
TBD					

A transaction profile of 1-10 transactions (each with an average internal response time) will be used.

Transaction Internal Response Time (IRT) is the elapsed time from the beginning of the input queue until the beginning of the output queue.

**Exhibit 6.03(SLA) DOI
SLA Baselines Established for Designated Service Levels**

Production Batch Profile – Batch Windows:

Cycle	Start	Stop	Comments	Revision Date
Nightly Production Batch	2000	0330	Monday through Friday.	
Holiday Production Batch	1700	2400	To be started on the day before (the eve) of the Holiday.	
End of Month Production Batch	1700	0800	Last Calendar Day of the Month.	
End of Month (Monthly) Backups	1600	2330	Run the Last Saturday of the Month.	
Nightly Incremental Backups	0100	0630	Every Day except Saturdays when either a Weekly Full Backup or End of Month Backup is run.	
Weekly Full Backups	1600	2330	Full Backups run on Saturday except the Last Saturday of the Month when the End of Month (Monthly) Backup is run instead.	

Identify all batch cycles separately. Some batch cycles may overlap others. For example, an end-of-month batch cycle may start midway in a daily batch cycle. These would be defined as two distinct cycles.

Exhibit 6.03(SLA) DOI
SLA Baselines Established for Designated Service Levels

Production Batch Profile – Critical Output:

Cycle	Application/Job Creating Output	Type of Output: Print Tape Transmit	Time Output must be available for Printing, Pickup or Transmission	Comments	Revision Date
TBD					

Identify any jobs that have critical output that must be available for print, transmission, or pickup before the batch window ends. Examples may include: files that need to be transmitted at a specific time, critical print files that must be available for print at a specific time because of mailing deadlines or personnel scheduling, tapes that must be available for pickup at a specified time. Do not identify outputs that are expected to be done when the batch cycle is completed.

**Exhibit 6.03(SLA) DOR
SLA Baselines Established for Designated Service Levels**

	Change Order #	Effective Date

Agency – Department of Revenue

Original Service Level Effective Date – 04/01/00

System Availability:

Target Percentage Availability	Window	Scheduled Outage	Comments	Revision Date
99.9%	24 x 7	0500 – 0630	Biweekly / Workload permitting. (Sunday)	

Online Availability:

Transaction Processing System	Online Window	Target Availability Percentage	Comments	Revision Date
IMS DB/DC	0700 - 0200	99.9%	7 days a week. Confirm that all predetermined message regions are available by 0700.	
DB2 – IPL to IPL	0700 – 0700		Recycled at IPL.	
CICS DB2	0700 – 1800 0700 – 1600	99.9%	Monday – Friday. Saturday	
MQSeries	0700 – 0200	99.8%	7 days a week. Sunday to Saturday.	

For Scheduled Outages, specify Cycle/Frequency – Ex. The first Sunday of the month from 3AM to 7AM or every Saturday from 10PM to 11PM.

Exhibit 6.03(SLA) DOR
SLA Baselines Established for Designated Service Levels

Online Performance Profile:

Transaction Processing System	Application	Transaction	Target Internal Response Time Average (Seconds)	Comments	Revision Date
CICS	KITS	R208	0.140	FIN – Account Period Profile.	
CICS	KITS	R214	0.611	FIN – Summary Act Balance.	
CICS	KITS	R625	0.103	Case – Maintain Case.	
IMS	Annual	AN410L	0.185		
IMS	Annual	ANAC	0.089		
IMS	Motor Carrier	MC106	0.185		
IMS	Business Taxes	BTREG	0.091		
IMS	Corp. Tax	CTBNO	0.033		
IMS	Tax Assistance	TAAC	1.155		
IMS	Tax Assistance	TA410	0.875		

A transaction profile of 1-10 transactions (each with an average internal response time) will be used.

Transaction Internal Response Time (IRT) is the elapsed time from the beginning of the input queue until the beginning of the output queue.

Exhibit 6.03(SLA) DOR
SLA Baselines Established for Designated Service Levels

Production Batch Profile – Batch Windows:

Cycle	Start	Stop	Comments	Revision Date
Monday – Friday	1600	0700	BMP runs anytime.	
Saturday	1600	0200	Generally Sundays are used for weekly, monthly, and AD hoc requests.	
Sunday	0700	0200		
Holiday	1700	0200	Generally used for Data Base Reorganizations. Most holidays the Teleprocessing systems are available at the request of the user bureaus.	
End of Month			See details for Sunday processing.	

Identify all batch cycles separately. Some batch cycles may overlap others. For example, an end-of-month batch cycle may start midway in a daily batch cycle. These would be defined as two distinct cycles.

Exhibit 6.03(SLA) DOR
SLA Baselines Established for Designated Service Levels

Production Batch Profile – Critical Output:

Cycle	Application/Job Creating Output	Type of Output: Print Tape Transmit	Time Output must be available for Printing, Pickup or Transmission	Comments	Revision Date
N/A					

Identify any jobs that have critical output that must be available for print, transmission, or pickup before the batch window ends. Examples may include: files that need to be transmitted at a specific time, critical print files that must be available for print at a specific time because of mailing deadlines or personnel scheduling, tapes that must be available for pickup at a specified time. Do not identify outputs that are expected to be done when the batch cycle is completed.

**Exhibit 6.03(SLA) DOS
SLA Baselines Established for Designated Service Levels**

	Change Order #	Effective Date

Agency – Department of State

Original Service Level Effective Date – 01/28/03 (L2K), 08/12/03 (SURE)

System Availability:

Target Percentage Availability	Window	Scheduled Outage	Comments	Revision Date
L2K Platform 99.9%	24 x 5	0100 – 0500	Weekly on Sundays for scheduled maintenance.	
DOS SURE Production Environment 99.8%	0600 - 2000 Monday - Friday	2000 – 0600 Sat – Sun	System is available for use on weekends if no maintenance is planned. During election cycle, work will be performed during the weekend and later in the day during week. 66 2/3% or more of the Citrix Servers and at least one SQL Servers must be available. Users must be able to access the system through a firewall	

Online Availability:

Transaction Processing System	Online Window	Target Availability Percentage	Comments	Revision Date
L2K Platform SQL Server Environment	24 x 5 0600 – 2000	99.9%	Monday - Friday	
DOS SURE Production SQL Environment	0600 - 2000	99.9%	Monday – Friday	

For Scheduled Outages, specify Cycle/Frequency – Ex. The first Sunday of the month from 3AM to 7AM or every Saturday from 10PM to 11PM.

**Exhibit 6.03(SLA) DOS
SLA Baselines Established for Designated Service Levels**

Online Performance Profile:

Transaction Processing System	Application	Transaction	Target Internal Response Time Average (Seconds)	Comments	Revision Date
L2K Platform SQL Database Query	License 2000	TBD	TBD		
DOS SURE Production SQL Environment		TBD	TBD		

A transaction profile of 1-10 transactions (each with an average internal response time) will be used.

Transaction Internal Response Time (IRT) is the elapsed time from the beginning of the input queue until the beginning of the output queue.

**Exhibit 6.03(SLA) DOS
SLA Baselines Established for Designated Service Levels**

Production Batch Profile – Batch Windows:

Cycle	Start	Stop	Comments	Revision Date
L2K Platform Database Backup	2001	0559	To be completed by 0559 hours, Monday - Saturday. Does not apply to Sunday. Does not apply to Monday before 0600 hours.	
L2K Platform Tape Backup (Veritas)	2001	0559	To be completed by 0559 hours, Monday – Saturday. Does not apply to Sunday. Does not apply to Monday before 0600 hours.	
L2K Platform Replication of L2KPROD	2001	0559	To be completed by 0559 hours, Monday - Saturday. Does not apply to Sunday. Does not apply to Monday before 0600 hours.	
DOS SURE Production Environment Database Backups	2000	0600	Monday – Friday.	
DOS SURE Production Environment Tape Backups (Veritas)	2000	0600	Monday – Friday.	

Identify all batch cycles separately. Some batch cycles may overlap others. For example, an end-of-month batch cycle may start midway in a daily batch cycle. These would be defined as two distinct cycles.

**Exhibit 6.03(SLA) DOS
SLA Baselines Established for Designated Service Levels**

Production Batch Profile – Critical Output:

Cycle	Application/Job Creating Output	Type of Output: Print Tape Transmit	Time Output must be available for Printing, Pickup or Transmission	Comments	Revision Date
L2K Platform Daily	License 2000 SQL Database Snapshot Replication to "eVerification" Database.	Transmit	0600	Replication run to be completed by 0559 hours, Monday – Saturday.	

Identify any jobs that have critical output that must be available for print, transmission, or pickup before the batch window ends. Examples may include: files that need to be transmitted at a specific time, critical print files that must be available for print at a specific time because of mailing deadlines or personnel scheduling, tapes that must be available for pickup at a specified time. Do not identify outputs that are expected to be done when the batch cycle is completed.

**Exhibit 6.03(SLA) DOT
SLA Baselines Established for Designated Service Levels**

	Change Order #	Effective Date

Agency – Department of Transportation

Original Service Level Effective Date – 09/15/00

System Availability:

Target Percentage Availability	Window	Scheduled Outage	Comments	Revision Date
99.9%	24 x 7	0600 – 0700	Sunday Weekly Routine IPL. (With Agency's approval, this window may start early. The window will start once the system is quiesced.)	

Online Availability:

Transaction Processing System	Online Window	Target Availability Percentage	Comments	Revision Date
IMS	24 x 7	99.9%	Confirm that all predetermined message regions are available by 0600 Monday through Saturday and by 0700 on Sunday.	
Software AG (SAGNET0, SAGBRK0, SAGNUC0)	24 x 7	99.9%	Down for backup.	
DSN3 (DSN3DIST, DSN3SPAS)	24 x 7	99.9%	Down for backup.	
MQSeries	24 x 7	99.8%	Access to MQSeries started tasks must be functioning through the protocol network connection to DOT's network for PSP. For service to all other DOT customers the MQSeries started tasks need to be available through the Commonwealth Municipal Area Network (MAN) connectivity.	

Exhibit 6.03(SLA) DOT
SLA Baselines Established for Designated Service Levels

For Scheduled Outages, specify Cycle/Frequency – Ex. The first Sunday of the month from 3AM to 7AM or every Saturday from 10PM to 11PM.

**Exhibit 6.03(SLA) DOT
SLA Baselines Established for Designated Service Levels**

Online Performance Profile:

Transaction Processing System	Application	Transaction	Target Internal Response Time Average (Seconds)	Comments	Revision Date
IMS	VR Gatekeeper	GK0001	1.805	VR Gatekeeper MV01 Driver	
IMS	VR EGov	VR04802	0.275	VR Egov Update Driver	
IMS	DL & C	DL0130	0.31	Counter Application Maintenance.	
IMS	DL & C	DL1010	1.06	Interactive Driver Information Record	
IMS	DL & C	DL0440	0.29	Counter Convictions.	
IMS	MORIS	MORMAT	0.502	Procurement & Inventory Control.	
IMS	VR	TOPICS	0.50	VR Products Inventory Control.	
IMS	VR	VR0930	0.357	Registration & Renewal.	
IMS	MORIS	MORIVS	0.504	Payroll & Accounts Receivable.	
IMS	CLEANS	CITG	0.08	CLEANS Vehicle Tag Inquiry.	

A transaction profile of 1-10 transactions (each with an average internal response time) will be used.

Transaction Internal Response Time (IRT) is the elapsed time from the beginning of the input queue until the beginning of the output queue.

Exhibit 6.03(SLA) DOT
SLA Baselines Established for Designated Service Levels

Production Batch Profile – Batch Windows:

Cycle	Start	Stop	Comments	Revision Date
Monday – Friday	1645	0600	Job DLCS0327 – begins nightly batch schedule. Job TP – ends nightly batch schedule.	
Weekend	Saturday 1400	Monday 0600	Housekeeping included, weekly and weekend batch ad hoc processing.	

Identify all batch cycles separately. Some batch cycles may overlap others. For example, an end-of-month batch cycle may start midway in a daily batch cycle. These would be defined as two distinct cycles.

Exhibit 6.03(SLA) DOT
SLA Baselines Established for Designated Service Levels

Production Batch Profile – Critical Output:

Cycle	Application/Job Creating Output	Type of Output: Print Tape Transmit	Time Output must be available for Printing, Pickup or Transmission	Comments	Revision Date
N/A					

Identify any jobs that have critical output that must be available for print, transmission, or pickup before the batch window ends. Examples may include: files that need to be transmitted at a specific time, critical print files that must be available for print at a specific time because of mailing deadlines or personnel scheduling, tapes that must be available for pickup at a specified time. Do not identify outputs that are expected to be done when the batch cycle is completed.

**Exhibit 6.03(SLA) DPW
SLA Baselines Established for Designated Service Levels**

	Change Order #	Effective Date

Agency – Department of Public Welfare

Original Service Level Effective Date – 04/01/00 (System A & C), 03/04/02 (System F), 04/24/03 (System A & F INTEL Nodes), 09/07/05 (Expanded Capacity System)

Vendor is accountable for all network issues originating in the Data PowerHouse to Room 105. Issues originating from Room 105 are the responsibility of DPW.

System Availability:

Target Percentage Availability	Window	Scheduled Outage	Comments	Revision Date
System A 99.9%	24 x 7	1800 – 2200 Last Sunday of the month	New boots (IPL's) only: all others must be scheduled.	
System C 99.9%	24 x 7	2200 – 0200 Last Sunday of the month		
System F 99.9%	24 x 7	0001 – 0400 Third Monday of the month	Available for scheduled maintenance.	
Expanded Capacity System ES7000/550A 99.8%	24 x 7	Sunday 1800 – 0400 (as needed)		
Expanded Capacity System ES7000/550E 99.8%	24 x 7	Sunday 1800 – 0400 (as needed)		
SSI ES7000/550 (G) 99.8%	24 X 7	Sunday 1800 - 0400 (as needed)		
EVSE Enterprise – Cognos/Informatica ES7000/520 (H) 99.8%	24 X 7	Sunday 1800 - 0400 (as needed)		
WEB eCIS & SAT Servers ES7000/One (I) 99.8%	24 X 7	Sunday 1800 - 0400 (as needed)		
Informatica Production ES7000/One (J) 99.8%	24 X 7	Sunday 1800 - 0400 (as needed)		

Exhibit 6.03(SLA) DPW
SLA Baselines Established for Designated Service Levels

EVSE Enterprise - OLTP/DW/Test/Dev ES7000/420 System 1 Upper 99.8%	24 X 7	Sunday 1800 - 0400 (as needed)	Production partition only	
EVSE Enterprise - OLTP/DW/Test/Dev ES7000/420 System 2 Upper 99.8%	24 X 7	Sunday 1800 - 0400 (as needed)	Production partition only	
EVSE Enterprise - OLTP/DW/Test/Dev ES7000/420 System 3 Upper 99.8%	24 X 7	Sunday 1800 - 0400 (as needed)	Production partition only	
EVSE Enterprise - OLTP/DW/Test/Dev ES7000/420 System 4 Upper 99.8%	24 X 7	Sunday 1800 - 0400 (as needed)	Production partition only	
EVSE Enterprise - MS-SQL Support ES7000/420 System 5 Upper 99.8%	24 X 7	Sunday 1800 - 0400 (as needed)		
EVSE Enterprise - MS-SQL Support ES7000/420 System 5 Lower 99.8%	24 X 7	Sunday 1800 - 0400 (as needed)		
EVSE - WebMethods ES3140L PWISHBGWBM10 99.5%	24 X 7	Sunday 1800 - 0400 (as needed)		
Cognos ReportNet Production Web ES3120L PWISHBGCOG35 99.5%	24 X 7	Sunday 1800 - 0400 (as needed)		
Cognos ReportNet Application ES3140R PWISHBGCOG36 99.5%	24 X 7	Sunday 1800 - 0400 (as needed)		
Cognos ReportNet Production Content ES3120R PWISHBGCOG37 99.5%	24 X 7	Sunday 1800 - 0400 (as needed)		

**Exhibit 6.03(SLA) DPW
SLA Baselines Established for Designated Service Levels**

Unified Security ES3140R PWISHBGSMB01 99.5%	24 X 7	Sunday 1600 – 2000 (as needed)		
Unified Security ES3140R PWISHBGSMB02 99.5%	24 X 7	Sunday 1600 – 2000 (as needed)		
Unified Security ES3140R PWISHBGSMC01 99.5%	24 X 7	Sunday 1600 – 2000 (as needed)		
Unified Security ES3140R PWISHBGSMC02 99.5%	24 X 7	Sunday 1600 – 2000 (as needed)		
Unified Security ES3140R PWISHBGSM01 99.5%	24 X 7	Sunday 1600 – 2000 (as needed)		
Unified Security ES3140R PWISHBGSM02 99.5%	24 X 7	Sunday 1600 – 2000 (as needed)		
Unified Security ES3120L PWISHBGSMI02 99.5%	24 X 7	Sunday 1600 – 2000 (as needed)		
Unified Security ES3120L PWISHBGSM01 99.5%	24 X 7	Sunday 1600 – 2000 (as needed)		
Unified Security ES3120L PWISHBGSM02 99.5%	24 X 7	Sunday 1600 – 2000 (as needed)		
Unified Security ES3120L PWISHBGSM03 99.5%	24 X 7	Sunday 1600 – 2000 (as needed)		
Unified Security ES3120L PWISHBGSM04 99.5%	24 X 7	Sunday 1600 – 2000 (as needed)		
Unified Security ES3140R PWISHBGSMZ01 99.5%	24 X 7	Sunday 1600 – 2000 (as needed)		

**Exhibit 6.03(SLA) DPW
SLA Baselines Established for Designated Service Levels**

Unified Security ES3140R PWISHBGSMZ02 99.5%	24 X 7	Sunday 1600 – 2000 (as needed)		
Unified Security ES3140R PWISHBGSMZ03 99.5%	24 X 7	Sunday 1600 – 2000 (as needed)		
CAO Imaging ES3120R PWISHBGCVR01 99.5%	24 X 7	Sunday 1600 – 2000 (as needed)		
Princeton Production ES3140R 99.5%	24 X 7	Sunday 1600 – 2000 (as needed)		
Princeton Production ES3220R 99.5%	24 X 7	Sunday 1600 – 2000 (as needed)		
Conveyor Production ES3220R 99.5%	24 X 7	Sunday 1600 – 2000 (as needed)		

Online Availability:

Transaction Processing System	Online Window	Target Availability Percentage	Comments	Revision Date
System A TIP	24 x 7	99.9%		
System A WebTS	24 x 7	99.7%	If the WebTS environment is unavailable as a result of a TIP outage, Vendor will not be penalized for WebTS. To calculate an SLA penalty, an additional multiplication factor will be the percentage (%) of TIP transactions utilizing the WebTS environment at the time of the outage. Vendor will not be penalized for WebTS configuration file changes that result in an outage.	
System A OLTP	24 x 7	99.9%		
System C TIP	24 x 7	99.9%		
System C MAPPER	24 x 7	99.9%		
System C APPMAP	24 x 7	99.9%		
System C	1800 – 0600	99.9%	Also during hours when	

Exhibit 6.03(SLA) DPW
SLA Baselines Established for Designated Service Levels

OLTP			production is switched from System A to System C.	
System F TIP	0700 – 1730 0700 – 2100	99.9%	All days except Wednesday Wednesday only	
Expanded Capacity ES7000/550E PWISHBGIIS34	24 x 7	99.8%	Small internet Apps.	
Expanded Capacity ES7000/550E PWISHBGIIS35	24 x 7	99.8%	LIHEAP	
Expanded Capacity ES7000/550E PWISHBGIIS36	24 x 7	99.8%	Promise SOAP Server	
Expanded Capacity ES7000/550E PWISHBGUTL24	24 x 7	99.8%	GIS Server Adobe Software	
Expanded Capacity ES7000/550 (G) PWISHBGUTL32	24 x 7	99.8%	MCI Open TI Batch scheduling and reporting	
Expanded Capacity ES7000/550A PWISHBGIIS30	24 x 7	99.8%	MCI Web Server	
Expanded Capacity ES7000/550E PWISHBGIIS31	24 x 7	99.8%	MCI Web Server	
Expanded Capacity ES7000/550A PWISHBGIIS32	24 x 7	99.8%	Human Services Apps COMPASS, HCSIS, CCMIS, PACSES, CSV, and MPI.	
Expanded Capacity ES7000/550E PWISHBGIIS33	24 x 7	99.8%	Human Services Apps COMPASS, HCSIS, CCMIS, PACSES, CSV, and MPI.	
Expanded Capacity ES7000/550A PWISHBGIIS39	24 X 7	99.8%	Human Services Apps COMPASS, HCSIS, CCMIS, PACSES, CSV, and MPI.	
Expanded Capacity ES7000/550A PWISPRDAPP30	24 X 7	99.8%	Human Services Apps COMPASS, HCSIS, CCMIS, PACSES, CSV, and MPI.	
Expanded Capacity ES7000/550 (G) PWISHBGIIS37	24 X 7	99.8%	Human Services Apps COMPASS, HCSIS, CCMIS, PACSES, CSV, and MPI.	
Expanded Capacity ES7000/550 (G) PWISPRDRPT30	24 X 7	99.8%	CCMIS	
Expanded Capacity ES7000/550 (G)	24 X 7	99.8%	Human Services Apps COMPASS, HCSIS, CCMIS,	

**Exhibit 6.03(SLA) DPW
SLA Baselines Established for Designated Service Levels**

PWISPRDWEB34			PACSES, CSV, and MPI.	
EVSE Enterprise – Cognos/Informatica ES7000/520 (H) PWISHBGEKM01	24 X 7	99.8%	Informatica	
Web eCIS and SAT Server ES7000/One (I) PWISPRDWEB30	24 X 7	99.8%	Web Server	
Web eCIS and SAT Server ES7000/One (I) PWISPRDWEB31	24 X 7	99.8%	Web Server	
Web eCIS and SAT Server ES7000/One (I) PWISPRDWEB32	24 X 7	99.8%	Web Server	
Web eCIS and SAT Server ES7000/One (I) PWISPRDWEB33	24 X 7	99.8%	Web Server	
Informatica Production ES7000/One (J) PWISHBGEKM02	24 X 7	99.8%	Informatica	
EVSE Enterprise - OLTP/DW/Test/Dev ES7000/420 System 1 Upper PWISHBGORC30	24 X 7	99.8%	OTR OLTP Production Server	
EVSE Enterprise - OLTP/DW/Test/Dev ES7000/420 System 2 Upper PWISHBGORC31	24 X 7	99.8%	OTR OLTP Production Server	
EVSE Enterprise - OLTP/DW/Test/Dev ES7000/420 System 3 Upper PWISHBGORC32	24 X 7	99.8%	OTR OLTP Production Server	
EVSE Enterprise - OLTP/DW/Test/Dev ES7000/420 System 4 Upper PWISHBGORC35	24 X 7	99.8%	OTR Data Warehouse Server	
EVSE Enterprise – MS-SQL Support ES7000/420 System 5 Lower PWISHBGORC40	24 X 7	99.8%	OTR Archive Server	

Exhibit 6.03(SLA) DPW
SLA Baselines Established for Designated Service Levels

EVSE Enterprise – MS-SQL Support ES7000/420 System 5 Upper PWISHBGSQ35	24 X 7	99.8%	OTR SQL Server	
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For Scheduled Outages, specify Cycle/Frequency – Ex. The first Sunday of the month from 3AM to 7AM or every Saturday from 10PM to 11PM.

Exhibit 6.03(SLA) DPW
SLA Baselines Established for Designated Service Levels

Online Performance Profile:

Transaction Processing System	Application	Transaction	Target Internal Response Time Average (Seconds)	Comments	Revision Date
System A TIP	Client Info System	CN320R	0.092		
System A TIP	Client Info System	CN380R	0.143		
System A TIP	Client Info System	MAEDBC	0.484		
System A TIP	Client Info System	MF030R	0.198		
System A TIP	Client Info System	MN103R	0.756		
System A TIP	Client Info System	MW070R	0.174		
System A TIP	Client Info System	MX001R	0.013		
System A TIP	Client Info System	CW200R	0.065		
System A TIP	PROMISe	P63PRM	0.381		
System A TIP	PROMISe	P64PRM	0.607		
System C MAPPER	222301HRAPP	017542-218	0.076		
System C MAPPER	244101CISDP	017602-114	0.011		
System C MAPPER	230401FACMT	017542-250	0.076		
System C APPMAP	230301FLS	017502-924	0.356		
System C TIP	PROMISe	P52PRM	0.269		
System C APPMAP	270101OCR	017502-818	0.095		
System C APPMAP	243601RSDAP	017522-412	0.170		
System C TIP	PROMISe	P56PRM	.0265		
System C TIP	PROMISe	P63PRM	0.382		
System C TIP	PROMISe	P64PRM	0.688		
System F TIP	PACSES	PRTRNL	.086		

**Exhibit 6.03(SLA) DPW
SLA Baselines Established for Designated Service Levels**

System F TIP	PACSES	PRCMEM	.082		
System F TIP	PACSES	PRCINQ	.263		
System F TIP	PACSES	PRCASD	.093		
System F TIP	PACSES	PRCASE	.116		
System F TIP	PACSES	PRSORD	.094		
System F TIP	PACSES	PRDEMO	.096		
System F TIP	PACSES	PREHIS	.088		
System F TIP	PACSES	PRMCAS	.112		
System F TIP	PACSES	PRMADD	.079		

A transaction profile of 1-10 transactions (each with an average internal response time) will be used.

Transaction Internal Response Time (IRT) is the elapsed time from the beginning of the input queue until the beginning of the output queue.

**Exhibit 6.03(SLA) DPW
SLA Baselines Established for Designated Service Levels**

Production Batch Profile – Batch Windows:

Cycle	Start	Stop	Comments	Revision Date
System A Monday – Friday	1800	0700	Runs are usually completed by 03:00. Jobs that do no updates may run over.	
System A Weekend	Friday 1800	Monday 0700		
System A Holiday	0001	2400	Special Processing e.g. reorgs.	
System A Other1	Day X 0001	Day (X+2) 2400	Major DB Schema changes. Day X represents any day of the week.	
System F Monday, Tuesday, Thursday and Friday	1730	0659	Monday, Tuesday, Thursday and Friday. If Production Batch is delayed due to Application Audit Trail move/spooling, Vendor will not be penalized for System F.	
System F Wednesday	2100	0659	Begins Wednesday at 21:00. If Production Batch is delayed due to Application Audit Trail move/spooling, Vendor will not be penalized for System F.	
System F EOM	1730	0659	Runs the last Friday of the month. Runs concurrently with the Daily (Friday) cycle. If Production Batch is delayed due to Application Audit Trail move/spooling, Vendor will not be penalized for System F EOM.	
System F Calendar EOM	1730 or 2100	0659	Runs on the last weekday workday of the month. A Wednesday cycle would start at 21:00. If Production Batch is delayed due to Application Audit Trail move/spooling, Vendor will not be penalized for System F Calendar EOM.	
System F BOM	1730	0659	Runs on the 1 st Friday of the month concurrently with the Friday daily schedule. If Production Batch is delayed due to Application Audit Trail move/spooling, Vendor will not be penalized for System F BOM.	
			BOM and EOM are supposed to end by 06:59 the next processing day. There are times when the number of jobs may make meeting this deadline impossible. A Batch “Miss” is those situations must be monitored to determine the cause.	

**Exhibit 6.03(SLA) DPW
SLA Baselines Established for Designated Service Levels**

Identify all batch cycles separately. Some batch cycles may overlap others. For example, an end-of-month batch cycle may start midway in a daily batch cycle. These would be defined as two distinct cycles.

Production Batch Profile – Critical Output:

Cycle	Application/Job Creating Output	Type of Output: Print Tape Transmit	Time Output must be available for Printing, Pickup or Transmission	Comments	Revision Date
System A Mon – Fri	CCNTAP	PRINT	2300		
System A Mon – Fri	ABC88D	PRINT	0300		
System A Mon – Fri	ABR26D	PRINT	0400		
System A Mon – Fri	ADIDLY	PRINT	0400		
System A Mon – Fri	ADIDL2	PRINT	0500		
System A Mon – Fri	CIT35D	PRINT	0400		
System A Mon – Fri	FCR053	PRINT	0300		
System A Mon – Fri	FCR063	PRINT	0300		
System A Mon – Fri	RMS150	PRINT	2000		
System F Daily or Wednesday	PTCHEK	FTP Transmit	0600	Daily or Wednesday. If Production Batch is delayed due to Application Audit Trail move / spooling, Vendor will not be penalized for System F.	

Identify any jobs that have critical output that must be available for print, transmission, or pickup before the batch window ends. Examples may include: files that need to be transmitted at a specific time, critical print files that must be available for print at a specific time because of mailing deadlines or personnel scheduling, tapes that must be available for pickup at a specified time. Do not identify outputs that are expected to be done when the batch cycle is completed.

**Exhibit 6.03(SLA) GAME
SLA Baselines Established for Designated Service Levels**

	Change Order #	Effective Date

Agency – Game Commission

Original Service Level Effective Date – 10/03/00

System Availability:

Target Percentage Availability	Window	Scheduled Outage	Comments	Revision Date
99.9%	24 x 7 x 365	Sunday 1200 – 1600	May have to adjust time during hunting season.	

Online Availability:

Transaction Processing System	Online Window	Target Availability Percentage	Comments	Revision Date
COMS	24 x 7 x 365	99.9%		

For Scheduled Outages, specify Cycle/Frequency – Ex. The first Sunday of the month from 3AM to 7AM or every Saturday from 10PM to 11PM.

Exhibit 6.03(SLA) GAME
SLA Baselines Established for Designated Service Levels

Online Performance Profile:

Transaction Processing System	Application	Transaction	Target Internal Response Time Average (Seconds)	Comments	Revision Date
COMS	Hunting License	SENLS2	0.195	New Baseline Data Sept 2002 – Oct 2003	
COMS	Special Permits	SPCHG2	0.22	90 days of post transition response time averages Sept – Nov 2000.	
COMS	Prosecution	PROSU2	0.028	90 days of post transition response time averages Sept – Nov 2000.	
COMS	Prosecution	PROLS2	0.178	New Baseline Data Sept 2002 – Oct 2003	
COMS	Hunting License	SENAD1	0.134	New Baseline Data Oct – Nov 2002	
COMS	Game News Subscriptions	NEWUP2	0.027	New Baseline Data Sept 2002 – Oct 2003	
COMS	Game News Subscriptions	NEWLS2	0.146	New Baseline Data Oct – Nov 2002	
COMS	Deer Harvest	DERLS2	0.214	90 days of post transition response time averages Sept – Nov 2000.	
COMS	Time & Activity	TIMEA2	0.082	90 days of post transition response time averages Sept – Nov 2000.	
COMS	Hunter Education	HTELS2	0.190	New Baseline Data Oct – Nov 2002	

A transaction profile of 1-10 transactions (each with an average internal response time) will be used.

Transaction Internal Response Time (IRT) is the elapsed time from the beginning of the input queue until the beginning of the output queue.

Exhibit 6.03(SLA) GAME
SLA Baselines Established for Designated Service Levels

Production Batch Profile – Batch Windows:

Cycle	Start	Stop	Comments	Revision Date
Monday – Friday	2300	0600	Batch cycle must begin prior to midnight to avoid potential date problems with online and database reporting.	
Weekend				
Holiday				
End of Month				

Identify all batch cycles separately. Some batch cycles may overlap others. For example, an end-of-month batch cycle may start midway in a daily batch cycle. These would be defined as two distinct cycles.

Exhibit 6.03(SLA) GAME
SLA Baselines Established for Designated Service Levels

Production Batch Profile – Critical Output:

Cycle	Application/Job Creating Output	Type of Output: Print Tape Transmit	Time Output must be available for Printing, Pickup or Transmission	Comments	Revision Date
N/A					

Identify any jobs that have critical output that must be available for print, transmission, or pickup before the batch window ends. Examples may include: files that need to be transmitted at a specific time, critical print files that must be available for print at a specific time because of mailing deadlines or personnel scheduling, tapes that must be available for pickup at a specified time. Do not identify outputs that are expected to be done when the batch cycle is completed.

**Exhibit 6.03(SLA) LCB
SLA Baselines Established for Designated Service Levels**

	Change Order #	Effective Date

Agency – Liquor Control Board

Original Service Level Effective Date - 11/06/00

System Availability:

Target Percentage Availability	Window	Scheduled Outage	Comments	Revision Date
99.9%	24 x 7	Sunday 1 0800 - 1000	Mainframe/Weekly. Maintenance period for fixes, IPL, etc.	

Online Availability:

Transaction Processing System	Online Window	Target Availability Percentage	Comments	Revision Date
PRODCICS	0530 – 2300 1000 – 1800	99.84%	Monday – Saturday Sunday	

For Scheduled Outages, specify Cycle/Frequency – Ex. The first Sunday of the month from 3AM to 7AM or every Saturday from 10PM to 11PM.

Exhibit 6.03(SLA) LCB
SLA Baselines Established for Designated Service Levels

Online Performance Profile:

Transaction Processing System	Application	Transaction	Target Internal Response Time Average (Seconds)	Comments	Revision Date
CICS	Sc00disp	SCFD	0.66		
CICS	Lic961ea	9122	1.8		
CICS	Rlc504ma	RLC2	0.1		
CICS	Cit254	9379	0.2		
CICS	Lic970ea	9129	1.3		
CICS	Msr015	8102	0.2		
CICS	Csh240fa	1825	0.1		
CICS	lcs090va	3527	0.1		
CICS	Pss698va	2698	.28		
CICS	ideal	SPOS	0.7		

A transaction profile of 1-10 transactions (each with an average internal response time) will be used.

Transaction Internal Response Time (IRT) is the elapsed time from the beginning of the input queue until the beginning of the output queue.

Exhibit 6.03(SLA) LCB
SLA Baselines Established for Designated Service Levels

Production Batch Profile – Batch Windows:

Cycle	Start	Stop	Comments	Revision Date
Monday – Friday	1600	0700	Night1 – Warehouse/Supplies and Other support systems. Night2 – Availability/Cash/POS/ Backups. Starting job – ADR700. Expected ending job –IBMSYNC.	
End of Week (Saturday)	0500	0700 (Sunday)	Weekly reports created. Expected ending job – IBMSYNC.	
End of Week (Tuesday)	0500	0700 (Wednesday)	Week/period summarized reports generated.	
Sunday	1800	0700	Expected ending job – IBMSYNC.	

Identify all batch cycles separately. Some batch cycles may overlap others. For example, an end-of-month batch cycle may start midway in a daily batch cycle. These would be defined as two distinct cycles.

Exhibit 6.03(SLA) LCB
SLA Baselines Established for Designated Service Levels

Production Batch Profile – Critical Output:

Cycle	Application/Job Creating Output	Type of Output: Print Tape Transmit	Time Output must be available for Printing, Pickup or Transmission	Comments	Revision Date
N/A					

Identify any jobs that have critical output that must be available for print, transmission, or pickup before the batch window ends. Examples may include: files that need to be transmitted at a specific time, critical print files that must be available for print at a specific time because of mailing deadlines or personnel scheduling, tapes that must be available for pickup at a specified time. Do not identify outputs that are expected to be done when the batch cycle is completed.

**Exhibit 6.03(SLA) PSERS
SLA Baselines Established for Designated Service Levels**

	Change Order #	Effective Date

Agency – Public School Employee Retirement System

Original Service Level Effective Date – 09/14/00

System Availability:

Target Percentage Availability	Window	Scheduled Outage	Comments	Revision Date
99.9%	24 x 7 x 365	0300 – 0800 Sunday	2 nd Sunday of the month.	
99.93%	24 x 7 x 365	TBD	Environmental for Server Consolidation.	

Online Availability:

Transaction Processing System	Online Window	Target Availability Percentage	Comments	Revision Date
COMS	Environment is available 24 x 7 x 365	99.9%		
LINC / EAE	Environment is available 24 x 7 x 365	99.9%	<u>If the LINC / EAE environment is unavailable as a result of a DMS II outage, Vendor will not be penalized for LINC / EAE.</u>	
DMS II	Environment is available 24 x 7 x 365	99.9%	<u>Environment not data.</u>	

For Scheduled Outages, specify Cycle/Frequency – Ex. The first Sunday of the month from 3AM to 7AM or every Saturday from 10PM to 11PM.

**Exhibit 6.03(SLA) PSERS
SLA Baselines Established for Designated Service Levels**

Online Performance Profile:

Transaction Processing System	Application	Transaction	Target Internal Response Time Average (Seconds)	Comments	Revision Date
COMS	Mem Mst	CTR002	0.586	Prod Database	
COMS	District Rpt	DST050	0.123		
COMS	District Rpt	DST051	0.065		
COMS	Kardex	KDX010	0.505		
COMS	Member	LOC100	0.288		
COMS	Benefit Calc	BCC315	0.518		
COMS	Benefits	BEN002	0.456		
COMS	Payroll	PAY003	0.413		
COMS	Estimate	EST550	0.672	Estimate DB	
COMS	Member	DOCM	0.309	Member	

A transaction profile of 1-10 transactions (each with an average internal response time) will be used.

Transaction Internal Response Time (IRT) is the elapsed time from the beginning of the input queue until the beginning of the output queue.

Exhibit 6.03(SLA) PSERS
SLA Baselines Established for Designated Service Levels

Production Batch Profile – Batch Windows:

Cycle	Start	Stop	Comments	Revision Date
Monday – Friday	1830	2230	Payroll Cycle will exceed batch schedule.	
Weekend				
Holiday				
End of Month				

Identify all batch cycles separately. Some batch cycles may overlap others. For example, an end-of-month batch cycle may start midway in a daily batch cycle. These would be defined as two distinct cycles.

Exhibit 6.03(SLA) PSERS
SLA Baselines Established for Designated Service Levels

Production Batch Profile – Critical Output:

Cycle	Application/Job Creating Output	Type of Output: Print Tape Transmit	Time Output must be available for Printing, Pickup or Transmission	Comments	Revision Date
N/A					

Identify any jobs that have critical output that must be available for print, transmission, or pickup before the batch window ends. Examples may include: files that need to be transmitted at a specific time, critical print files that must be available for print at a specific time because of mailing deadlines or personnel scheduling, tapes that must be available for pickup at a specified time. Do not identify outputs that are expected to be done when the batch cycle is completed.

**Exhibit 6.03(SLA) PSP
SLA Baselines Established for Designated Service Levels**

	Change Order #	Effective Date

Agency – Pennsylvania State Police

Original Service Level Effective Date – 08/24/00

System Availability:

Target Percentage Availability	Window	Scheduled Outage	Comments	Revision Date
PSP-A 99.9%	24 x 7	2 nd Sunday of each month 0500 – 0700	Subject to change.	
PSP-B 99.9%	24 x 7	2 nd Sunday of each month 0500 – 0700	MQSeries Gateway Server Cluster	
PSP-PATCH ES7000/510 SPQDPHPA23 99.9%	24 x 7	2 nd Sunday of each month 0500 – 0700	Active/Passive PATCH Application Cluster SPQDPHPA12/SPQDPHPA13	
CCHRI ES7000/520 SPQDPHPA16 99.9%	24 x 7	2 nd Sunday of each month 0500 – 0700	Active/Passive CCH Application Cluster SPQDPHPA07/SPQDPHPA10	
CCHRI ES7000/520 SPQDPHPA20 99.9%	24 x 7	2 nd Sunday of each month 0500 – 0700	Active/Passive CCH Database Cluster SPQDPHPA08/SPQDPHPA11	
CCHRI ES3120 SPQDPHPA14 99.9%	24 x 7	2 nd Sunday of each month 0500 – 0700	Active/Passive CCH BizTalk Cluster SPQDPHPA06/SPQDPHPA09	

**Exhibit 6.03(SLA) PSP
SLA Baselines Established for Designated Service Levels**

Online Availability:

Transaction Processing System	Online Window	Target Availability Percentage	Comments	Revision Date
PSP-A TIP	24 x 7	99.87%		
PSP-A MAPPER	24 x 7	99.9%		
PSP-B MQSERIES	24 x 7	99.8%	MQSeries Gateway Operating Environment MQSeries Gateway Application Environment and configuration of the MQSeries Operating Environment as required by the application environment are exempt.	

For Scheduled Outages, specify Cycle/Frequency – Ex. The first Sunday of the month from 3AM to 7AM or every Saturday from 10PM to 11PM.

**Exhibit 6.03(SLA) PSP
SLA Baselines Established for Designated Service Levels**

Online Performance Profile:

Transaction Processing System	Application	Transaction	Target Internal Response Time Average (Seconds)	Comments	Revision Date
TIP	CLEAN	PXCRTI	0.34		
TIP	NOAA	NOAA	0.15		
TIP	AIMS	D40801	0.28		
TIP	VWM	QV	0.20		
TIP	VWM	QW	2.18		
TIP	COMMON	Paging	0.12	Called by many programs.	
TIP	PICS	C55114	0.64		
TIP	PICS	C55119	0.94		
TIP	PFA	QPO	0.25		

A transaction profile of 1-10 transactions (each with an average internal response time) will be used.

Transaction Internal Response Time (IRT) is the elapsed time from the beginning of the input queue until the beginning of the output queue.

**Exhibit 6.03(SLA) PSP
SLA Baselines Established for Designated Service Levels**

Production Batch Profile – Batch Windows:

Cycle	Start	Stop	Comments	Revision Date
PSP-A Monday – Friday	1600	0800		
PSP-A Weekend	1600	0800	Friday – Monday	
PSP-A Holiday	1600	0800	Treated as weekend.	
PSP-A End of Month	1600	0800	Same as weekday but with ‘some’ extra jobs.	
PSP-B Daily Incremental Backup	0100	0500	Monday - Friday for production systems Window determined utilizing current baseline of 1.3GBs of data. Window must be re-baselined if the data being backed up exceeds 20% of current baseline.	
PSP-B Weekly Backup	1700	2100	Every Friday for production systems Window determined utilizing current baseline of 19GBs of data. Window must be re-baselined if the data being backed up exceeds 20% of current baseline.	
PSP-Patch Daily Incremental Backup	0100	0500	Sunday - Friday for production systems Window determined utilizing current baseline of 1GB of data. Window must be re-baselined if the data being backed up exceeds 20% of current baseline.	
PSP-Patch Weekly Full Backup	0030	0530	Every Saturday except 4th Saturday for production systems Window determined utilizing current baseline of 41GBs of data. Window must be re-baselined if the data being backed up exceeds 20% of current baseline.	
PSP-Patch Monthly Full Backup	0000	0400	Every fourth Saturday for production systems Window determined utilizing current baseline of 18.5GBs of data. Window must be re-baselined if the data being backed up exceeds 20% of current baseline.	

**Exhibit 6.03(SLA) PSP
SLA Baselines Established for Designated Service Levels**

PSP-CCHRI Daily Incremental Backup	1750	2200	Monday - Friday for production systems Window determined utilizing current baseline of 14GBs of data. Window must be re-baselined if the data being backed up exceeds 20% of current baseline.
PSP-CCHRI Weekly Full Backup	0000	1600	Every Saturday except 4 th Saturday and Sunday for production systems Window determined utilizing current baseline of 325GBs of data. Window must be re-baselined if the data being backed up exceeds 20% of current baseline.
PSP-CCHRI Monthly Full Backup	0000	1600	Every 4 th Saturday and Sunday for production systems Window determined utilizing current baseline of 330GBs of data. Window must be re-baselined if the data being backed up exceeds 20% of current baseline.
PSP-CCHRI Daily Differential Database Backup	0200	0600	Every day except Thursday and Sunday
PSP- CCHRI Full Weekly Database Backup	0200	0600	Thursday and Sunday
PSP-CCHRI Database Backup	Every 3 Hours		7 Days a Week

Identify all batch cycles separately. Some batch cycles may overlap others. For example, an end-of-month batch cycle may start midway in a daily batch cycle. These would be defined as two distinct cycles.

**Exhibit 6.03(SLA) PSP
SLA Baselines Established for Designated Service Levels**

Production Batch Profile – Critical Output:

Cycle	Application/Job Creating Output	Type of Output: Print Tape Transmit	Time Output must be available for Printing, Pickup or Transmission	Comments	Revision Date
N/A					

Identify any jobs that have critical output that must be available for print, transmission, or pickup before the batch window ends. Examples may include: files that need to be transmitted at a specific time, critical print files that must be available for print at a specific time because of mailing deadlines or personnel scheduling, tapes that must be available for pickup at a specified time. Do not identify outputs that are expected to be done when the batch cycle is completed.

**Exhibit 6.03(SLA) PUC
SLA Baselines Established for Designated Service Levels**

	Change Order #	Effective Date

Agency – Public Utility Commission

Original Service Level Effective Date – 10/16/00

System Availability:

Target Percentage Availability	Window	Scheduled Outage	Comments	Revision Date
99.9%	24 x 7	Sunday 1900 – 2300	When necessary.	

Online Availability:

Transaction Processing System	Online Window	Target Availability Percentage	Comments	Revision Date
COMS	24 x 7	99.9%		

For Scheduled Outages, specify Cycle/Frequency – Ex. The first Sunday of the month from 3AM to 7AM or every Saturday from 10PM to 11PM.

**Exhibit 6.03(SLA) PUC
SLA Baselines Established for Designated Service Levels**

Online Performance Profile:

Transaction Processing System	Application	Transaction	Target Internal Response Time Average (Seconds)	Comments	Revision Date
COMS	Object/CMS001	CU01	0.105		
COMS	Object/CMS002	CU02	0.277		
COMS	Object/NFI024	NF24	0.323		
COMS	Object/UNA00 1	NA01	0.296		
COMS	Object/CMS006	CU06	0.137	90 days of post transition response time averages Sept – Nov 2000.	
COMS	Object/CMS005	CU05	0.206	90 days of post transition response time averages Sept – Nov 2000.	
COMS	Object/CMS025	CU25	0.115	90 days of post transition response time averages Sept – Nov 2000.	
COMS	Object/CMS026	CU2D	0.172	90 days of post transition response time averages Sept – Nov 2000.	
COMS	Object/CMS026	CU2E	0.110	90 days of post transition response time averages Sept – Nov 2000.	

A transaction profile of 1-10 transactions (each with an average internal response time) will be used.

Transaction Internal Response Time (IRT) is the elapsed time from the beginning of the input queue until the beginning of the output queue.

Exhibit 6.03(SLA) PUC
SLA Baselines Established for Designated Service Levels

Production Batch Profile – Batch Windows:

Cycle	Start	Stop	Comments	Revision Date
Monday – Friday	1900	2359		

Identify all batch cycles separately. Some batch cycles may overlap others. For example, an end-of-month batch cycle may start midway in a daily batch cycle. These would be defined as two distinct cycles.

**Exhibit 6.03(SLA) PUC
SLA Baselines Established for Designated Service Levels**

Production Batch Profile – Critical Output:

Cycle	Application/Job Creating Output	Type of Output: Print Tape Transmit	Time Output must be available for Printing, Pickup or Transmission	Comments	Revision Date
N/A					

Identify any jobs that have critical output that must be available for print, transmission, or pickup before the batch window ends. Examples may include: files that need to be transmitted at a specific time, critical print files that must be available for print at a specific time because of mailing deadlines or personnel scheduling, tapes that must be available for pickup at a specified time. Do not identify outputs that are expected to be done when the batch cycle is completed.

**Exhibit 6.03(SLA) UC
SLA Baselines Established for Designated Service Levels**

	Change Order #	Effective Date

Agency – Department of Labor and Industry - Unemployment Compensation

Original Service Level Effective Date – 10/17/00

System Availability:

Target Percentage Availability	Window	Scheduled Outage	Comments	Revision Date
99.9%	24 x 7	1730 – 2400	Saturday. Customers told not to routinely schedule over-time for this period. If the window is not needed, the system is available for customer use.	

Online Availability:

Transaction Processing System	Online Window	Target Availability Percentage	Comments	Revision Date
IMS	0500 – 2100 0500 - 1400	99.9%	Sunday through Friday. Saturday. Confirm that all predetermined message regions are available by 0500:	
CICS	0500 – 2100 0500 - 1400	99.9%	Sunday through Friday. Saturday	
MQSeries	0500 – 2100 0500 - 1730	99.8%	Sunday through Friday. Saturday.	

For Scheduled Outages, specify Cycle/Frequency – Ex. The first Sunday of the month from 3AM to 7AM or every Saturday from 10PM to 11PM.

**Exhibit 6.03(SLA) UC
SLA Baselines Established for Designated Service Levels**

Online Performance Profile:

Transaction Processing System	Application	Transaction	Target Internal Response Time Average (Seconds)	Comments	Revision Date
CICS	ICON	IBIQ	.25		
IMS	Board of Review	RSBR4100	.03		
IMS	Checkwriting	CWM	.09		
IMS	MasterClaim	WRMC	0.08		
IMS	PointofServices	PTD	0.08		
IMS	TaxAccounting	TAO	.35		
IMS	UI Service Center	UI13	.23		
IMS	Wage Record	WRO	.06		
IMS	IVR System	PAT001	0.38		

A transaction profile of 1-10 transactions (each with an average internal response time) will be used.

Transaction Internal Response Time (IRT) is the elapsed time from the beginning of the input queue until the beginning of the output queue.

Exhibit 6.03(SLA) UC
SLA Baselines Established for Designated Service Levels

Production Batch Profile – Batch Windows:

Cycle	Start	Stop	Comments	Revision Date
Monday	2100	0500	Workload Dictated.	
Tuesday – Friday	2100	0330		
Weekend	2100	0330	Saturday and Sunday.	
Holiday			Same as day-of-week above. Note: Work all holidays that fall on a Monday, except Christmas if on a Monday.	
End of Month			Same as day-of-week above.	
End of Year			Same as day-of-week above.	

Identify all batch cycles separately. Some batch cycles may overlap others. For example, an end-of-month batch cycle may start midway in a daily batch cycle. These would be defined as two distinct cycles.

**Exhibit 6.03(SLA) UC
SLA Baselines Established for Designated Service Levels**

Production Batch Profile – Critical Output:

Cycle	Application/Job Creating Output	Type of Output: Print Tape Transmit	Time Output must be available for Printing, Pickup or Transmission	Comments	Revision Date
Monday – Friday	Checkwriting	Cartridge Tape	0430	Tuesday is heaviest day. Note: Tape must be at Treasury by 0430.	
Weekend					
Holiday				Same as corresponding day of week.	
End of Month				Same as corresponding day of week.	
End of Year				Same as corresponding day of week.	

Identify any jobs that have critical output that must be available for print, transmission, or pickup before the batch window ends. Examples may include: files that need to be transmitted at a specific time, critical print files that must be available for print at a specific time because of mailing deadlines or personnel scheduling, tapes that must be available for pickup at a specified time. Do not identify outputs that are expected to be done when the batch cycle is completed.