

Exhibit 6.03 Designated Service Levels

Method for Obtaining Baseline:

For each Commonwealth Agency, Designated Services Level Agreement (SLA) measurements for production environments will be based upon data collected by that Commonwealth Agency for the 90 day period immediately preceding the transfer of operational responsibility for that Commonwealth Agency's production data processing and technical support to Vendor. The data will be collected and delivered to Vendor incrementally, either weekly or monthly. The Commonwealth Agency will determine which increment to use. (Revised 07/28/09)

Service level credits to the impacted Commonwealth Agencies may be initiated 30 days after the transfer of operational and technical support responsibility for a particular Commonwealth Agency and in accordance with the other provisions of the Agreement. (Revised 01/05/11)

If for any reason Commonwealth decides it is not in the best interests of a Commonwealth Agency to collect the baseline information 90 days prior, the Commonwealth may elect to use the period 90 days after transfer of operational responsibility to Vendor. Under these circumstances, service level credits may be initiated 120 days after the transfer of operational and technical support responsibility. (Revised 01/05/11)

Due to the specialized nature of the System i Server platforms, Commonwealth has elected to have Vendor conduct a Monthly Service Review Meeting in conjunction with a limited subset of Designated Service Levels. See *Service Level Considerations for System i Server Platforms*. (Revised 07/28/09)

Upon sixty days after notification of an issue which places a service level outside the control of the vendor, if the issue is not corrected, the applicable service level credits will not be assessed.

Examples include: not updating to newer versions of software that would be necessary to maintain service levels; not allowing the vendor to correct a known problem that is impacting a service level; impacts due to the implementation of new applications; hardware going out of support; or not upgrading or expanding hardware where performance has degraded due to increased workload.

Designated Service Level Credits

Vendor will not be penalized for System Availability interruptions where root cause analysis identifies the origin to be caused by Commonwealth owned and supported networks and equipment, or application availability problems. (Revised 10/12/10)

Measurement Data and Software Tools:

The following sources of data and software tools will be used to obtain SLA measurements:

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Platform	Source of Data	Software Tools
IBM MVS	SMF, RMF, IMS LOGS	IMS Performance Analyzer, Tivoli Decision Support, RMF PP, RMF III, OMEGAMON (Revised 07/28/09)
IBM VM, VM/VSE, VM/Linux (Revised 07/28/09)	System Logs	VM Performance Toolkit, MacKinney Systems, Inc. CICS Response Time Monitor (Revised 07/28/09)
IBM System i Server (Revised 07/28/09)	QHIST	PM/400
Unisys 2200	SIP, MLF	Viewpoint, Torch
Unisys A-Series	System Logs, COMS Logs	Viewpoint
Non-Mainframe Servers	SCOM Agent (Revised 07/28/09)	Microsoft System Center Operations Manager (SCOM) (Revised 07/28/09)
VMware Servers	ESX Operating System	VMware Virtual Center Toolset

Problem Management data contained in Remedy will also be used as a source of data.

Designated Services Level Categories:

In the event of a Designated Services Level violation in a specific category for a Commonwealth Agency, a Designated Services Level production environment credit will result for that Commonwealth Agency. Designated Services Level production environment credits will be calculated by OA-BES. Vendor will be given the opportunity to agree or disagree with the fact that a Designated Service Level was violated and the data used to calculate the Designated Service Level credit. See *Designated Services Level Credits* for each Designated Services Level and *Calculation of Designated Services Level Credits* at the end of this section. (Revised 07/28/09, 01/05/12)

Service Level Considerations for System i Server Platform

Of the production environment Designated Services Levels in effect, Vendor will be obligated to meet a Designated Service Level for System Availability, Online Transaction Processing Availability, and for Production Batch if a pre-defined and regular batch schedule is in effect for that Commonwealth Agency. Vendor will be responsible to meet with each Commonwealth System i Server Agency at least once a month to provide detailed performance measurements on processor availability, CPU and DASD utilization, and problem and change management results. Vendor will proactively work with OA-BES and

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Commonwealth Agency to achieve a level of service and performance that meets or exceeds their needs. (Revised 07/28/09, 01/05/12)

Service Level Considerations for Non-Mainframe Systems

Of the Designated Services Levels in effect, Vendor will be obligated to meet a Designated Service Level for System Availability and Online Transaction Processing Systems Availability, which for non-mainframe systems is really a Subsystem Availability. Designated Services Levels for Production Batch will be addressed on a case by case basis. Vendor will be responsible to meet with each Commonwealth Non-Mainframe Agency at least once a month to provide detailed performance measurements on processor availability, CPU and DASD utilization, and problem and change management results. Vendor will proactively work with OA-BES and Commonwealth Agency to achieve a level of service and performance that meets or exceeds their needs. (Revised 07/28/09, 01/05/12)

Non-mainframe systems include mid-range and lower end commodity servers, as well as high availability servers that exist within a configuration designed for redundancy. Service Level Agreements will apply to all production systems for all CoPA agencies and are based on architecture design and system configurations.

These Service Levels are for availability of computer hardware, operating systems and miscellaneous utility software from Independent Software Vendors (ISVs). The data center facility, which is a key component of each system in the DPH, is High Availability. (Revised 07/28/09)

Service Levels become effective on a date which is mutually agreed upon between the Commonwealth and the Vendor. This becomes the Production Date for the system. For the purpose of service level credit calculations, the total number of days in the month a server goes into Production will be used. For example, if a server goes into production on October 15th, System Availability of 44,640 minutes will be used, along with the corresponding monthly minutes for all other factors. (Revised 01/05/11)

Planned and mutually agreed to downtime does not count against the SLA. Customer requested downtime, such as re-boots or emergency changes do not impact the SLA. Metric reporting does not include partial months, so although the SLA will be tracked for service

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level credit purposes from the Production Date, tracking for reporting purposes will not begin until the 1st of the month following the Production Date. (Revised 01/05/11)

Servers that exist within a Load-Balanced configuration are considered stand alone servers.

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Designated Services Level Categories (Revised 07/28/09, 01/05/11)

Designated Services Level Name	Service Level Credit for Multiple Occurrences	Designated Services Level
System Availability	Yes Within the Month	Pre-Transition Commonwealth Agency Designated Service Level
Online Transaction Processing Systems Availability	Yes Within the Month	Pre-Transition Commonwealth Agency Designated Service Level
Production Batch (Optional for System i Server platforms) (Revised 07/28/09)	Yes Within the Month	Pre-Transition Commonwealth Agency Designated Service Level

DOS SURE Test Servers are exempt from System Availability Service Level application.

Designated Services Level Targets to be Determined:

For the Designated Services Levels listed in the *Designated Services Level Categories* table, Commonwealth Agency Baseline Data captured in Exhibits 6.03 SLA must be provided to Vendor prior to the 90 day Commonwealth Agency data collection period that precedes that Commonwealth Agency's transfer of operational and technical support responsibility to Vendor. The Commonwealth Agency Baseline Data is not meant to establish specific Service Levels, but will assist Vendor and Commonwealth in determining the actual Service Levels.

Order of Precedence:

The following is the order of precedence to be followed when determining Service Level credits for the following Designated Services Levels:

1. System Availability *
2. Online Transaction Processing Systems Availability
3. Production Batch

If multiple Designated Services Levels are not met, the Designated Services Level credit will be calculated using the Designated Services Level that is highest in the order of precedence on a per-occurrence basis.

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- Highest – supersedes all other Designated Services Levels

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Designated Services Level – Production System Availability (Revised 07/28/09)

Objective:

To ensure that Commonwealth Agency production environment processors and servers are available for use by Commonwealth Agency customers. (Revised 07/28/09)

Definition:

System Availability is defined as the Unisys processors, IBM Enterprise/System i Server processors, zVM, or non-mainframe systems being available for use. This includes the Commonwealth Agency's ability to logon to the system, print Enterprise/System i Server spooled output (excluding printing devices which are the responsibility of the Commonwealth Agency), execute jobs, access the network (excluding the retained Commonwealth Agency's hardware, software, MAN and Commonwealth Agency internal networks) and execute online transactions. (Revised 07/28/09, 06/30/10)

Monthly excusable downtime, expressed as a percentage, is defined as the difference between 100% availability (which excludes any scheduled downtime which can be different for each Commonwealth Agency) and the actual Commonwealth Agency system availability as determined during the 90 day pre-transition period.

Hours for System Availability of production environments will be defined as 24 hours times 7 days, minus any scheduled downtime (as shown in the example in Exhibit 6.03 SLA or as otherwise agreed by Vendor and OA-BES) with the result expressed as a percentage. With the increased usage of enterprise resources, whereby equipment is leveraged across multiple agencies, Vendor and OA-BES have agreed to scheduled downtime windows for enterprise resources. All agencies will be required to abide by this schedule. (Revised 07/28/09, 01/05/12)

Enterprise Maintenance Window: (Revised 01/05/12)

The DPH will utilize an Enterprise Maintenance Window to complete maintenance or implement disruptive changes that require an outage to a shared infrastructure component which includes mainframes, VMware ESX platforms, storage units, and network and SAN switches.

This Enterprise Maintenance Window will be subject to conditions as described below. This maintenance window will only be used on an as needed basis to address emergency and planned maintenance, and is not assumed to be utilized by the DPH on a weekly basis.

1. The window, when scheduled, will be from Sunday 2300 through Monday 0600. The duration will be limited to the time required to complete the planned activity.

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2. DPH will provide a two (2) week notice when requesting use of an Enterprise Maintenance Window, except in emergency situations at which time immediate notice will be provided to OA-BES and the affected agencies.
3. Affected agencies will be asked to confirm use of each requested Enterprise Maintenance Window when scheduled through the existing change management procedure defined in the Management Procedures Manual.
4. Agency concern regarding an Enterprise Maintenance Window should be communicated to the DPH Service Delivery Manager and the agency's OA-BES Enterprise Service Representative.
5. Escalation of agency concern should be communicated to Director, OA - BES.
6. Agency testing participation will be requested as necessary. Participation in testing windows provided following the implementation of a change, while recommended, is ultimately at the discretion of the agency.

Disruptive changes are defined as those changes which will take a component offline and impact the service provided by the component.

Examples of disruptive changes include but are not limited to:

- Powering off components for hardware repair/upgrade activity
- Rebooting servers, SAN/network switches
- Installing device firmware updates where power cycle or reboot is needed

Non-disruptive changes are defined as those changes that can be implemented without impacting the service provided by a component. In other words, change implementation occurs concurrently with system processing. These changes are dynamic in nature and are not expected to be implemented during the Enterprise Maintenance Windows.

Examples of non-disruptive changes include but are not limited to:

- SAN storage allocation
- Dynamic partitioning of server resources
- Dynamic configuration changes (no reboot required)
- Firmware updates

Examples of components that may require an Enterprise Maintenance Window include but are not limited to:

- Unisys-provided facility
- Unisys-provided wide or local area network connectivity
- IBM-provided System i™ Server
- IBM-provided System z10™ Enterprise and Business Class Servers
- IBM-provided DS8300 disk storage sub-system
- IBM-provided virtual or automated tape sub-systems
- Unisys-provided Dorado™ and Libra™ mainframe systems
- Unisys-provided Storage area network
- Unisys-provided tape libraries

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- Unisys-provided storage devices
- Unisys-provided shared VMware infrastructure

Examples of when an Enterprise Maintenance Window may be required include but are not limited to:

- Installation of new hardware components
- Activity to power off and on existing hardware components for repair, upgrade and/or maintenance requirements
- Install firmware upgrades and/or maintenance on existing hardware that require power off/on activity
- Remove logical partitions on existing IBM and Unisys mainframes (System I, System z, Unisys Dorado and Libra servers)
- Expedite deployment of required maintenance procedures
- Implement select Hardware Management Console (HMC) support code

Each agency's typical window for scheduling routine system maintenance activities is identified in Exhibit 6.03 SLA. An agency has the right to exchange the scheduled outage window for a more suitable period of time via the change management system.

The System Availability Service Level will not apply to non-production environments. Vendor will no longer support System Availability Service Levels for Third Party Software. (Revised 07/28/09)

For each Commonwealth Agency, the System Availability Service Level will be that Commonwealth Agency's System Availability, as measured during the 90-day pre-transition period. In the event, System Availability is measured as 99.90% to 100% for the 90-day pre-transition period, Vendor, Commonwealth Agency, and OA-BES will mutually agree on a system availability service level based on historical availability and scheduled maintenance windows. (Revised 01/05/12)

For each Commonwealth Agency's z/VM supporting a virtualized server environment, the System Availability Service Level will be measured as 99.9% for the hardware platform and z/VM operating system. (Revised 06/30/10)

For each Commonwealth Agency's Non-Mainframe Server, the System Availability Service Level will be based on the type of server and configuration as follows:

99.9% - High Availability (HA): Servers are redundant and include fail-over capability; in the event one server fails, another will automatically and immediately resume production.

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99.8% - Non-HA Enterprise Class and Partitions: Stand alone servers and the partitions within them that are not redundant but are typically and historically highly reliable.

99.5%- Non-HA Commodity: Stand alone servers with limited configuration diversity, typically reliable but on a relatively low end architecture that is not as reliable as Enterprise Class servers.

Method of Measurement:

Detailed information on all system outages and downtime will be recorded by Vendor into the Problem Management System (unscheduled outages) or Change Management System (Vendor-requested scheduled outages) or similar system that is designed to measure system availability, track problems and/or changes and is accessible by Commonwealth and the Commonwealth Agency's help desk. This information will include:

1. Type of outage (Scheduled/Unscheduled)
2. Beginning and ending time of the outage
3. Duration of the outage
4. Events leading up to the outage
5. Reason (Scheduled) or Root Cause (Unscheduled) for the outage
6. Action taken to correct the problem if Unscheduled Outage
7. Action taken to prevent recurrence if Unscheduled Outage

Environmental SLA – SLA Target Availability will consist of Facility Availability and Network Core Availability.

Environmental Service Levels will be in effect following the establishment of the Agency's environment at the DPH. Unisys will be subject to service level credits for SLA violations after a 30-day stabilization period. (Revised 01/05/11)

An Environmental SLA will follow the same process for calculating the system availability SLA category. If either facility or network core availability drops below the SLA target availability during the month being measured, a system availability credit will be applied against the Agency's monthly charge. Per agreement between the Vendor and OA-BES for the agencies that have multiple system environments at the DPH, it will only be proportional to the system environment. The recoupment process for such an assessment is the same as is

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used for system availability. (Revised 01/05/12)

This SLA involves the complete failure (i.e., an entire facility power failure, which includes the 6513 switches or both 6513 switches not working at the same time) of the above infrastructure component under vendor control and does not include partial failures (only a power failure for part of the facility, a single PDU, a single system, only one 6513 unavailable of the two, or individual agencies impacted – but not all) or events that have been or are beyond the reasonable control of the vendor. System and subsystem SLOs will be developed and monitored, however no other SLAs will be provided unless the agency requests the vendor reengineer the existing server environment (through a separate change order).

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Designated Services Level Category - Online Transaction Processing Systems
Availability

Objective:

To ensure that Commonwealth Agency production online transaction processing systems are available for use during predetermined hours. (Revised 07/28/09)

Definition:

Online Transaction Processing Systems availability is when the user is able to access production screens and databases that have been pre-identified for access during specific hours. These hours are based on unique agency requirements and criticality of service. Users will include Commonwealth Agency IT staff, Commonwealth Agency users, and external business partners. Hours for availability will be defined prior to transition. An example of how these will be documented can be found in Exhibit 6.03 SLA.

Online Availability encompasses the following components where applicable:

Online Transaction Processing Systems (IMS TM, CICS, TIP, MCB, MAPPER, QINTER, COMS) in use by the Commonwealth Agencies, Related/Supporting Peripherals (channel extenders, front-end processors, disk storage, tape storage), and Database Management Systems/Control Files/non-DBMS Files/Database Mainframe Software (DB2, IMS DB, CA-IDMS, CA-Datacomm/DB, UDS, DMS, DMSII, RDMS, DB2/400, ADABAS, Oracle, Sybase, ViaServe LDS, VSAM Files, Direct Access Files, Sequential Files, Indexed Sequential Files) in use by Commonwealth Agencies.

The Online Transaction Processing System Availability Service Level will not apply to non-production environments. Vendor will no longer support Online Transaction Processing System Availability Service Levels for Third Party Software. (Revised 07/28/09)

Method of Measurement:

Detailed information on all online activity will be captured by Vendor and recorded into the Problem Management system or other commercially available system designed to measure availability/track problems. Commonwealth will have read access to this data and the ability to extract information and report on online transaction processing system availability.

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For Commonwealth Agencies that have critical availability requirements, Commonwealth may elect to use an availability monitor to monitor specific applications at specific locations. Commonwealth will not have the ability to issue any monitoring commands on a Commonwealth Agency's processing system.

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Designated Services Level Category – Production Batch

Objective:

To ensure that production batch jobs are completed within each Commonwealth Agency's designated batch window or prior to the completion of the batch window if necessary to meet Commonwealth Agency business requirements.

Definition:

Production Batch is any scheduled job run under the control of JCL/ECL/WFL/CL that creates, deletes, reads or updates production files/databases or creates production output files such as print files.

Method of Measurement:

Analyze system logs and/or job scheduler historical data to determine Commonwealth Agency's current Designated Services Level for meeting production batch windows. Because Vendor is not responsible for Batch Production failures related to application or database problems that are out of scope, these will not be counted in the measurement. Failures related to operational or in-scope technical support activities will be counted.

For each Commonwealth Agency, production batch windows will be defined prior to transition. An example of how these will be documented can be found in Exhibit 6.03 SLA. Critical output files such as spooled output files, files to be transmitted, or media to be picked up that must be available to meet Commonwealth Agency business requirements prior to the normal completion time of that batch window will also be defined prior to transition. An example of how these will be documented can be found in Exhibit 6.03 SLA.

Designated Service Level Credits:

Batch Production Service Levels will be met for a day when all Batch Production cycles for that day are completed within the specified window (a variance of 5 minutes will be permitted), and, in addition, Commonwealth Agency's critical output is available for print, transmission, or pickup at the required time. To be considered on time, the following will apply:

- All production online files scheduled to be updated during the batch production window have been updated.
- All production online files are available for online access by end users.
- All batch jobs that create critical output (Ex. checks, titles, renewal applications, tapes or other media that will be picked up, files that will be transmitted over the network, etc.) that is

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time dependent or that requires special handling by Commonwealth Agency personnel and that must be completed prior to the end of the normal batch window have been successfully completed.

All spooled output scheduled to be available for transmission and/or print by the end of the applicable batch production window is available for print. Vendor will be excused from missing a Batch Production Service Level to the extent that:

1. Batch jobs within a batch cycle are not identified, documented, and turned over to the Vendor such that monitoring of a job is beyond the Vendor's control to assure it is completed within the batch production window.

2. Commonwealth and Vendor agree that Vendor failed to meet the Designated Services Level due to causes beyond Vendor's control.

3. Commonwealth Agency requests Vendor delay the start time of a Batch Production Schedule and fails to alter the schedule in an effort to meet the processing window.

Production Batch is an incident based SLA. A single batch window or Critical Output incident constitutes a Service Level violation. Although multiple violations can occur, Vendor is held accountable for only a single violation per Agency per day. To recoup a batch Service Level violation, the Vendor must have zero batch violations for the next three months following the violation.

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

Calculation of Designated Services Level Credits for agencies processing on multiple machines:

One of the factors used to calculate Service Level Credits is the Agency’s monthly bill. For agencies whose bill includes a combined amount for processing on more than one physical machine, OA-BES and the Vendor will agree on an equitable split based on criticality of the work being processed on that machine or the cost of the machines. The chart below includes agencies that run on multiple machines and the percentage of the monthly bill allocated to each: (Revised 01/05/12)

Agency	Processor	% of Monthly Bill	Processor	% of Monthly Bill	Processor	% of Monthly Bill	Comments:
Dept. of Environmental Protection (Revised 11/17/09, 07/20/12)	Each Commodity Server (total 2)	50%					
Dept. of Health (Revised 04/20/11, 12/23/11, 08/24/12)			Each Commodity Server (total 19) (Revised 11/17/09,	5.27%			

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			07/06/12)				
Dept. of Insurance (Revised 11/17/09, 01/17/13)	Each Web Server (total 2) (Revised 01/17/13)	33.3% (Revised 01/17/13)	EDI	33.3% (Revised 01/17/13)			
Dept. of Public Welfare	System -A	42% (Revised 11/17/09, 04/03/13)	System -C	11% (Revised 11/17/09)	PACSES – System-F	22% (Revised 11/17/09)	
Dept. of Public Welfare	Each ES7000 (total 17) (Revised 11/17/09, 09/15/11, 10/04/12, 04/03/13)	1.06% (Revised 11/17/09, 09/15/11)	Each Commodity Server (total 105) (Revised 11/17/09, 09/15/11, 04/04/12, 07/25/12, 10/04/12)	.07% (Revised 11/17/09, 09/15/11, 10/04/12)	Each Exadata Database Server (total 4) (Revised 10/04/12)	.07% Revised 10/04/12)	ES7000 Servers in total represent 19% of the monthly invoice allocation, Commodity Servers in total represent 5%. As the number of servers change, the per server % will change.
Dept. of State	SURE Production Environ.	55% (Revised 11/17/09)	License 2000 (L2K) Environ. (1 ES7000 Cluster)	15% (Revised 11/17/09)	Each SRS Cluster (2 ES7000 Clusters) (Revised	15% (Revised 11/17/09)	

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SLA Baselines Established for Designated Service Levels

			(Revised 11/17/09)		11/17/09)		
PA State Police (Revised 01/23/12)	PSP-A	57.5% (Revised 05/11/11, 01/23/12)			Each PSP- PATCH ES7000 (total 2)	3% (Revised 05/11/11)	
PA State Police (Revised 01/23/12)	Each CCHRI ES7000 (total 4)	3% (Revised 05/11/11)	Each CCHRI Commodity Server (total 2)	.5% (Revised 05/11/11)			
PA State Police (Revised 05/11/11, 01/23/12)	Each CLEAN /LEMS ES7000 (total 6)	3%	Each CLEAN /LEMS Commodity Server (total 11)	.5%			
PSERS	Each Commodity Server (total 29) (Revised	3.45% (Revised 11/17/09, 07/24/12)					

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	11/17/09, 07/24/12)						
PUC (Revised 11/17/09, 11/21/11)	Each Commodity Server (total 7)	14.3%					
Dept. of Trans. (Revised 06/30/10)	z/OS Production	99%	z/VM (LNX02)	1%			
Liquor Control Board (Revised 10/12/10)	Each ERP AIX partitions (total 22) (Revised 04/08/11)	4.17% (Revised 04/08/11)	Each Commodity Server (total 2) (Revised 04/08/11)	4.17% (Revised 04/08/11)			
Bureau of Integrated Enterprise System (Revised 03/16/11)	Each AIX partition /cluster (total 26) (Revised 07/12/12, 01/30/13)	1.09% (Revised 01/30/13)	Each Virtual /Commodity/ Blade Center Server (total 66) (Revised 07/12/12, 01/30/13)	1.09% (Revised 01/30/13)			

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

Agency – Department of Aging

Original Production Service Level Effective Date – 05/01/00 (Revised 07/28/09)

System Availability:

Target Percentage Availability	Window	Scheduled Outage	Comments	Revision Date
99.8%	0500 – 2300 Monday - Saturday	[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	

Online Availability:

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

For Scheduled Outages, specify Cycle/Frequency – [REDACTED]
[REDACTED]

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.

Production Batch Profile – Critical Output:

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

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)
SLA Baselines Established for Designated Service Levels**

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.

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)
SLA Baselines Established for Designated Service Levels**

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.

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)
SLA Baselines Established for Designated Service Levels
Agency – Department of Environmental Protection

Original Production Service Level Effective Date – 04/19/04 (Revised 07/28/09)

System Availability:

Target Percentage Availability	Window	Scheduled Outage	Comments	Revision Date
Virtual Server [REDACTED]	24 x 7	[REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED]	07/20/12
Virtual Server [REDACTED]	24 x 7	[REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED]	07/20/12

Online Availability:

Transaction Processing System	Online Window	Target Availability Percentage	Comments	Revision Date
Warehouse Oracle Environment ([REDACTED])	24 x 7	99.5%	Vendor will only take a SLA violation if Vendor is responsible for unavailability of Oracle environment.	07/20/12
Production Oracle Environment ([REDACTED])	24 x 7	99.5%	Vendor will only take a SLA violation if Vendor is responsible for unavailability of Oracle environment.	07/20/12

For Scheduled Outages, specify Cycle/Frequency – [REDACTED]
[REDACTED]

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

Production Batch Profile – Batch Windows:

Cycle	Start	Stop	Comments	Revision Date
Daily Incremental System Backup	1700	0600	Monday - Saturday	07/20/12
Weekly Full System Backup	1900	0600	Sunday	07/20/12

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
N/A	N/A	N/A	N/A		07/20/12

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)
SLA Baselines Established for Designated Service Levels**

			7 days a week. Sunday – Saturday	
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For Scheduled Outages, specify Cycle/Frequency – [REDACTED]

Production Batch Profile – Batch Windows:

Penalties will be waived only when root cause analysis associates a service interruption with the lack of use of a batch scheduling tool. (Revised 02/26/10)

Cycle	Start	Stop	Comments	Revision Date
Sunday – Saturday	2200	0115	CICS must be recycled by 0115 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.	01/24/13
Quarterly	2200	0115	Purge scheduled 1 month and 15 days after quarterly month for IAS banking, End of Quarter for the IRS reports.	01/24/13
Saturday	2200	0115	This applies only if end of month or end of quarter falls on the weekend	01/24/13
Holiday	2200	0115	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.	01/24/13
Sunday	2200	0115	This applies only if End of Month or End of Quarter falls on the weekend.	01/24/13
End of Month	2200	0115	Transfer In/Out Report Listing/Tape. Run the Monday after last Friday of Month. IRS monthly reports run.	01/24/13

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

Agency – Department of Health

Original Production Service Level Effective Date – 11/09/00 (Revised 07/28/09, 12/23/11)

System Availability:

Target Percentage Availability	Window	Scheduled Outage	Comments	Revision Date
Virtual WIC ██████████ Server 99.5%	24 x 7	██████████ ██████████ ██████████ ██████████ ██████████		04/20/11
Virtual WIC ██████████ Server 99.5%	24 x 7	██████████ ██████████ ██████████ ██████████ ██████████		04/20/11
NEDSS RAC Cluster x3650 ██████████ 99.5%	24 x 7	██████████	██████████ ██████████ ██████████ ██████████	12/23/11
NEDSS RAC Cluster x3650 ██████████ 99.5%	24 x 7	██████████	██████████ ██████████ ██████████ ██████████	12/23/11

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

NEDSS Virtual Server ██████████ 99.5%	24 x 7	██████████	██████████ ██████████ ██████████ ██████████	12/23/11
NEDSS Virtual Server ██████████ 99.5%	24 x 7	██████████	██████████ ██████████ ██████████ ██████████	12/23/11
NEDSS Virtual Server ██████████ 99.5%	24 x 7	██████████	██████████ ██████████ ██████████ ██████████	12/23/11
NEDSS Virtual Server ██████████ 99.5%	24 x 7	██████████	██████████ ██████████ ██████████ ██████████	12/23/11
NEDSS Virtual Server ██████████ 99.5%	24 x 7	██████████	██████████ ██████████ ██████████ ██████████	12/23/11

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

<p align="center">NEDSS</p> <p align="center">Virtual Server</p> <p align="center">[REDACTED]</p> <p align="center">99.5%</p>	<p align="center">24 x 7</p>	<p align="center">[REDACTED]</p>	<p align="center">[REDACTED]</p> <p align="center">[REDACTED]</p> <p align="center">[REDACTED]</p> <p align="center">[REDACTED]</p>	<p align="center">12/23/11</p>
<p align="center">NEDSS</p> <p align="center">Virtual Server</p> <p align="center">[REDACTED]</p> <p align="center">99.5%</p>	<p align="center">24 x 7</p>	<p align="center">[REDACTED]</p>	<p align="center">[REDACTED]</p> <p align="center">[REDACTED]</p> <p align="center">[REDACTED]</p> <p align="center">[REDACTED]</p>	<p align="center">12/23/11</p>
<p align="center">DAVE</p> <p align="center">x3650</p> <p align="center">[REDACTED]</p> <p align="center">99.5%</p>	<p align="center">24 x 7</p>	<p align="center">[REDACTED]</p>	<p align="center">[REDACTED]</p> <p align="center">[REDACTED]</p> <p align="center">[REDACTED]</p>	<p align="center">07/06/12</p>
<p align="center">DAVE</p> <p align="center">x3650</p> <p align="center">[REDACTED]</p> <p align="center">99.5%</p>	<p align="center">24 x 7</p>	<p align="center">[REDACTED]</p>	<p align="center">[REDACTED]</p> <p align="center">[REDACTED]</p> <p align="center">[REDACTED]</p>	<p align="center">07/06/12</p>
<p align="center">DAVE</p> <p align="center">x3650</p> <p align="center">[REDACTED]</p> <p align="center">99.5%</p>	<p align="center">24 x 7</p>	<p align="center">[REDACTED]</p>	<p align="center">[REDACTED]</p> <p align="center">[REDACTED]</p> <p align="center">[REDACTED]</p>	<p align="center">07/06/12</p>

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

DAVE x3850 [REDACTED] 99.5%	24 x 7	[REDACTED]	[REDACTED] [REDACTED] [REDACTED]	07/06/12
DAVE x3850 [REDACTED] 99.5%	24 x 7	[REDACTED]	[REDACTED] [REDACTED] [REDACTED]	07/06/12
DAVE Virtual Server [REDACTED] 99.5%	24 x 7	[REDACTED]	[REDACTED] [REDACTED] [REDACTED]	07/06/12
DAVE x3650 [REDACTED] 99.5%	24 x 7	[REDACTED]	[REDACTED] [REDACTED] [REDACTED]	07/06/12
DAVE x3650 [REDACTED] 99.5%	24 x 7	[REDACTED]	[REDACTED] [REDACTED] [REDACTED]	07/06/12

Online Availability:

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

Transaction Processing System	Online Window	Target Availability Percentage	Comments	Revision Date

For Scheduled Outages, specify Cycle/Frequency – [REDACTED]

Production Batch Profile – Batch Windows:

Cycle	Start	Stop	Comments	Revision Date
N/A				07/28/09

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
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)
SLA Baselines Established for Designated Service Levels**

Production Batch Profile – Batch Windows:

Cycle	Start	Stop	Comments	Revision Date
Nightly Production Batch	1900	0400	Monday through Friday.	11/12/08, 01/17/13
Holiday Production Batch	1700	0400	To be started on the day before (the eve) of the Holiday.	01/17/13
End of Month Production Batch	1800	0400	Last Calendar Day of the Month.	01/17/13
Nightly Incremental Backups	0100	0630	Every Day except Saturdays when a Weekly Full Backup is run.	08/19/08, 01/17/13
Weekly Full Backups	0100	0730	Full Backups run each Saturday of the Month.	08/19/08, 01/17/13
Monthly Backups ██████████ ██████████	0600	1330	First day of the month.	08/19/08, 07/29/09, 01/17/13

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
N/A					07/28/09

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)
SLA Baselines Established for Designated Service Levels**

Agency – Department of Revenue

Original Production Service Level Effective Date – 04/01/00 (Revised 07/28/09)

System Availability:

Target Percentage Availability	Window	Scheduled Outage	Comments	Revision Date
99.9%	24 x 7	██████████	██████████ ██████████ ██████████	

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	24 X 7	99.9%	Recycled at IPL.	12/31/12
CICS DB2	0700 – 1900 0700 – 1600	99.9%	Monday – Friday. Saturday	12/31/12
MQSeries	0700 – 0200	99.8%	7 days a week. Sunday to Saturday.	

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

For Scheduled Outages, specify Cycle/Frequency [REDACTED]
[REDACTED] Vendor will be excused from missing an Online Availability or Batch Production Service Level to the extent that: Commonwealth and Vendor agree that Vendor failed to meet the Designated Services Level due to causes beyond Vendor’s control. (Ex. application software aborts or failures, database problems and batch scheduling or long running jobs that are the responsibility of Commonwealth Agency).

Production Batch Profile – Batch Windows:

Cycle	Start	Stop	Comments	Revision Date
Monday – Friday	1900	0700	BMP runs anytime.	12/31/12
Saturday	1600	0500		12/31/12
Sunday	0700	0500	Generally Sundays are used for weekly, monthly, and AD hoc requests.	12/31/12

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. **In the event that Production Batch is running long with the potential to impact target 0700 Online start, Agency Point of Contact (POC) will be notified. Agency stated preference is for Production Batch to be run to completion prior to Online system being started.** The determination of whether to finish the batch cycle and/or bring the online system up will be made by Agency POC. In the event the Agency POC cannot be reached, batch will be run to completion and online kept down until batch completion or Agency POC is contacted and a decision to bring the online applications is communicated.

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)
SLA Baselines Established for Designated Service Levels

SURE Production Database Server ES3560 [REDACTED] 99.5%	24 x 7	[REDACTED] [REDACTED]	[REDACTED] [REDACTED]	11/16/12
SURE Production Database Server ES3560 [REDACTED] 99.5%	24 x 7	[REDACTED] [REDACTED]	[REDACTED] [REDACTED]	11/16/12
SURE Production Database Server ES3560 [REDACTED] 99.5%	24 x 7	[REDACTED] [REDACTED]	[REDACTED] [REDACTED]	11/16/12
SURE Production Database Server ES3560 [REDACTED] 99.5%	24 x 7	[REDACTED] [REDACTED]	[REDACTED] [REDACTED]	11/16/12
SURE Production Application Workstation Virtual Server [REDACTED] 99.5%	24 x 7	[REDACTED] [REDACTED]	[REDACTED] [REDACTED]	11/16/12

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

SURE Production Application Workstation Virtual Server ██████████ 99.5%	24 x 7	██████████ ██████████	████████████████████ ████████████████████	11/16/12
SURE Production Application Workstation Virtual Server ██████████ 99.5%	24 x 7	██████████ ██████████	████████████████████ ████████████████████	11/16/12
SURE Production Application Workstation Virtual Server ██████████ 99.5%	24 x 7	██████████ ██████████	████████████████████ ████████████████████	11/16/12

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	

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

For Scheduled Outages, specify Cycle/Frequency – [REDACTED]

Production Batch Profile – Batch Windows:

Cycle	Start	Stop	Comments	Revision Date
L2K Platform Database Backup	2000	0600	Start time is 2000. To be completed by 0600 hours, Monday - Sunday (every day of the week).	08/19/08
L2K Platform Tape Backup (Veritas)	2330 Monday thru Friday	1000 Tuesday thru Saturday	Tape backups are dependent on DOS completing DB backups by the Start time. Because these are disk to tape backups, extending the backup Stop time to 1000 for this does not impact online processing. The business requirement is that backups be completed in time to be picked up by the off-site courier.	08/19/08
L2K Platform Replication of L2KPROD	2000	0600	Start time is 2000. To be completed by 0600 hours, Monday - Sunday. (every day of the week).	08/19/08
DOS SURE Production Environment Database Backups	2000	0600	Start time is 2000. To be completed by 0600 hours, Monday - Sunday. (every day of the week).	08/19/08
DOS SURE Production Environment Tape Backups (Veritas)	0100 Monday - Friday	1000	Monday - Friday	08/19/08

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)
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

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)
SLA Baselines Established for Designated Service Levels**

(CSQ9)			functional.	
(Side0)				

For Scheduled Outages, specify Cycle/Frequency – [REDACTED]

Production Batch Profile – Batch Windows:

Cycle	Start	Stop	Comments	Revision Date
Monday – Friday	1645	0600	Job DLCS7713 – begins nightly batch schedule. Vendor will focus on Job IMSOLC as a leading indicator of critical path batch completion status.	06/30/10, 04/27/11
Saturday	1800	Sunday 0600	Job DFRTCKLR – begins Saturday batch schedule. Vendor will focus on Job IMSOLC as a leading indicator of critical path batch completion status.	06/30/10, 04/27/11
Sunday	1400	Monday 0600	Housekeeping included, weekly and weekend batch ad hoc processing.	06/30/10

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:

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

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)
SLA Baselines Established for Designated Service Levels**

Agency – Department of Public Welfare

Original Production Service Level Effective Date – 04/01/00 (System HSHA & HSHC), 03/04/02 (System HSHF), 04/24/03 (System HSHA & HSHF INTEL Nodes), 09/07/05 (Expanded Capacity System) (Revised 07/28/09, 06/11/10)

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 HSHA 99.9%	24 X 7	[REDACTED]	[REDACTED]	06/11/10
System HSHC 99.9%	24 X 7	[REDACTED]		06/11/10
System HSHF 99.9%	24 X 7	[REDACTED]	[REDACTED]	06/11/10
WEB eCIS & SAT Servers ES7000/One (I) 99.8%	24 X 7	[REDACTED]		
Oracle eCIS/DOI CAPS ES7000/One 99.8%	24 X 7	[REDACTED]		08/25/08, 07/29/09
Cognos ReportNet Production Web ES3220L [REDACTED] 99.5%	24 X 7	[REDACTED]		06/11/10
Cognos ReportNet Application ES3240 [REDACTED] 99.5%	24 X 7	[REDACTED]		10/02/09

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

Cognos ReportNet Production Content ES3120R ██████████ 99.5%	24 X 7	██████████ ████████████████████		
Cognos Production ES3240L ██████████ 99.5%	24 X 7	██████████ ████████████████████		10/04/12
Unified Security ES3140R ██████████ 99.5%	24 X 7	██████████ ████████████████████		
Unified Security ES3140R ██████████ 99.5%	24 X 7	██████████ ████████████████████		
Unified Security ES3140R ██████████ 99.5%	24 X 7	██████████ ████████████████████		
Unified Security ES3140R ██████████ 99.5%	24 X 7	██████████ ████████████████████		
Unified Security ES3140R ██████████ 99.5%	24 X 7	██████████ ████████████████████		
Unified Security ES3140R ██████████ 99.5%	24 X 7	██████████ ████████████████████		
Unified Security ES3140R ██████████ 99.5%	24 X 7	██████████ ████████████████████		
Unified Security ES3220L ██████████ 99.5%	24 X 7	██████████ ████████████████████		06/11/10
Unified Security ES3220L ██████████ 99.5%	24 X 7	██████████ ████████████████████		06/11/10
Unified Security ES3220L ██████████ 99.5%	24 X 7	██████████ ████████████████████		06/11/10

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

Unified Security ES3220L ██████████ 99.5%	24 X 7	██████████ ██████████		06/11/10
Unified Security ES3220L ██████████ 99.5%	24 X 7	██████████ ██████████		06/11/10
Unified Security ES3140R ██████████ 99.5%	24 X 7	██████████ ██████████		
Unified Security ES3140R ██████████ 99.5%	24 X 7	██████████ ██████████		
Tivoli Identity Manager (TIM) ES3560 ██████████ 99.5%	24 X 7	██████████ ██████████		09/15/11, 05/21/12
Princeton Production ES3140R ██████████ 99.5%	24 X 7	██████████ ██████████		08/19/08
PELICAN Production ES3240 ██████████ 99.5%	24 X 7	██████████ ██████████		08/19/08, 07/28/09
Production Web ES3240 ██████████ 99.5%	24 X 7	██████████ ██████████		08/19/08, 07/28/09, 06/11/10

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

Production Web ES3220 [REDACTED] 99.5%	24 X 7	[REDACTED] [REDACTED]		08/19/08, 07/28/09
DocuShare ES3560 [REDACTED].5%	24 X 7	[REDACTED] [REDACTED]		08/19/08, 07/28/09, 06/11/10, 09/15/11, 07/26/12
CAO Imaging -FileNet Web Services ES3220 [REDACTED] 99.5%	24 X 7	[REDACTED] [REDACTED]		08/19/08, 07/28/09, 06/11/10, 09/15/11
CAO Imaging - FileNet EPRoc-CSAR-Image ES3220 [REDACTED] 99.5%	24 X 7	[REDACTED] [REDACTED]		08/19/08, 07/28/09, 06/11/10
CAO Imaging - FileNet Content Services ES3220 [REDACTED] 99.5%	24 X 7	[REDACTED] [REDACTED]		08/19/08, 07/28/09, 06/11/10
PACSES – Terminal Access Server ES3560 [REDACTED] 99.5%	24 X 7	[REDACTED] [REDACTED]		10/04/12

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

<p>OCYF Production Server</p> <p>ES3560</p> <p>██████████</p> <p>99.5%</p>	<p>24 X 7</p>	<p>██████</p> <p>██████████████████</p>		<p>10/04/12</p>
<p>Unified Security Server</p> <p>ES3560</p> <p>██████████</p> <p>99.5%</p>	<p>24 X 7</p>	<p>██████</p> <p>██████████████████</p>		<p>10/04/12</p>
<p>Unified Security Server</p> <p>ES3560</p> <p>██████████</p> <p>99.5%</p>	<p>24 X 7</p>	<p>██████</p> <p>██████████████████</p>		<p>10/04/12</p>
<p>Unified Security Server</p> <p>ES3560</p> <p>██████████</p> <p>99.5%</p>	<p>24 X 7</p>	<p>██████</p> <p>██████████████████</p>		<p>10/04/12</p>
<p>OpCon Production Server</p> <p>ES3220</p> <p>██████████</p> <p>99.5%</p>	<p>24 X 7</p>	<p>██████</p> <p>██████████████████</p>		<p>11/26/08, 06/11/10</p>
<p>Expanded Capacity</p> <p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 X 7</p>	<p>██████</p> <p>██████████████████</p>		<p>06/27/11</p>

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

Expanded Capacity Virtual Server ██████████ 99.5%	24 X 7	██████████ ████████████████████		06/27/11
Expanded Capacity Virtual Server ██████████ 99.5%	24 X 7	██████████ ████████████████████		06/27/11
Expanded Capacity Virtual Server ██████████ 99.5%	24 X 7	██████████ ████████████████████		06/27/11
Expanded Capacity Virtual Server ██████████ 99.5%	24 X 7	██████████ ████████████████████		06/27/11
Expanded Capacity Virtual Server ██████████ 99.5%	24 X 7	██████████ ████████████████████		06/27/11
Expanded Capacity Virtual Server ██████████ 99.5%	24 X 7	██████████ ████████████████████		06/27/11
Expanded Capacity Virtual Server ██████████ 99.5%	24 X 7	██████████ ████████████████████		06/27/11

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

Expanded Capacity Virtual Server ██████████ 99.5%	24 X 7	██████ ██████████████████		06/27/11
Production Sharepoint Server ES3000R ██████████ 99.5%	24 X 7	██████ ██████████████████		10/04/12
SQL Prod Server ES3000R ██████████ 99.5%	24 X 7	██████ ██████████████████		10/04/12
Production Oracle Database Server 1 ES7000/7600 ██████████ 99.8%	24 X 7	██████ ██████████████████		09/14/11, 10/04/12
Production Oracle Database Server 2 ES7000/7600 ██████████ 99.8%	24 X 7	██████ ██████████████████		09/14/11, 10/04/12
Production Oracle Database Server 3 ES7000/7600 ██████████ 99.8%	24 X 7	██████ ██████████████████		09/14/11, 10/04/12

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

Production Oracle Database Server 4 ES7000/7600 ██████████ 99.8%	24 X 7	████████ ████████████████████		09/14/11, 10/04/12
Production Oracle Database Server 5 ES7000/7600 ██████████ 99.8%	24 X 7	████████ ████████████████████		09/14/11, 10/04/12
Production Oracle Database Server 6 ES7000/7600 ██████████ 99.8%	24 X 7	████████ ████████████████████		09/14/11, 10/04/12
Secure FTP DMZ ES3220 ██████████ 99.5%	24 X 7	████████ ████████████████████		09/15/11
Secure FTP DMZ ES3220 ██████████ 99.5%	24 X 7	████████ ████████████████████		09/15/11
BizTalk Web ES3220 ██████████ 99.5%	24 X 7	████████ ████████████████████		09/15/11

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

BizTalk Web ES3220  99.5%	24 X 7	 		09/15/11
BizTalk SQL ES3220  99.5%	24 X 7	 		09/15/11
WebMethods Integration and Broker ES3220  99.5%	24 X 7	 		09/15/11
WebMethods Integration and Broker ES3220  99.5%	24 X 7	 		09/15/11
BizTalk SQL ES3220  99.5%	24 X 7	 		09/15/11
SSRS ES3220  99.5%	24 X 7	 		09/15/11

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

<p>AWS (Apache)</p> <p>ES3220</p> <p>██████████</p> <p>99.5%</p>	<p>24 X 7</p>	<p>██████████</p> <p>████████████████████</p>		<p>09/15/11</p>
<p>SecureFTP MoveIT DMZ</p> <p>ES3220</p> <p>██████████</p> <p>99.5%</p>	<p>24 X 7</p>	<p>██████████</p> <p>████████████████████</p>		<p>09/15/11</p>
<p>SecureFTP MoveIT DMZ</p> <p>ES3220</p> <p>██████████</p> <p>99.5%</p>	<p>24 X 7</p>	<p>██████████</p> <p>████████████████████</p>		<p>09/15/11</p>
<p>AWS (Apache)</p> <p>ES3220</p> <p>██████████</p> <p>99.5%</p>	<p>24 X 7</p>	<p>██████████</p> <p>████████████████████</p>		<p>09/15/11</p>
<p>WebMethods Broker</p> <p>ES3220</p> <p>██████████</p> <p>99.5%</p>	<p>24 X 7</p>	<p>██████████</p> <p>████████████████████</p>		<p>09/15/11</p>
<p>Tivoli Identity Manager (TIM) ES3220</p> <p>██████████</p> <p>99.5%</p>	<p>24 X 7</p>	<p>██████████</p> <p>████████████████████</p>		<p>09/15/11</p>
<p>Tivoli Identity Manager (TIM) ES3220</p> <p>██████████</p> <p>99.5%</p>	<p>24 X 7</p>	<p>██████████</p> <p>████████████████████</p>		<p>09/15/11</p>

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

<p>Tivoli Identity Manager (TIM) ES3220</p> <p>██████████</p> <p>99.5%</p>	<p>24 X 7</p>	<p>██████████</p> <p>████████████████████</p>		<p>09/15/11</p>
<p>System B Virtual Server Host VS</p> <p>██████████</p> <p>99.5%</p>	<p>24 X 7</p>	<p>██████████</p> <p>████████████████████</p>		<p>09/15/11</p>
<p>System B Virtual Server Host VS</p> <p>██████████</p> <p>99.5%</p>	<p>24 X 7</p>	<p>██████████</p> <p>████████████████████</p>		<p>09/15/11</p>
<p>AppSight ES3560</p> <p>██████████</p> <p>99.5%</p>	<p>24 X 7</p>	<p>██████████</p> <p>████████████████████</p>		<p>09/15/11</p>
<p>AppSight ES3560</p> <p>██████████</p> <p>99.5%</p>	<p>24 X 7</p>	<p>██████████</p> <p>████████████████████</p>		<p>09/15/11</p>
<p>Adobe LiveCycle ES3560</p> <p>██████████</p> <p>99.5%</p>	<p>24 X 7</p>	<p>██████████</p> <p>████████████████████</p>		<p>09/15/11</p>
<p>Adobe LiveCycle ES3560</p> <p>██████████</p> <p>99.5%</p>	<p>24 X 7</p>	<p>██████████</p> <p>████████████████████</p>		<p>09/15/11</p>

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

Conveyor 1 ES3560  99.5%	24 X 7	 		09/15/11
Conveyor 2 ES3560  99.5%	24 X 7	 		09/15/11
Conveyor 3 ES3560  99.5%	24 X 7	 		09/15/11
eCIS IV-B ES7000/7600R  99.8%	24 X 7	 		09/15/11
eCIS IV-B ES7000/7600R  99.8%	24 X 7	 		09/15/11
eCIS IV-B ES7000/7600R  99.8%	24 X 7	 		09/15/11

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

eCIS IV-B ES7000/7600R ██████████ 99.8%	24 X 7	██████ ██████████████████		09/15/11
eCIS IV-B ES7000/7600R ██████████ 99.8%	24 X 7	██████ ██████████████████		09/15/11
eCIS IV-B ES7000/7600R ██████████ 99.8%	24 X 7	██████ ██████████████████		09/15/11
eCIS IV-B ES7000/7600R ██████████ 99.8%	24 X 7	██████ ██████████████████		09/15/11
eCIS IV-B ES7000/7600R ██████████ 99.8%	24 X 7	██████ ██████████████████		09/15/11
eCIS IV-B ES7000/7600R ██████████ 99.8%	24 X 7	██████ ██████████████████		09/15/11
SQL ES3590 ██████████ 99.5%	24 X 7	██████ ██████████████████		09/15/11

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

SQL ES3590 ██████████ 99.5%	24 X 7	██████ ██████████████████		09/15/11
EIM Virtual Server ██████████ 99.5%	24 X 7	██████ ██████████████████		09/15/11
EIM Virtual Server ██████████ 99.5%	24 X 7	██████ ██████████████████		09/15/11
Microsoft AppFabric Virtual Server ██████████ 99.5%	24 X 7	██████ ██████████████████		09/15/11
Microsoft AppFabric Virtual Server ██████████ 99.5%	24 X 7	██████ ██████████████████		09/15/11
Microsoft AppFabric Virtual Server ██████████ 99.5%	24 X 7	██████ ██████████████████		02/07/12, 10/04/12
USEC 2 ES3560 ██████████ 99.5%	24 X 7	██████ ██████████████████		09/15/11

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

USEC 3 ES3560  99.5%		 		09/15/11
Adobe 1 ES3560  99.5%		 		09/15/11
Adobe 2 ES3560  99.5%		 		09/15/11
Adobe 3 ES3560  99.5%		 		09/15/11
WebMethods 1 ES3560R  99.5%		 		09/15/11
Onbase ES3560  99.5%		 		09/15/11

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

FS10 ES3560 ██████████ 99.5%	24 X 7	██████████ ██████████		09/15/11
FPS09 ES3560 ██████████ 99.5%	24 X 7	██████████ ██████████		09/15/11
Exadata Database Server 1 ██████████ 99.5%	24 X 7	██████████ ██████████		09/15/11
Exadata Database Server 2 ██████████ 99.5%	24 X 7	██████████ ██████████		09/15/11
Exadata Database Server 3 ██████████ 99.5%	24 X 7	██████████ ██████████		09/15/11
Exadata Database Server 4 ██████████ 99.5%	24 X 7	██████████ ██████████		09/15/11
WebMethods ES3560 ██████████ 99.5%	24 X 7	██████████ ██████████		09/15/11

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

<p>WebMethods</p> <p>ES3560</p> <p>██████████</p> <p>99.5%</p>	<p>24 X 7</p>	<p>██████</p> <p>██████████████████</p>		<p>09/15/11</p>
<p>DocuShare Server</p> <p>ES3560R</p> <p>██████████</p> <p>99.5%</p>	<p>24 X 7</p>	<p>██████</p> <p>██████████████████</p>		<p>10/31/11, 10/04/12</p>
<p>WebMethods IS</p> <p>ES3560R</p> <p>██████████</p> <p>99.5%</p>	<p>24 X 7</p>	<p>██████</p> <p>██████████████████</p>		<p>11/22/11, 10/04/12</p>
<p>WebMethods IS</p> <p>ES3560R</p> <p>██████████</p> <p>99.5%</p>	<p>24 X 7</p>	<p>██████</p> <p>██████████████████</p>		<p>11/22/11, 10/04/12</p>
<p>WebMethods IS</p> <p>ES3560R</p> <p>██████████</p> <p>99.5%</p>	<p>24 X 7</p>	<p>██████</p> <p>██████████████████</p>		<p>11/22/11, 10/04/12</p>
<p>WebMethods IS</p> <p>ES3560R</p> <p>██████████</p> <p>99.5%</p>	<p>24 X 7</p>	<p>██████</p> <p>██████████████████</p>		<p>11/22/11, 10/04/12</p>

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

WebMethods Broker ES3560R [REDACTED] 99.5%	24 X 7	[REDACTED] [REDACTED]		11/22/11, 10/04/12
TFS Production Web Front End Server 1 ES3560R G2 [REDACTED] 99.5%	24 X 7	[REDACTED] [REDACTED]		02/15/12, 10/04/12
TFS Production Web Front End Server 2 ES3560R G2 [REDACTED] 99.5%	24 X 7	[REDACTED] [REDACTED]		02/15/12, 10/04/12
TFS Production Application Server 1 ES3560R G2 [REDACTED] 99.5%	24 X 7	[REDACTED] [REDACTED]		02/15/12, 10/04/12
TFS Production Application Server 2 ES3560R G2 [REDACTED] 99.5%	24 X 7	[REDACTED] [REDACTED]		02/15/12, 10/04/12
TFS Production Build Controller Server ES3560R G2 [REDACTED] 99.5%	24 X 7	[REDACTED] [REDACTED]		02/15/12, 10/04/12

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

<p>TFS Production Sharepoint SQL Servers 1 & 2</p> <p>ES3590R</p> <p>██████████</p> <p>99.9%</p>	<p>24 X 7</p>	<p>██████████</p> <p>████████████████████</p>	<p>████████████████████</p> <p>████████████████████</p> <p>████████████████████</p> <p>████████████████████</p>	<p>02/15/12, 10/04/12</p>
<p>TFS Production SQL Servers 1 & 2</p> <p>ES3590R</p> <p>██████████</p> <p>99.9%</p>	<p>24 X 7</p>	<p>██████████</p> <p>████████████████████</p>	<p>████████████████████</p> <p>████████████████████</p> <p>████████████████████</p> <p>████████████████████</p>	<p>02/15/12, 10/04/12</p>
<p>CaseNET Production Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 X 7</p>	<p>██████████</p> <p>████████████████████</p>		<p>04/04/12</p>
<p>CaseNET Production Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 X 7</p>	<p>██████████</p> <p>████████████████████</p>		<p>04/04/12</p>
<p>CaseNET Production Message Broker Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 X 7</p>	<p>██████████</p> <p>████████████████████</p>		<p>04/04/12</p>
<p>CaseNET Production Message Broker Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 X 7</p>	<p>██████████</p> <p>████████████████████</p>		<p>04/04/12</p>

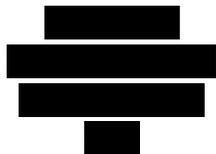
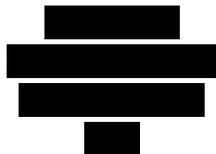
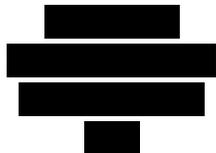
**Exhibit 6.03(SLA)
SLA Baselines Established for Designated Service Levels**

<p>SQL Database Active/Passive (Clustered) Servers</p> <p>ES3220L</p> <p>[REDACTED]</p> <p>99.9%</p>	<p>24 X 7</p>	<p>[REDACTED]</p> <p>[REDACTED]</p>	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	<p>04/04/12</p>
<p>SQL Reporting Server</p> <p>ES3220L</p> <p>[REDACTED]</p> <p>99.5%</p>	<p>24 X 7</p>	<p>[REDACTED]</p> <p>[REDACTED]</p>		<p>04/04/12</p>
<p>SSRS Production Server</p> <p>ES3560</p> <p>[REDACTED]</p> <p>99.5%</p>	<p>24 X 7</p>	<p>[REDACTED]</p> <p>[REDACTED]</p>		<p>07/25/12, 10/04/12</p>
<p>Cognos ReportNet Production Content Manager Server</p> <p>ES7000/7600R</p> <p>TBD</p> <p>99.8%</p>	<p>24 X 7</p>	<p>[REDACTED]</p> <p>[REDACTED]</p>	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	<p>10/15/12</p>
<p>Cognos ReportNet Production Dispatcher-1 Server</p> <p>ES7000/7600R</p> <p>TBD</p> <p>99.8%</p>	<p>24 X 7</p>	<p>[REDACTED]</p> <p>[REDACTED]</p>	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	<p>10/15/12</p>

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

<p>Cognos ReportNet Production Dispatcher-2 Server</p> <p>ES7000/7600R</p> <p>TBD</p> <p>99.8%</p>	<p>24 X 7</p>	<p>[REDACTED]</p> <p>[REDACTED]</p>	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	<p>10/15/12</p>
<p>Cognos ReportNet Production Gateway Server</p> <p>ES7000/7600R</p> <p>TBD</p> <p>99.8%</p>	<p>24 X 7</p>	<p>[REDACTED]</p> <p>[REDACTED]</p>	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	<p>10/15/12</p>
<p>COMPASS Web PROD Virtual Server</p> <p>TBD</p> <p>99.5%</p>	<p>24 X 7</p>	<p>[REDACTED]</p> <p>[REDACTED]</p>	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	<p>10/15/12</p>
<p>COMPASS Web PROD Virtual Server</p> <p>TBD</p> <p>99.5%</p>	<p>24 X 7</p>	<p>[REDACTED]</p> <p>[REDACTED]</p>	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	<p>10/15/12</p>
<p>KMS Adapter PROD Virtual Server</p> <p>TBD</p> <p>99.5%</p>	<p>24 X 7</p>	<p>[REDACTED]</p> <p>[REDACTED]</p>	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	<p>10/15/12</p>
<p>Unified Security PROD Policy Server 1</p> <p>ES3560R G3</p> <p>TBD</p> <p>99.5%</p>	<p>24 X 7</p>	<p>[REDACTED]</p> <p>[REDACTED]</p>	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	<p>12/17/12</p>

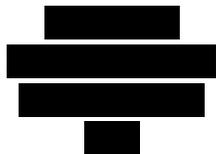
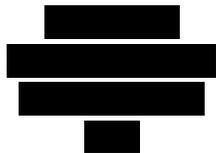
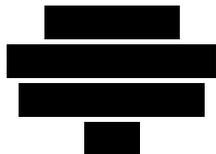
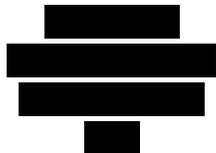
**Exhibit 6.03(SLA)
SLA Baselines Established for Designated Service Levels**

Unified Security PROD Policy Server 2 ES3560R G3 TBD 99.5%	24 X 7			12/17/12
Unified Security PROD Policy Server 3 ES3560R G3 TBD 99.5%	24 X 7			12/17/12
Unified Security PROD Policy Server 4 ES3560R G3 TBD 99.5%	24 X 7			12/17/12
Unified Security PROD Policy Server 5 ES3560R G3 TBD 99.5%	24 X 7			12/17/12
Unified Security PROD Policy Server 6 ES3560R G3 TBD 99.5%	24 X 7			12/17/12

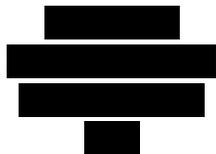
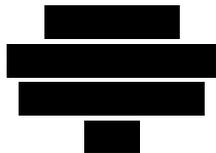
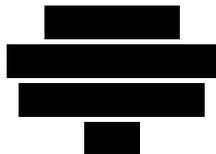
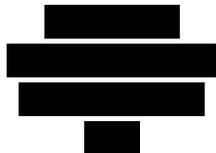
**Exhibit 6.03(SLA)
SLA Baselines Established for Designated Service Levels**

Unified Security PROD Policy Server 7 ES3560R G3 TBD 99.5%	24 X 7			12/17/12
Unified Security PROD Policy Server 8 ES3560R G3 TBD 99.5%	24 X 7			12/17/12
Unified Security PROD Policy Server 9 ES3560R G3 TBD 99.5%	24 X 7			12/17/12
Unified Security PROD Policy Server 10 ES3560R G3 TBD 99.5%	24 X 7			12/17/12
Unified Security PROD Policy Server 11 ES3560R G3 TBD 99.5%	24 X 7			12/17/12

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

Unified Security PROD Policy Server 12 ES3560R G3 TBD 99.5%	24 X 7			12/17/12
Unified Security PROD LDS Server 1 ES3560R G3 TBD 99.5%	24 X 7			12/17/12
Unified Security PROD LDS Server 2 ES3560R G3 TBD 99.5%	24 X 7			12/17/12
Unified Security PROD VDS Server 1 ES3560R G3 TBD 99.5%	24 X 7			12/17/12
Unified Security PROD VDS Server 2 ES3560R G3 TBD 99.5%	24 X 7			12/17/12

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

Unified Security PROD Identity Manager Server 1 ES3560R G3 TBD 99.5%	24 X 7			12/17/12
Unified Security PROD Identity Manager Server 2 ES3560R G3 TBD 99.5%	24 X 7			12/17/12
Unified Security PROD Identity Manager Server 3 ES3560R G3 TBD 99.5%	24 X 7			12/17/12
Unified Security PROD Datacenter Server 1 ES3560R G3 TBD 99.5%	24 X 7			12/17/12
Unified Security PROD Datacenter Server 2 ES3560R G3 TBD 99.5%	24 X 7			12/17/12

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

Unified Security PROD Datacenter Server 3 ES3560R G3 TBD 99.5%	24 X 7			12/17/12
Unified Security PROD Datacenter Server 4 ES3560R G3 TBD 99.5%	24 X 7			12/17/12
Unified Security PROD Datacenter Server 5 ES3560R G3 TBD 99.5%	24 X 7			12/17/12
Unified Security PROD Datacenter Server 6 ES3560R G3 TBD 99.5%	24 X 7			12/17/12
Unified Security PROD Datacenter Server 7 ES3560R G3 TBD 99.5%	24 X 7			12/17/12

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

Unified Security PROD Datacenter Server 8 ES3560R G3 TBD 99.5%	24 X 7	[REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED]	12/17/12
Unified Security PROD WAMUI Server ES3560R G3 TBD 99.5%	24 X 7	[REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED]	12/17/12
Unified Security PROD Reporting Server ES3560R G3 TBD 99.5%	24 X 7	[REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED]	12/17/12
ArcGIS PROD Virtual Server [REDACTED] 99.5%	24 X 7	[REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED]	01/07/13
ArcGIS PROD Virtual Server [REDACTED] 99.5%	24 X 7	[REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED]	01/07/13
EKM01 Production Server ES7000/7600 [REDACTED] 99.8%	24 X 7	[REDACTED] [REDACTED]		10/04/12, 04/03/13

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

Online Availability:

Transaction Processing System	Online Window	Target Availability Percentage	Comments	Revision Date
System HSHA TIP	24 X 7	99.9%		06/11/10
System HSHA 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.	06/11/10
System HSHA WebTwo	24 X 7	99.7%	If the WebTS environment is unavailable as a result of a TIP outage, Vendor will not be penalized for WebTwo. To calculate an SLA penalty, an additional multiplication factor will be the percentage (%) of TIP transactions utilizing the WebTwo environment at the time of the outage. Vendor will not be penalized for WebTwo configuration file changes that result in an outage.	10/04/12
System HSHA OLTP	24 X 7	99.9%		06/11/10
System HSHC	24 X 7	99.9%		06/11/10

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

TIP				
System HSHC MAPPER	24 X 7	99.9%		06/11/10
System HSHC APPMAP	24 X 7	99.9%		06/11/10
System HSHC OLTP	1800 – 0600	99.9%	Also during hours when production is switched from System A to System C.	06/11/10
System HSHF TIP	24 X 7	99.9%		06/11/10, 07/14/11
Web eCIS and Production Server ES7000/One (I) [REDACTED]	24 X 7	99.8%	eCIS Web Server	08/19/08, 10/04/12
Web eCIS and SAT Server ES7000/One (I) [REDACTED]	24 X 7	99.8%	eCIS Web Server	08/19/08
Web eCIS and SAT Server ES7000/One (I) [REDACTED]	24 X 7	99.8%	eCIS Web Server	08/19/08
Web eCIS and SAT Server ES7000/One (I) [REDACTED]	24 X 7	99.8%	eCIS Web Server	08/19/08

For Scheduled Outages, specify Cycle/Frequency – [REDACTED]

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

Production Batch Profile – Batch Windows:

Cycle	Start	Stop	Comments	Revision Date
System HSHA Monday – Friday	1800	0700	Runs are usually completed by 03:00. Jobs that do no updates may run over.	06/11/10
System HSHA Weekend	Friday 1800	Monday 0700		06/11/10
System HSHA Holiday	0001	2400	Special Processing e.g. reorgs.	06/11/10
System HSHA Other1	Day X 0001	Day (X+2) 2400	Major DB Schema changes. Day X represents any day of the week.	06/11/10
System HSHF Monday, Tuesday, and Thursday	1730	0659	Monday, Tuesday, and Thursday. If Production Batch is delayed due to Application Audit Trail move/spooling, Vendor will not be penalized for System F.	07/28/09, 06/11/10
System HSHF 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.	06/11/10
System HSHF Friday	1730	1600	If Production Batch is delayed due to Application Audit Trail move/spooling, Vendor will not be penalized for System F.	07/28/09, 06/11/10
System HSHF EOM	1730	1600	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.	07/28/09, 06/11/10

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

System HSHF Calendar EOM	1730 or 2100	1600	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.	07/28/09, 06/11/10
System HSHF BOM	1730	1600	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.	07/28/09, 06/11/10
			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.	

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 HSHA Mon – Fri	CCNTAP	PRINT	2300		06/11/10
System HSHA Mon – Fri	ABC88D	PRINT	0300		06/11/10

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

System HSHA Mon – Fri	ABR26D	PRINT	0400		06/11/10
System HSHA Mon – Fri	ADIDLY	PRINT	0400		06/11/10
System HSHA Mon – Fri	CIT35D	PRINT	0400		06/11/10
System HSHA Mon – Fri	FCR053	PRINT	0300		06/11/10
System HSHA Mon – Fri	FCR063	PRINT	0300		06/11/10
System HSHA Mon – Fri	RMS150	PRINT	2000		06/11/10
System HSHF 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.	06/11/10

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)
SLA Baselines Established for Designated Service Levels**

Agency – Game Commission

Original Production Service Level Effective Date – 10/03/00 (Revised 07/28/09)

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 – [REDACTED]

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				

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

End of Month				
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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
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)
SLA Baselines Established for Designated Service Levels**

Agency – Bureau of Integrated Enterprise System

Original Production Service Level Effective Date – 10/01/10

System Availability:

Target Percentage Availability	Window	Scheduled Outage	Comments	Revision Date
AIX LPAR ██████████ 99.5%	24 x 7 x 365	██████████ ██████████ ██████████ ██████████ ██████████ ██████████ ██████████ ██████████	██████████ ██████████ ██████████	
AIX LPAR ██████████ 99.5%	24 x 7 x 365	██████████ ██████████ ██████████ ██████████ ██████████ ██████████ ██████████	██████████ ██████████ ██████████	
AIX LPAR ██████████████████ 99.8%	24 x 7 x 365	██████████ ██████████ ██████████ ██████████ ██████████ ██████████ ██████████	██████████ ██████████ ██████████ ██████████████████ ██████████████████ ██████████	

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

<p>AIX LPAR</p> <p>██████████</p> <p>99.8%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	
<p>AIX LPAR</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	
<p>AIX LPAR</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	
<p>AIX LPAR</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	

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

<p>AIX LPAR</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>10/25/11</p>
<p>AIX LPAR</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	
<p>AIX LPAR</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	
<p>AIX LPAR</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	

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

<p>AIX LPAR</p> <p>██████████</p> <p>99.8%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	
<p>AIX LPAR</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	
<p>AIX LPAR</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>07/12/12, 01/30/13</p>
<p>AIX LPAR</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>07/12/12, 01/30/13</p>

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

<p>AIX LPAR</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>07/12/12, 01/30/13</p>
<p>AIX LPAR</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>07/12/12, 01/30/13</p>
<p>AIX LPAR</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>01/30/13</p>
<p>BWA BladeCenter</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>07/12/12, 07/25/12</p>

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

<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>01/30/13</p>
<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>01/30/13</p>
<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>10/25/11, 01/30/13</p>
<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>01/30/13</p>

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

<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>01/30/13</p>
<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>10/25/11</p>
<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>10/25/11, 01/30/13</p>
<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>10/25/11, 01/30/13</p>

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

<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>10/25/11, 01/30/13</p>
<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	
<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>01/30/13</p>
<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	

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

<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	
<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	
<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	
<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	

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SLA Baselines Established for Designated Service Levels**

<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	
<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	
<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	
<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	

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

<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	
<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>07/12/12</p>
<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>07/12/12</p>
<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	

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

<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	
<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>07/12/12</p>
<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	
<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	

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

<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	
<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	
<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	
<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	

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SLA Baselines Established for Designated Service Levels**

<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>10/25/11</p>
<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>10/25/11</p>
<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	
<p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>█</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p>	

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

<p>Virtual Server ██████████ 99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████ ██████████ ██████████ ██████████ ██████████ ██████████ ██████████ ██████████ ██████████</p>	<p>██████████ ██████████ ██████████</p>	<p>07/12/12</p>
<p>Virtual Server PennWATCH ██████████ 99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████ ██████████ ██████████ ██████████ ██████████ ██████████ ██████████ ██████████ ██████████</p>	<p>██████████ ██████████ ██████████</p>	<p>01/30/13</p>
<p>Virtual Server PennWATCH ██████████ 99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████ ██████████ ██████████ ██████████ ██████████ ██████████ ██████████ ██████████ ██████████</p>	<p>██████████ ██████████ ██████████</p>	<p>01/30/13</p>
<p>Virtual Server PennWATCH ██████████ 99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████ ██████████ ██████████ ██████████ ██████████ ██████████ ██████████ ██████████ ██████████</p>	<p>██████████ ██████████ ██████████</p>	<p>01/30/13</p>

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

<p>Virtual Server PennWATCH ██████████ 99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████ ██████████ ██████████ █ ██████████ ██████████ ██████████</p>	<p>██████████ ██████████ ██████████</p>	<p>01/30/13</p>
<p>Virtual Server PennWATCH ██████████ (██████████) 99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████ ██████████ ██████████ █ ██████████ ██████████ ██████████</p>	<p>██████████ ██████████ ██████████</p>	<p>01/30/13</p>
<p>Virtual Server PennWATCH ██████████ (██████████) 99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████ ██████████ ██████████ █ ██████████ ██████████ ██████████</p>	<p>██████████ ██████████ ██████████</p>	<p>01/30/13</p>
<p>Virtual Server PennWATCH ██████████ 99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████ ██████████ ██████████ █ ██████████ ██████████ ██████████</p>	<p>██████████ ██████████ ██████████</p>	<p>01/30/13</p>

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

<p>Virtual Server PennWATCH ██████████ 99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████ ██████████ ██████████ █ ██████████ ██████████ ██████████</p>	<p>██████████ ██████████ ██████████</p>	<p>01/30/13</p>
<p>Virtual Server PennWATCH ██████████ (██████████) 99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████ ██████████ ██████████ █ ██████████ ██████████ ██████████</p>	<p>██████████ ██████████ ██████████</p>	<p>01/30/13</p>
<p>Virtual Server ██████████ 99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████ ██████████ ██████████ █ ██████████ ██████████ ██████████</p>	<p>██████████ ██████████ ██████████</p>	<p>01/30/13</p>
<p>Virtual Server ██████████ 99.5%</p>	<p>24 x 7 x 365</p>	<p>██████████ ██████████ ██████████ █ ██████████ ██████████ ██████████</p>	<p>██████████ ██████████ ██████████</p>	<p>01/30/13</p>

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

Virtual Server ██████████ 99.5%	24 x 7 x 365	██████████ ██████████ ██████████ ██████████ ██████████ ██████████ ██████████ ██████████	██████████ ██████████ ██████████	01/30/13
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Online Availability:

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

Transaction Processing System	Online Window	Target Availability Percentage	Comments	Revision Date

For Scheduled Outages, specify Cycle/Frequency [REDACTED] [REDACTED]
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Production Batch Profile – Batch Windows:

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

Cycle	Start	Stop	Comments	Revision Date
<p align="center">Weekly Full Offline Database Backups</p>	<p align="center">Sunday 1800</p>	<p align="center">Monday 0000</p>	<p>Applies to all Weekly IES production systems full offline backups.</p> <p>As of 12/2010, the current production volume being backed up during the 6 hour window is 8.80 TB over 16 LPARS. PC1 is the largest database server with 5.9 TB of data, having a backup time of 3.5 hours from DPH backup test using Data Domain, OST and Boost.</p> <p>The estimated growth for PC1 is 750 GB per year. Volume estimates to be supported are as follows:</p> <p>6.65 TB in < 6 hrs by year end 2011 7.40 TB in < 6 hrs by year end 2012 8.15 TB in < 6 hrs by year end 2013 8.90 TB in < 6 hrs by year end 2014</p> <p>The estimated growth for the entire Production Environment estimates to be supported are as follows:</p> <p>9.80TB in < 6 hrs by year end 2011 10.80TB in < 6 hrs by year end 2012 11.80TB in < 6 hrs by year end 2013 12.80TB in < 6 hrs by year end 2014</p> <p>The Batch Window must be re-baselined if the data being backed up exceeds 15% of the above estimated baselines.</p>	

**Exhibit 6.03(SLA)
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 Transmi t	Time Output must be available for Printing, Pickup or Transmission	Comme nts	Revisi on 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)
SLA Baselines Established for Designated Service Levels**

Agency – Liquor Control Board

Original Production Service Level Effective Date - 11/06/00 (Revised 07/28/09)

System Availability:

Target Percentage Availability	Window	Scheduled Outage	Comments	Revision Date
Virtual Oracle POS Production 1 ██████████ 99.5%	24 x 7	██████████ ██████████ ██████████ ██████████		09/20/10, 09/02/11
Virtual Oracle POS Production 2 ██████████ 99.5%	24 x 7	██████████ ██████████ ██████████ ██████████		09/20/10, 09/02/11
██████████ 99.5%	24 x 7	██████████ ██████████ ██████████ ██████████	██████████ ██████████ ██████████ ██████████ ██████████ ██████████ ██████████ ██████████	10/12/10
██████████ 99.5%	24 x 7	██████████ ██████████ ██████████ ██████████	██████████ ██████████ ██████████ ██████████ ██████████ ██████████ ██████████	10/12/10

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

<p align="center">██████████</p> <p align="center">99.5%</p>	<p align="center">24 x 7</p>	<p align="center">██████████</p> <p align="center">██████████</p> <p align="center">██████████</p> <p align="center">██████████</p>	<p align="center">██████████</p>	<p align="center">10/12/12</p>
<p align="center">██████████</p> <p align="center">99.5%</p>	<p align="center">24 x 7</p>	<p align="center">██████████</p> <p align="center">██████████</p> <p align="center">██████████</p> <p align="center">██████████</p>	<p align="center">██████████</p>	<p align="center">10/12/10</p>
<p align="center">██████████</p> <p align="center">99.5%</p>	<p align="center">24 x 7</p>	<p align="center">██████████</p> <p align="center">██████████</p> <p align="center">██████████</p> <p align="center">██████████</p>	<p align="center">██████████</p>	<p align="center">10/12/10</p>
<p align="center">██████████</p> <p align="center">99.5%</p>	<p align="center">24 x 7</p>	<p align="center">██████████</p> <p align="center">██████████</p> <p align="center">██████████</p> <p align="center">██████████</p>	<p align="center">██████████</p>	<p align="center">10/12/10</p>

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

<p align="center">██████████</p> <p align="center">99.5%</p>	<p align="center">24 x 7</p>	<p align="center">██████████</p> <p align="center">██████████</p> <p align="center">██████████</p> <p align="center">██████████</p>	<p align="center">██████████</p>	<p align="center">10/12/10</p>
<p align="center">██████████</p> <p align="center">99.5%</p>	<p align="center">24 x 7</p>	<p align="center">██████████</p> <p align="center">██████████</p> <p align="center">██████████</p> <p align="center">██████████</p>	<p align="center">██████████</p>	<p align="center">10/12/10</p>
<p align="center">██████████</p> <p align="center">99.5%</p>	<p align="center">24 x 7</p>	<p align="center">██████████</p> <p align="center">██████████</p> <p align="center">██████████</p> <p align="center">██████████</p>	<p align="center">██████████</p>	<p align="center">10/12/10</p>
<p align="center">██████████</p> <p align="center">99.5%</p>	<p align="center">24 x 7</p>	<p align="center">██████████</p> <p align="center">██████████</p> <p align="center">██████████</p> <p align="center">██████████</p>	<p align="center">██████████</p>	<p align="center">10/12/10</p>

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

<p align="center">██████████</p> <p align="center">99.5%</p>	<p align="center">24 x 7</p>	<p align="center">██████████</p> <p align="center">██████████</p> <p align="center">██████████</p>	<p align="center">██████████</p>	<p align="center">02/27/13</p>
<p>Retail Demand Forecasting Virtual Server</p> <p align="center">██████████</p> <p align="center">99.5%</p>	<p align="center">24 x 7</p>	<p align="center">██████████</p> <p align="center">██████████</p> <p align="center">██████████</p> <p align="center">██████████</p>	<p align="center">██████████</p> <p align="center">██████████</p> <p align="center">██████████</p>	<p align="center">10/12/10, 06/22/12</p>
<p align="center">██████████</p> <p align="center">99.5%</p>	<p align="center">24 x 7</p>	<p align="center">██████████</p> <p align="center">██████████</p> <p align="center">██████████</p> <p align="center">██████████</p>	<p align="center">██████████</p>	<p align="center">10/12/10</p>
<p align="center">██████████</p> <p align="center">99.5%</p>	<p align="center">24 x 7</p>	<p align="center">██████████</p> <p align="center">██████████</p> <p align="center">██████████</p> <p align="center">██████████</p>	<p align="center">██████████</p>	<p align="center">10/12/10</p>

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

<p align="center">██████████</p> <p align="center">99.5%</p>	<p align="center">24 x 7</p>	<p align="center">██████████</p> <p align="center">██████████</p> <p align="center">██████████</p> <p align="center">██████████</p>	<p align="center">██████████</p>	<p align="center">10/12/10</p>
<p align="center">██████████</p> <p align="center">99.5%</p>	<p align="center">24 x 7</p>	<p align="center">██████████</p> <p align="center">██████████</p> <p align="center">██████████</p> <p align="center">██████████</p>	<p align="center">██████████</p>	<p align="center">10/12/10</p>
<p align="center">██████████</p> <p align="center">99.5%</p>	<p align="center">24 x 7</p>	<p align="center">██████████</p> <p align="center">██████████</p> <p align="center">██████████</p> <p align="center">██████████</p>	<p align="center">██████████</p>	<p align="center">10/12/10</p>
<p align="center">██████████</p> <p align="center">99.5%</p>	<p align="center">24 x 7</p>	<p align="center">██████████</p> <p align="center">██████████</p> <p align="center">██████████</p> <p align="center">██████████</p>	<p align="center">██████████</p>	<p align="center">10/12/10</p>

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

<p align="center">[REDACTED]</p> <p align="center">99.5%</p>	<p align="center">24 x 7</p>	<p align="center">[REDACTED]</p> <p align="center">[REDACTED]</p> <p align="center">[REDACTED]</p> <p align="center">[REDACTED]</p>	<p align="center">[REDACTED]</p>	<p align="center">02/27/13</p>
<p>Appworx</p> <p>Virtual Server</p> <p>[REDACTED]</p> <p align="center">99.5%</p>	<p align="center">24 x 7</p>	<p align="center">[REDACTED]</p> <p align="center">[REDACTED]</p> <p align="center">[REDACTED]</p> <p align="center">[REDACTED]</p>	<p align="center">[REDACTED]</p> <p align="center">[REDACTED]</p> <p align="center">[REDACTED]</p>	<p align="center">10/12/10, 06/22/12</p>
<p>[REDACTED]</p> <p align="center">99.5%</p>	<p align="center">24 x 7</p>	<p align="center">[REDACTED]</p> <p align="center">[REDACTED]</p> <p align="center">[REDACTED]</p> <p align="center">[REDACTED]</p>	<p align="center">[REDACTED]</p>	<p align="center">10/12/10</p>
<p>[REDACTED]</p> <p align="center">99.5%</p>	<p align="center">24 x 7</p>	<p align="center">[REDACTED]</p> <p align="center">[REDACTED]</p> <p align="center">[REDACTED]</p> <p align="center">[REDACTED]</p>	<p align="center">[REDACTED]</p>	<p align="center">10/12/10</p>

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

lbrdwprddb01 99.5%	24 x 7	[REDACTED] [REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	10/12/10
[REDACTED] 99.5%	24 x 7	[REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	04/08/11, 09/02/11
Hyperion Virtual Server [REDACTED] 99.5%	24 x 7	[REDACTED] [REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED]	06/22/12
Oracle Internet Directory Virtual Server [REDACTED] 99.5%	24 x 7	[REDACTED] [REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED]	06/22/12
Retail Data Warehouse Virtual Server [REDACTED] 99.5%	24 x 7	[REDACTED] [REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED]	06/22/12

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

<p>Weblogics</p> <p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>████████████████████</p> <p>██████████████████</p> <p>████</p>	<p>06/22/12</p>
<p>Weblogics</p> <p>Virtual Server</p> <p>██████████</p> <p>99.5%</p>	<p>24 x 7</p>	<p>██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p>	<p>████████████████████</p> <p>██████████████████</p> <p>████</p>	<p>06/22/12</p>

Online Availability:

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

Transaction Processing System	Online Window	Target Availability Percentage	Comments	Revision Date

For Scheduled Outages, specify Cycle/Frequency – [REDACTED]

Production Batch Profile – Batch Windows:

Cycle	Start	Stop	Comments	Revision Date

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
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)
SLA Baselines Established for Designated Service Levels
Agency – Public School Employee Retirement System

Original Production Service Level Effective Date – 09/14/00 (Revised 07/28/09)

System Availability:

Target Percentage Availability	Window	Scheduled Outage	Comments	Revision Date
██████████ 99.5%	24 x 7 x 365	██████████ ██████████	██████████ ██████████ ██████████	11/17/08, 06/14/10, 07/19/10
██████████ 99.5%	24 x 7 x 365	██████████ ██████████	██████████ ██████████ ██████████	11/17/08, 06/14/10, 07/19/10
██████████ 99.5%	24 x 7 x 365	██████████ ██████████	██████████ ██████████ ██████████	11/17/08, 06/14/10, 07/19/10
██████████ 99.5%	24 x 7 x 365	██████████ ██████████		11/17/08, 06/14/10, 07/19/10
██████████ 99.5%	24 x 7 x 365	██████████ ██████████		11/17/08, 06/14/10, 07/19/10
██████████ 99.5%	24 x 7 x 365	██████████ ██████████	██████████ ██████████ ██████████	11/17/08, 06/14/10, 07/19/10, 01/04/11
██████████ 99.5%	24 x 7 x 365	██████████ ██████████	██████████ ██████████ ██████████	11/17/08, 06/14/10, 07/19/10, 01/04/11
██████████ 99.5%	24 x 7 x 365	██████████ ██████████		11/17/08, 06/14/10, 07/19/10
██████████ 99.5%	24 x 7 x 365	██████████ ██████████		11/17/08, 06/14/10, 07/19/10

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

██████████ 99.5%	24 x 7 x 365	██████████ ██████████		11/17/08, 06/14/10, 07/19/10
██████████ 99.5%	24 x 7 x 365	██████████ ██████████		07/19/10
██████████ 99.5%	24 x 7 x 365	██████████ ██████████		11/17/08, 06/14/10
██████████ 99.5%	24 x 7 x 365	██████████ ██████████		11/17/08, 06/14/10
██████████ 99.5%	24 x 7 x 365	██████████ ██████████		11/17/08, 06/14/10
██████████ 99.5%	24 x 7 x 365	██████████ ██████████		11/17/08, 06/14/10
██████████ 99.5%	24 x 7 x 365	██████████ ██████████		11/17/08, 06/14/10, 07/19/10
██████████ 99.5%	24 x 7 x 365	██████████ ██████████		11/17/08, 06/14/10
██████████ 99.5%	24 x 7 x 365	██████████ ██████████		11/17/08, 06/14/10
██████████ 99.5%	24 x 7 x 365	██████████ ██████████		11/17/08, 06/14/10
██████████ 99.5%	24 x 7 x 365	██████████ ██████████	██████████ ██████████ ██████████	11/17/08, 06/14/10
██████████ 99.5%	24 x 7 x 365	██████████ ██████████		11/17/08, 11/17/09, 06/14/10

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

██████████ 99.5%	24 x 7 x 365	██████████ ██████████ ██████████		11/17/09, 06/14/10
██████████ 99.5%	24 x 7 x 365	██████████ ██████████ ██████████		11/17/09, 06/14/10
██████████ 99.5%	24 x 7 x 365	██████████ ██████████ ██████████		11/17/09, 06/14/10, 07/19/10
██████████ 99.5%	24 x 7 x 365	██████████ ██████████ ██████████		11/17/09, 06/14/10
██████████ 99.5%	24 x 7 x 365	██████████ ██████████ ██████████		11/17/09, 06/14/10
██████████ 99.5%	24 x 7 x 365	██████████ ██████████ ██████████		11/17/09, 06/14/10
██████████ 99.5%	24 x 7 x 365	██████████ ██████████ ██████████		11/17/09, 06/14/10
██████████ 99.5%	24 x 7 x 365	██████████ ██████████ ██████████		11/17/09, 06/14/10

Online Availability:

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

Transaction Processing System	Online Window	Target Availability Percentage	Comments	Revision Date

For Scheduled Outages, specify Cycle/Frequency – [REDACTED]

Production Batch Profile – Batch Windows:

Cycle	Start	Stop	Comments	Revision Date
PPAS Production Nightly Production Differential Backups	2100	0100	Monday - Friday Window determined utilizing current baseline of 60GB of data. Window must be re-baselined if the data being backed up exceeds 20% of current baseline.	11/17/08, 06/14/10
PPAS Production Weekly Full Backups	1200	1800	Sunday Window determined utilizing current baseline of 230GB of data. Window must be re-baselined if the data being backed up exceeds 20% of current baseline.	11/17/08, 06/14/10

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

PPAS Oracle Daily Hot Backup	0100	0700	Sunday – Friday Window determined utilizing current baseline of 525GB of data. Window must be re-baselined if the data being backed up exceeds 20% of current baseline.	11/17/08, 06/14/10
Consolidation Production Nightly Differential Backups	2150	0550	Monday – Friday Window determined utilizing current baseline of 140GB of data. Window must be re-baselined if the data being backed up exceeds 20% of current baseline.	11/17/08
Consolidation Production Weekly Full Backups	2300	1800	Saturday - Monday Window determined utilizing current baseline of 1100GB of data. Window must be re-baselined if the data being backed up exceeds 20% of current baseline.	11/17/08, 06/14/10
McGregor Daily DB Backup	2200	0600	Monday – Saturday Window determined utilizing current baseline of 70GB of data. Window must be re-baselined if the data being backed up exceeds 20% of current baseline.	11/17/08, 06/14/10

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

McGregor Weekly DB Backup	2000	0800	Saturday – Sunday Window determined utilizing current baseline of 200GB of data. Window must be re-baselined if the data being backed up exceeds 20% of current baseline.	11/17/08, 06/14/10
Lawson Daily DB Backup	2200	0800	Sunday - Saturday Window determined utilizing current baseline of 3.5GB of data. Window must be re-baselined if the data being backed up exceeds 20% of current baseline.	11/17/08, 06/14/10
Lawson Weekly DB Backup	1800	0600	Sunday – Monday 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.	11/17/08
Cypress Daily DB Backup	2200	0600	Monday – Sunday Window determined utilizing current baseline of 1.8GB of data. Window must be re-baselined if the data being backed up exceeds 20% of current baseline.	11/17/08, 11/17/09
LSA SQL Daily DB Backup	1800	0300	Monday – Sunday Window determined utilizing current baseline of 80GB of data. Window must be re-baselined if the data being backed up exceeds 20% of current baseline.	11/17/08

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

Imaging Differential Incremental Backup	1800	2300	Sunday – Friday Window determined utilizing current baseline of 80GB of data. Window must be re-baselined if the data being backed up exceeds 20% of current baseline.	11/17/09
Imaging Weekly Full Backup	1800	2300	Saturday Window determined utilizing current baseline of 270GB of data. Window must be re-baselined if the data being backed up exceeds 20% of current baseline.	11/17/09, 06/14/10

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)
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)
SLA Baselines Established for Designated Service Levels**

Agency – Pennsylvania State Police

Original Production Service Level Effective Date – 08/24/00 (Revised 07/28/09, 05/12/10,
05/20/10)

System Availability:

Target Percentage Availability	Window	Scheduled Outage	Comments	Revision Date
PSP-A 99.9%	24 x 7	[Redacted]	[Redacted]	
PSP-PATCH ES7000/510 [Redacted] 99.9%	24 x 7	[Redacted]	[Redacted]	
CCHRI ES7000/520 [Redacted] 99.9%	24 x 7	[Redacted]	[Redacted]	
CCHRI ES7000/520 [Redacted] 99.9%	24 x 7	[Redacted]	[Redacted]	
CCHRI ES3120 [Redacted] 99.9%	24 x 7	[Redacted]	[Redacted]	
CLEAN Virtual [Redacted] 99.5%	24 x 7	[Redacted]	[Redacted]	05/12/10, 05/11/11

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

CLEAN ES3240 ██████████ 99.5%	24 x 7	██████████ ██████████ ██████████	████████████████████	05/11/11
CLEAN ES3240 ██████████ 99.5%	24 x 7	██████████ ██████████ ██████████	████████████████████	05/11/11

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%		

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

For Scheduled Outages, specify Cycle/Frequency – [REDACTED]

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-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.	

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

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.	
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	

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

PSP- CCHRI Full Weekly Database Backup	0200	0600	Thursday and Sunday	
PSP-CCHRI Database Backup	Every 3 Hours		7 Days a Week	
PSP-CLEAN Daily Incremental Backup	0000	0500	Monday – Friday for production systems Window determined utilizing current baseline of 220GBs of data. Window must be re-baselined if the data being backed up exceeds 20% of current baseline	05/11/11
PSP-CLEAN Weekly Full Backup	Saturday 0550	Sunday 0100	Saturday for production systems Window determined utilizing current baseline of 700GBs of data. Window must be re-baselined if the data being backed up exceeds 20% of current baseline.	05/11/11

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	Comme nts	Revisi on 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

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

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)
SLA Baselines Established for Designated Service Levels**

Agency – Public Utility Commission

Original Production Service Level Effective Date – 10/16/00 (Revised 07/28/09)

The Public Utility Commission (PUC) requests the Vendor load monthly released operating system software patches to all production and test servers as soon as they are available in order to keep in sync with their development environment. This does not allow Vendor time to do adequate testing of patches. Therefore, any SLA violation with a root cause linked back to the application of an untested operating system software patch(es) will be waived.

System Availability:

Target Percentage Availability	Window	Scheduled Outage	Comments	Revision Date
ES3590 ██████████ 99.5%	24 x 7	██████████ ██████████ ██████████ ██████████		10/27/08, 07/28/09, 02/11/11, 08/15/12
ES3560 ██████████ 99.5%	24 x 7	██████████ ██████████ ██████████ ██████████		10/27/08, 07/28/09, 02/11/11, 08/15/12
ES3560 ██████████ 99.5%	24 x 7	██████████ ██████████ ██████████ ██████████		10/27/08, 07/28/09, 02/11/11, 08/15/12
ES3560 ██████████ 99.5%	24 x 7	██████████ ██████████ ██████████ ██████████		10/27/08, 07/28/09, 02/11/11, 08/15/12
ES3560 ██████████ 99.5%	24 x 7	██████████ ██████████ ██████████ ██████████		10/27/08, 07/28/09, 02/11/11, 08/15/12

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

ES3560 ██████████ 99.5%	24 x 7	2000 – 2300 on the Saturday following the 3rd Tuesday of each month		10/27/08, 07/28/09, 02/11/11, 08/15/12
ES3590 ██████████ 99.5%	24 x 7	2000 – 2300 on the Saturday following the 3rd Tuesday of each month		10/27/08, 07/28/09, 02/11/11, 08/15/12
██████████ 99.5%	24 x 7	2000 – 2300 on the Saturday following the 3 rd Tuesday of each month	This server has reached end of service life so SLA will be best effort and waived if caused by equipment failure or inability to procure replacement parts.	08/15/12

Online Availability:

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

Transaction Processing System	Online Window	Target Availability Percentage	Comments	Revision Date

For Scheduled Outages, specify Cycle/Frequency – [REDACTED]

Production Batch Profile – Batch Windows:

Cycle	Start	Stop	Comments	Revision Date
Nightly Production Incremental Backups	0200	0600	Tuesday – Sunday Window determined utilizing current baseline of 180GB of data. Window must be re-baselined if the data being backed up exceeds 20% of current baseline.	10/27/08
Weekly Production Full Backup	2300	0600	Sunday Window determined utilizing current baseline of 650GB of data. Window must be re-baselined if the data being backed up exceeds 20% of current baseline.	10/27/08

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)
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	Comme nts	Revisi on 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)
SLA Baselines Established for Designated Service Levels**

Agency – Department of Labor and Industry - Unemployment Compensation

Original Production Service Level Effective Date – 10/17/00 (Revised 07/28/09)

System Availability:

Target Percentage Availability	Window	Scheduled Outage	Comments	Revision Date
99.9%	24 x 7	[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	

Online Availability:

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

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.

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)
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.

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

IES SLA

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

Exhibit 6.03A
Designated Service Levels
Penalty Calculation Example

System Availability Credits - Example of Small Agency and Large Agency Invoice																					
(Revised 01/04/01)	Monthly Bill → \$115,000	Method	Downtime Occurrences (DO)	1	2	3	4	Formula	Agency Credit	Downtime Category (DC)	Method	Monthly Bill → \$1,000,000									
													Downtime	1.00	1.50	1.00	2.00	1.00	1.50	1.00	2.00
0-30	0.015	DF x Bill x DO		\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	0-30	0.015	DF x Bill x DO	\$0.00	\$0.00	\$0.00	\$0.00					
31-60	0.030	DF x Bill x DO		\$1,725.00	\$2,156.25	\$3,267.50	\$3,798.75		\$3,798.75	31-60	0.030	DF x Bill x DO	\$27,000.00	\$33,750.00	\$40,500.00	\$46,400.00					
61-90	0.045	DF x Bill x DO		\$2,587.50	\$3,234.38	\$4,901.25	\$5,698.13		\$5,698.13	91-120	0.020	DF x Bill x DO	\$41,000.00	\$51,250.00	\$61,500.00	\$71,750.00					
91-120	0.060	DF x Bill x DO		\$3,450.00	\$4,312.50	\$6,318.75	\$7,230.00		\$7,230.00	121-150	0.025	DF x Bill x DO	\$43,000.00	\$53,750.00	\$64,500.00	\$75,250.00					
151-180	0.075	DF x Bill x DO		\$4,312.50	\$5,390.63	\$7,676.25	\$8,853.75		\$8,853.75	151-180	0.035	DF x Bill x DO	\$56,000.00	\$70,000.00	\$84,000.00	\$98,000.00					
181-210	0.090	DF x Bill x DO		\$5,175.00	\$6,468.75	\$9,225.00	\$10,518.75		\$10,518.75	181-210	0.050	DF x Bill x DO	\$70,000.00	\$87,500.00	\$105,000.00	\$122,500.00					
211-240	0.105	DF x Bill x DO		\$6,037.50	\$7,546.88	\$10,868.75	\$12,378.13		\$12,378.13	211-240	0.060	DF x Bill x DO	\$84,000.00	\$105,000.00	\$126,000.00	\$147,000.00					
241-270	0.120	DF x Bill x DO		\$6,900.00	\$8,625.00	\$12,450.00	\$14,175.00		\$14,175.00	241-270	0.070	DF x Bill x DO	\$98,000.00	\$122,500.00	\$147,000.00	\$171,500.00					
271-300	0.135	DF x Bill x DO		\$7,762.50	\$9,703.13	\$14,025.00	\$15,856.25		\$15,856.25	271-300	0.080	DF x Bill x DO	\$112,000.00	\$140,000.00	\$168,000.00	\$196,000.00					
301-330	0.150	DF x Bill x DO		\$8,625.00	\$10,781.25	\$15,525.00	\$17,468.75		\$17,468.75	301-330	0.090	DF x Bill x DO	\$126,000.00	\$157,500.00	\$189,000.00	\$220,500.00					
331-360	0.165	DF x Bill x DO		\$9,487.50	\$11,859.38	\$17,087.50	\$19,230.63		\$19,230.63	331-360	0.100	DF x Bill x DO	\$140,000.00	\$175,000.00	\$210,000.00	\$245,000.00					
361-390	0.180	DF x Bill x DO		\$10,350.00	\$12,937.50	\$18,712.50	\$21,290.00		\$21,290.00	391-420	0.085	DF x Bill x DO	\$130,000.00	\$162,500.00	\$195,000.00	\$227,500.00					
421-450	0.195	DF x Bill x DO		\$11,212.50	\$14,015.63	\$20,025.00	\$22,828.13		\$22,828.13	421-450	0.095	DF x Bill x DO	\$144,000.00	\$180,000.00	\$216,000.00	\$252,000.00					
451-480	0.210	DF x Bill x DO		\$12,075.00	\$15,093.75	\$21,525.00	\$24,450.00		\$24,450.00	451-480	0.105	DF x Bill x DO	\$158,000.00	\$197,500.00	\$237,000.00	\$276,500.00					
481-510	0.225	DF x Bill x DO		\$12,937.50	\$16,171.88	\$23,062.50	\$26,343.75		\$26,343.75	481-510	0.115	DF x Bill x DO	\$172,000.00	\$215,000.00	\$258,000.00	\$301,000.00					
511-540	0.240	DF x Bill x DO		\$13,800.00	\$17,250.00	\$24,675.00	\$28,100.00		\$28,100.00	511-540	0.125	DF x Bill x DO	\$186,000.00	\$232,500.00	\$279,000.00	\$325,500.00					
541-570	0.255	DF x Bill x DO		\$14,662.50	\$18,328.13	\$26,362.50	\$30,215.63		\$30,215.63	541-570	0.135	DF x Bill x DO	\$200,000.00	\$252,500.00	\$305,000.00	\$357,500.00					
571-600	0.270	DF x Bill x DO		\$15,525.00	\$19,406.25	\$27,825.00	\$32,037.50		\$32,037.50	571-600	0.145	DF x Bill x DO	\$214,000.00	\$270,500.00	\$327,000.00	\$383,500.00					

When the downtime in minutes exceeds 600 the Hourly Factor is calculated as follows: Determine the number of minutes over 600 and divide by 60 to get the number of "additional hours" needed for the total. Add 1 if there is a remainder. Multiply this number by .004 and add to AG.

The above charts reflect the method for calculating System Availability credits. Each Agency will have a System Availability percentage. This percentage will determine the amount of EXCLUDED system downtime. Example: Assuming an availability percentage of 99.5%, a 24x7 workday, a 30 day month, and giving the vendor 4 hours of scheduled maintenance per month gives the following:
 24 hrs x 30 days = 720 hrs
 720 - 4 maint. = 716 hrs
 99.5% x 716 hrs = 712.42 hrs of SYSTEM AVAILABILITY
 716 - 712.42 = 3.58 hrs EXCLUDED DOWNTIME
 The duration of each downtime (outage) in the category is to be accumulated for the month. The accrued downtime is subtracted from the cumulative downtime for the month to determine the Downtime in hrs. (Revised 02/13/00)
 The downtimes shown above are in excess of the 4 hours scheduled maintenance and the 3.58 hours of EXCLUDED downtime. Using 99.5%, the accrued downtime would be 3.58 hours.
 In a given month, the first outage that causes the downtime accumulated for the month to exceed the accrued downtime will constitute the first occurrence. Each subsequent occurrence of downtime in that category will be counted as an occurrence. (Revised 02/13/00)

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

Exhibit 6.03A
Designated Service Levels
Penalty Calculation Example

Online Transaction Processing System Credits - Example of Small and Large Agency Invoice													
Method						Method							
(Revised 01/04/01)	Monthly Bill → \$115,000					(Revised 01/04/01)	Monthly Bill → \$1,000,000						
Downtime in minutes	Downtime Factor (DF)	Formula	Downtime Occurrences (DO)				Downtime in minutes	Downtime Factor (DF)	Formula	Downtime Occurrences (DO)			
			1 1.55	2 1.35	3 1.55	4 4.35				1 1.55	2 1.35	3 1.55	4 4.35
			Agency Credit							Agency Credit			
Escused downtime based on Availability %			\$0.00	\$0.00	\$0.00	\$0.00	Escused downtime based on Availability %			\$0.00	\$0.00	\$0.00	\$0.00
0-30	0.009	DF x Bill x DO	\$1,035.00	\$1,260.75	\$1,550.50	\$4,366.75	0.009	DF x Bill x DO	\$18,200.00	\$20,250.00	\$24,300.00	\$68,850.00	
31-60	0.011	DF x Bill x DO	\$1,265.00	\$1,561.25	\$1,927.50	\$5,376.25	0.011	DF x Bill x DO	\$21,800.00	\$24,750.00	\$29,700.00	\$86,250.00	
61-90	0.013	DF x Bill x DO	\$1,495.00	\$1,895.75	\$2,342.50	\$6,369.75	0.013	DF x Bill x DO	\$25,400.00	\$29,250.00	\$35,100.00	\$99,450.00	
91-120	0.015	DF x Bill x DO	\$1,725.00	\$2,156.25	\$2,697.50	\$7,381.25	0.015	DF x Bill x DO	\$29,000.00	\$33,750.00	\$40,500.00	\$114,250.00	
121-150	0.017	DF x Bill x DO	\$1,955.00	\$2,445.75	\$3,032.50	\$8,399.25	0.017	DF x Bill x DO	\$32,600.00	\$38,250.00	\$46,800.00	\$130,950.00	
151-180	0.019	DF x Bill x DO	\$2,185.00	\$2,731.25	\$3,377.50	\$9,389.25	0.019	DF x Bill x DO	\$36,200.00	\$42,750.00	\$52,500.00	\$148,250.00	
181-210	0.021	DF x Bill x DO	\$2,415.00	\$3,011.75	\$3,722.50	\$10,389.75	0.021	DF x Bill x DO	\$39,800.00	\$47,250.00	\$58,200.00	\$167,950.00	
211-240	0.023	DF x Bill x DO	\$2,645.00	\$3,306.25	\$4,067.50	\$11,389.25	0.023	DF x Bill x DO	\$43,400.00	\$51,750.00	\$63,600.00	\$179,850.00	
241-270	0.025	DF x Bill x DO	\$2,875.00	\$3,591.75	\$4,412.50	\$12,389.25	0.025	DF x Bill x DO	\$47,000.00	\$56,250.00	\$69,600.00	\$194,250.00	
271-300	0.027	DF x Bill x DO	\$3,105.00	\$3,877.25	\$4,757.50	\$13,389.25	0.027	DF x Bill x DO	\$50,600.00	\$60,750.00	\$75,000.00	\$208,650.00	
301-330	0.029	DF x Bill x DO	\$3,335.00	\$4,162.75	\$5,102.50	\$14,389.25	0.029	DF x Bill x DO	\$54,200.00	\$65,250.00	\$81,000.00	\$223,050.00	
331-360	0.031	DF x Bill x DO	\$3,565.00	\$4,448.25	\$5,447.50	\$15,389.25	0.031	DF x Bill x DO	\$57,800.00	\$69,750.00	\$87,000.00	\$237,450.00	
361-390	0.033	DF x Bill x DO	\$3,795.00	\$4,733.75	\$5,792.50	\$16,389.25	0.033	DF x Bill x DO	\$61,400.00	\$74,250.00	\$92,400.00	\$251,850.00	
391-420	0.035	DF x Bill x DO	\$4,025.00	\$5,019.25	\$6,137.50	\$17,389.25	0.035	DF x Bill x DO	\$65,000.00	\$78,750.00	\$97,800.00	\$266,250.00	
421-450	0.037	DF x Bill x DO	\$4,255.00	\$5,304.75	\$6,482.50	\$18,389.25	0.037	DF x Bill x DO	\$68,600.00	\$83,250.00	\$103,200.00	\$280,650.00	
451-480	0.039	DF x Bill x DO	\$4,485.00	\$5,590.25	\$6,827.50	\$19,389.25	0.039	DF x Bill x DO	\$72,200.00	\$87,750.00	\$108,600.00	\$295,050.00	
481-510	0.041	DF x Bill x DO	\$4,715.00	\$5,875.75	\$7,172.50	\$20,389.25	0.041	DF x Bill x DO	\$75,800.00	\$92,250.00	\$114,000.00	\$309,450.00	
511-540	0.043	DF x Bill x DO	\$4,945.00	\$6,161.25	\$7,517.50	\$21,389.25	0.043	DF x Bill x DO	\$79,400.00	\$96,750.00	\$119,400.00	\$323,850.00	
541-570	0.045	DF x Bill x DO	\$5,175.00	\$6,446.75	\$7,862.50	\$22,389.25	0.045	DF x Bill x DO	\$83,000.00	\$101,250.00	\$124,800.00	\$338,250.00	
571-600	0.047	DF x Bill x DO	\$5,405.00	\$6,732.25	\$8,207.50	\$23,389.25	0.047	DF x Bill x DO	\$86,600.00	\$105,750.00	\$130,200.00	\$352,650.00	

****When the downtime in minutes exceeds 600, the Downtime Factor is calculated as follows: Determine the number of minutes over 600 and divide by 30 to get the number of "additional" entries needed for the table. Add 1 if there is a remainder. Multiply this number by .002 and add it to .047. **** (Revised 09/20/01, 01/06/11)

The above charts reflect the method for calculating Transaction Processing System Availability credits. Each Agency will have a Transaction Processing System Availability percentage. This percentage will determine the amount of EXCLUDED system downtime. Example: Assuming an availability percentage of 99.5%, a 2x/7 workday, a 30 day month, and giving the vendor 4 hours of scheduled maintenance per month gives the following:

34 hrs x 30 days = 720 hrs.
 720 - 4 maint. = 716 hrs
 99.5% x 716 hrs = 712.42 hrs of TRANSACTION PROCESSING SYSTEM AVAILABILITY
 716 - 712.42 = 3.58 hrs EXCLUDED DOWNTIME

The duration of each downtime (outage) in the category is to be accumulated for the month. (Revised 09/13/00)

The downtimes shown above are in excess of the 4 hours scheduled maintenance and the X.XXX hours of EXCLUDED downtime. Using 99.5%, the accrued downtime would be 3.58 hours. In a given month, the first outage that causes the downtime accumulated for the month to exceed the accrued downtime will constitute the first occurrence. Each subsequent occurrence of downtime in that category will be counted as an occurrence. (Revised 09/13/00).

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

**Exhibit 6.03A
Designated Service Levels
Penalty Calculation Example**

Production Batch Credits - Failure To Meet Batch Window - Example of small and large agency invoice							
Method				Method			
Monthly Bill →				Monthly Bill →			
\$115,000				\$1,800,000			
Batch Incidents per month	Batch Factor (BF)	Formula	Agency Credit	Batch Incidents per month	Batch Factor (BF)	Formula	Agency Credit
1	0.0020	BF x Bill	\$230.00	1	0.0020	BF x Bill	\$3,600.00
2	0.0055	BF x Bill	\$632.50	2	0.0055	BF x Bill	\$9,900.00
3	0.0090	BF x Bill	\$1,035.00	3	0.0090	BF x Bill	\$16,200.00
4	0.0125	BF x Bill	\$1,437.50	4	0.0125	BF x Bill	\$22,500.00

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

**Exhibit 6.03A
Designated Service Levels
Penalty Calculation Example**

Online Performance Credits - Example of small and large agency invoice							
Method				Method			
Monthly Bill ---->				\$115,000		Monthly Bill ---->	
				\$1,800,000			
Consecutive Monthly Occurrences	Online Factor (OF)	Formula	Agency Credit	Consecutive Monthly Occurrences	Online Factor (OF)	Formula	Agency Credit
		1	0.0030			OF x Bill	\$345.00
2	0.0070	OF x Bill	\$805.00	2	0.0070	OF x Bill	\$12,600.00
3	0.0110	OF x Bill	\$1,265.00	3	0.0110	OF x Bill	\$19,800.00
4	0.0150	OF x Bill	\$1,725.00	4	0.0150	OF x Bill	\$27,000.00

Online Performance is based on an Agency Transaction Profile. An Agency can choose up to 10 individual transactions for their agency profile. A profile contains from 1 - 10 transactions that are representative of the agency's online environment. The transaction profile can be based on high volume, criticality, or unique performance characteristics. All response times within the profile must be met to prevent an SLA violation for the vendor.

SLA response times will be determined with the system and transaction system log data collected from the agencies. If an agency does not have the tools or resources to gather these measurements, they will be established 90 days following the transition of the agency.

The vendor will be granted a 10% variance for all response times. Example: If an agency reports a .8 sec. response time, the vendor is allowed $.8 + 10\% = .88$ sec. response time. No credit would be granted until the response time exceeds .88 seconds.

The Online Factor increase is based on consecutive monthly occurrences of this SLA violation. In a month where the Online Performance SLA is met, the month counter is reset to zero. (Revised 01/05/11)

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

DPW SLA

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

Exhibit 6.03A
Designated Service Levels
Penalty Calculation Example

System Availability Credits - Example of Small Agency and Large Agency Invoice													
Method						Method							
(Revised 01/04/01) Monthly Bill →	\$138,000					(Revised 01/04/01) Monthly Bill →	\$1,000,000						
	Downtime Occurrences (DO)						Downtime Occurrences (DO)						
Downtime Category	Downtime Factor (DF)	Formula	1.00	1.25	1.50	2.00	Downtime Category	Downtime Factor (DF)	Formula	1.00	1.25	1.50	2.00
Agency Credit						Agency Credit							
Percent downtime based on System Availability %						Percent downtime based on System Availability %							
0-30	0.015	DF x Bill x DO	\$0.00	\$0.00	\$0.00	\$0.00	0-30	0.015	DF x Bill x DO	\$0.00	\$0.00	\$0.00	\$0.00
31-60	0.019	DF x Bill x DO	\$1,725.00	\$2,156.25	\$2,587.50	\$3,412.50	31-60	0.019	DF x Bill x DO	\$27,000.00	\$33,750.00	\$40,500.00	\$54,000.00
61-90	0.023	DF x Bill x DO	\$3,135.00	\$3,918.75	\$4,702.50	\$6,137.50	61-90	0.023	DF x Bill x DO	\$41,400.00	\$51,750.00	\$62,100.00	\$82,500.00
91-120	0.027	DF x Bill x DO	\$3,705.00	\$4,631.25	\$5,562.50	\$7,350.00	91-120	0.027	DF x Bill x DO	\$49,500.00	\$61,875.00	\$74,250.00	\$99,000.00
121-150	0.031	DF x Bill x DO	\$4,335.00	\$5,418.75	\$6,502.50	\$8,637.50	121-150	0.031	DF x Bill x DO	\$56,700.00	\$70,875.00	\$85,050.00	\$113,400.00
151-180	0.035	DF x Bill x DO	\$5,025.00	\$6,281.25	\$7,542.50	\$10,057.50	151-180	0.035	DF x Bill x DO	\$63,900.00	\$79,875.00	\$95,850.00	\$128,000.00
181-210	0.039	DF x Bill x DO	\$5,775.00	\$7,218.75	\$8,657.50	\$11,542.50	181-210	0.039	DF x Bill x DO	\$71,100.00	\$88,875.00	\$106,650.00	\$142,440.00
211-240	0.043	DF x Bill x DO	\$6,525.00	\$8,161.25	\$9,797.50	\$13,027.50	211-240	0.043	DF x Bill x DO	\$78,300.00	\$97,875.00	\$117,450.00	\$157,380.00
241-270	0.047	DF x Bill x DO	\$7,275.00	\$9,093.75	\$10,912.50	\$14,512.50	241-270	0.047	DF x Bill x DO	\$85,500.00	\$106,875.00	\$128,250.00	\$172,170.00
271-300	0.051	DF x Bill x DO	\$8,025.00	\$10,031.25	\$12,062.50	\$16,097.50	271-300	0.051	DF x Bill x DO	\$92,700.00	\$115,875.00	\$141,750.00	\$191,640.00
301-330	0.055	DF x Bill x DO	\$8,775.00	\$10,968.75	\$13,152.50	\$17,532.50	301-330	0.055	DF x Bill x DO	\$99,900.00	\$124,875.00	\$153,750.00	\$207,600.00
331-360	0.059	DF x Bill x DO	\$9,525.00	\$11,906.25	\$14,242.50	\$19,017.50	331-360	0.059	DF x Bill x DO	\$107,100.00	\$133,875.00	\$165,750.00	\$225,660.00
361-390	0.063	DF x Bill x DO	\$10,275.00	\$12,843.75	\$15,332.50	\$20,502.50	361-390	0.063	DF x Bill x DO	\$114,300.00	\$143,875.00	\$177,750.00	\$240,600.00
391-420	0.067	DF x Bill x DO	\$11,025.00	\$13,781.25	\$16,467.50	\$22,017.50	391-420	0.067	DF x Bill x DO	\$121,500.00	\$154,875.00	\$190,750.00	\$258,600.00
421-450	0.071	DF x Bill x DO	\$11,775.00	\$14,718.75	\$17,552.50	\$23,532.50	421-450	0.071	DF x Bill x DO	\$128,700.00	\$165,875.00	\$204,750.00	\$276,540.00
461-490	0.075	DF x Bill x DO	\$12,525.00	\$15,656.25	\$18,687.50	\$25,067.50	461-490	0.075	DF x Bill x DO	\$135,900.00	\$176,875.00	\$218,750.00	\$294,480.00
491-510	0.079	DF x Bill x DO	\$13,275.00	\$16,593.75	\$19,822.50	\$26,602.50	491-510	0.079	DF x Bill x DO	\$143,100.00	\$187,875.00	\$232,750.00	\$312,420.00
511-540	0.083	DF x Bill x DO	\$14,025.00	\$17,531.25	\$21,057.50	\$28,137.50	511-540	0.083	DF x Bill x DO	\$150,300.00	\$198,875.00	\$246,750.00	\$330,360.00
541-570	0.087	DF x Bill x DO	\$14,775.00	\$18,468.75	\$22,302.50	\$29,672.50	541-570	0.087	DF x Bill x DO	\$157,500.00	\$209,875.00	\$260,750.00	\$348,300.00
571-600	0.091	DF x Bill x DO	\$15,525.00	\$19,406.25	\$23,547.50	\$31,207.50	571-600	0.091	DF x Bill x DO	\$164,700.00	\$220,875.00	\$274,750.00	\$366,240.00

When the downtime in minutes exceeds 300, the Hourly Factor is calculated as follows: Determine the number of minutes over 300 and divide by 30 to get the number of "additional hours" needed for the table. Add 1 if there is a remainder. Multiply this number by 300 and add to the amount shown in the table.

The above charts reflect the method for calculating System Availability credits. Each Agency will have a System Availability percentage. This percentage will determine the amount of EXCLUDED system downtime. Example: Assuming an availability percentage of 99.5%, a 367 workday, a 30 day month, and giving the vendor 4 hours of scheduled maintenance per month, gives the following:
 34 hrs x 30 days = 720 hrs
 720 - 4 maint. = 716 hrs
 99.5% x 716 hrs = 712.42 hrs of SYSTEM AVAILABILITY
 716 - 712.42 = 3.58 hrs EXCLUDED DOWNTIME

The duration of each downtime (outage) in the category is to be accumulated for the month. The accrued downtime is subtracted from the cumulative downtime for the month to determine the Downtime in hrs. (Revised 06/13/00)

The downtimes shown above are in excess of the 4 hours scheduled maintenance and the 3.58 hours of EXCLUDED downtime. Using 99.5%, the accrued downtime would be 3.58 hours.

In a given month, the first outage that causes the downtime accumulated for the month to exceed the accrued downtime will constitute the first occurrence. Each subsequent occurrence of downtime in that category will be counted as an occurrence. (Revised 06/13/00)

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

**Exhibit 6.03A
Designated Service Levels
Penalty Calculation Example**

Online Transaction Processing System Credits - Example of Small and Large Agency Invoice													
Method						Method							
Downtime to include	Downtime Factor (DF)	Formula	Monthly Bill → \$115,000				Downtime to include	Downtime Factor (DF)	Formula	Monthly Bill → \$1,000,000			
			Downtime Occurrences (DO)							Downtime Occurrences (DO)			
			1	2	3	4				1	2	3	4
Agency Credit				Agency Credit									
Escused downtime based on Availability %						Escused downtime based on Availability %							
0-30	0.009	DF x Bill x DO	\$0.00	\$0.00	\$0.00	\$0.00	0.009	DF x Bill x DO	\$0.00	\$0.00	\$0.00	\$0.00	
31-60	0.011	DF x Bill x DO	\$1,035.00	\$1,290.75	\$1,545.50	\$4,366.75	0.011	DF x Bill x DO	\$18,200.00	\$20,250.00	\$24,300.00	\$68,650.00	
61-90	0.015	DF x Bill x DO	\$1,282.50	\$1,603.25	\$1,924.00	\$5,376.25	0.015	DF x Bill x DO	\$24,300.00	\$27,375.00	\$32,400.00	\$94,150.00	
91-120	0.016	DF x Bill x DO	\$1,282.50	\$1,603.25	\$1,924.00	\$5,376.25	0.016	DF x Bill x DO	\$27,000.00	\$30,750.00	\$36,000.00	\$114,750.00	
121-150	0.017	DF x Bill x DO	\$1,282.50	\$1,603.25	\$1,924.00	\$5,376.25	0.017	DF x Bill x DO	\$30,000.00	\$34,500.00	\$42,000.00	\$130,000.00	
151-180	0.019	DF x Bill x DO	\$2,115.00	\$2,643.75	\$3,172.50	\$8,782.50	0.019	DF x Bill x DO	\$34,200.00	\$39,750.00	\$47,700.00	\$142,650.00	
181-210	0.021	DF x Bill x DO	\$2,415.00	\$3,018.75	\$3,623.50	\$10,052.25	0.021	DF x Bill x DO	\$37,800.00	\$43,575.00	\$52,700.00	\$164,075.00	
211-240	0.023	DF x Bill x DO	\$2,647.50	\$3,309.25	\$3,999.00	\$11,321.25	0.023	DF x Bill x DO	\$41,400.00	\$47,925.00	\$58,100.00	\$176,425.00	
241-270	0.025	DF x Bill x DO	\$2,872.50	\$3,581.25	\$4,312.50	\$12,716.25	0.025	DF x Bill x DO	\$45,000.00	\$52,500.00	\$63,750.00	\$191,250.00	
271-300	0.027	DF x Bill x DO	\$3,102.00	\$3,877.25	\$4,652.50	\$14,148.25	0.027	DF x Bill x DO	\$48,600.00	\$56,700.00	\$69,000.00	\$209,300.00	
301-330	0.029	DF x Bill x DO	\$3,332.00	\$4,165.25	\$4,952.50	\$14,715.25	0.029	DF x Bill x DO	\$52,200.00	\$60,825.00	\$74,400.00	\$227,425.00	
331-360	0.031	DF x Bill x DO	\$3,562.00	\$4,453.25	\$5,242.50	\$15,151.25	0.031	DF x Bill x DO	\$55,800.00	\$64,950.00	\$79,700.00	\$237,450.00	
361-390	0.033	DF x Bill x DO	\$3,792.00	\$4,741.25	\$5,632.50	\$16,128.25	0.033	DF x Bill x DO	\$59,400.00	\$69,450.00	\$85,400.00	\$249,250.00	
391-420	0.035	DF x Bill x DO	\$4,022.00	\$5,031.25	\$6,021.50	\$17,105.25	0.035	DF x Bill x DO	\$63,000.00	\$74,250.00	\$91,000.00	\$262,250.00	
421-450	0.037	DF x Bill x DO	\$4,252.00	\$5,318.75	\$6,308.50	\$18,082.25	0.037	DF x Bill x DO	\$66,600.00	\$79,125.00	\$97,500.00	\$276,225.00	
451-480	0.039	DF x Bill x DO	\$4,482.00	\$5,606.25	\$6,598.50	\$19,059.25	0.039	DF x Bill x DO	\$70,200.00	\$84,375.00	\$104,300.00	\$291,900.00	
481-510	0.041	DF x Bill x DO	\$4,712.00	\$5,893.75	\$7,078.50	\$20,036.25	0.041	DF x Bill x DO	\$73,800.00	\$89,250.00	\$110,700.00	\$308,750.00	
511-540	0.043	DF x Bill x DO	\$4,942.00	\$6,181.25	\$7,468.50	\$21,013.25	0.043	DF x Bill x DO	\$77,400.00	\$93,750.00	\$117,100.00	\$326,850.00	
541-570	0.045	DF x Bill x DO	\$5,172.00	\$6,468.75	\$7,858.50	\$21,990.25	0.045	DF x Bill x DO	\$81,000.00	\$98,250.00	\$123,500.00	\$345,750.00	
571-600	0.047	DF x Bill x DO	\$5,402.00	\$6,756.25	\$8,148.50	\$22,967.25	0.047	DF x Bill x DO	\$84,600.00	\$102,750.00	\$129,900.00	\$365,250.00	

****When the downtime in minutes exceeds 600, the Downtime Factor is calculated as follows: Determine the number of minutes over 600 and divide by 30 to get the number of "additional" entries needed for the table. Add 1 if there is a remainder. Multiply this number by .002 and add it to .047. **** (Revised 09/27/01, 01/09/11)

The above charts reflect the method for calculating Transaction Processing System Availability credits. Each Agency will have a Transaction Processing System Availability percentage. This percentage will determine the amount of EXCLUDED system downtime. Example: Assuming an availability percentage of 99.5%, a 24x7 workday, a 30 day month, and giving the vendor 4 hours of scheduled maintenance per month gives the following:

24 hrs x 30 days = 720 hrs.
 720 - 4 maint. = 716 hrs.
 99.5% x 716 hrs = 712.42 hrs of TRANSACTION PROCESSING SYSTEM AVAILABILITY
 716 - 712.42 = 3.58 hrs EXCLUDED DOWNTIME

The duration of each downtime (outage) in the category is to be accumulated for the month. (Revised 09/13/00)

The downtimes shown above are in excess of the 4 hours scheduled maintenance and the X.XX hours of EXCLUDED downtime. Using 99.5%, the escused downtime would be 3.58 hours. In a given month, the first outage that causes the downtime accumulated for the month to exceed the escused downtime will constitute the first occurrence. Each subsequent occurrence of downtime in that category will be counted as an occurrence. (Revised 09/13/00).

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

**Exhibit 6.03A
Designated Service Levels
Penalty Calculation Example**

Production Batch Credits - Failure To Meet Batch Window - Example of small and large agency invoice							
Method				Method			
Monthly Bill → \$115,000				Monthly Bill → \$1,800,000			
Batch Incidents per month	Batch Factor (BF)	Formula	Agency Credit	Batch Incidents per month	Batch Factor (BF)	Formula	Agency Credit
1	0.0020	BF x Bill	\$230.00	1	0.0020	BF x Bill	\$3,600.00
2	0.0055	BF x Bill	\$632.50	2	0.0055	BF x Bill	\$9,900.00
3	0.0090	BF x Bill	\$1,035.00	3	0.0090	BF x Bill	\$16,200.00
4	0.0125	BF x Bill	\$1,437.50	4	0.0125	BF x Bill	\$22,500.00

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

**Exhibit 6.03A
Designated Service Levels
Penalty Calculation Example**

Online Performance Credits - Example of small and large agency invoice							
Method				Method			
Monthly Bill -->				Monthly Bill -->			
\$115,000				\$1,800,000			
		Formula	Agency Credit			Formula	Agency Credit
Consecutive Monthly Occurrences	Online Factor (OF)			Consecutive Monthly Occurrences	Online Factor (OF)		
1	0.0030	OF x Bill	\$345.00	1	0.0030	OF x Bill	\$5,400.00
2	0.0070	OF x Bill	\$805.00	2	0.0070	OF x Bill	\$12,600.00
3	0.0110	OF x Bill	\$1,265.00	3	0.0110	OF x Bill	\$19,800.00
4	0.0150	OF x Bill	\$1,725.00	4	0.0150	OF x Bill	\$27,000.00
<p>Online Performance is based on an Agency Transaction Profile. An Agency can choose up to 10 individual transactions for their agency profile. A profile contains from 1 - 10 transactions that are representative of the agency's online environment. The transaction profile can be based on high volume, criticality, or unique performance characteristics. All response times within the profile must be met to prevent an SLA violation for the vendor.</p> <p>SLA response times will be determined with the system and transaction system log data collected from the agencies. If an agency does not have the tools or resources to gather these measurements, they will be established 90 days following the transition of the agency.</p> <p>The vendor will be granted a 10% variance for all response times. Example: If an agency reports a .8 sec. response time, the vendor is allowed $.8 + 10\% = .88$ sec. response time. No credit would be granted until the response time exceeds .88 seconds.</p> <p>The Online Factor Increase is based on consecutive monthly occurrences of this SLA violation. In a month where the Online Performance SLA is met, the month counter is reset to zero. (Revised 01/05/11)</p>							

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

Exhibit 6.03A
Designated Service Levels
Penalty Calculation Example

System Availability Credits - Example of Small Agency and Large Agency Invoice												
Method						Method						
(Revised 01/04/01) Monthly Bill → \$138,000						(Revised 01/04/01) Monthly Bill → \$1,000,000						
Downtime Occurrences (DO)						Downtime Occurrences (DO)						
1						1						
2						2						
3						3						
4						4						
Agency Credit						Agency Credit						
Downtime Category (DF)	Formula	1.00	1.50	1.00	2.00	Downtime Category (DF)	Formula	1.00	1.50	1.00	2.00	
(Revised 01/04/01) Monthly Bill → \$138,000 Downtime Category (DF) Formula → 1.00 1.50 1.00 2.00 Agency Credit 0-30 0.015 DF x Bill x DO \$0.00 \$0.00 \$0.00 \$0.00 31-60 0.010 DF x Bill x DO \$1,725.00 \$2,587.50 \$3,450.00 \$4,312.50 61-90 0.025 DF x Bill x DO \$3,450.00 \$5,175.00 \$6,900.00 \$8,625.00 91-120 0.020 DF x Bill x DO \$3,720.00 \$5,580.00 \$7,160.00 \$8,960.00 121-150 0.025 DF x Bill x DO \$3,720.00 \$5,580.00 \$7,160.00 \$8,960.00 151-180 0.030 DF x Bill x DO \$4,080.00 \$6,120.00 \$8,160.00 \$10,200.00 181-210 0.030 DF x Bill x DO \$4,080.00 \$6,120.00 \$8,160.00 \$10,200.00 211-240 0.045 DF x Bill x DO \$6,270.00 \$9,405.00 \$12,600.00 \$16,200.00 241-270 0.047 DF x Bill x DO \$6,495.00 \$9,742.50 \$13,010.00 \$16,680.00 271-300 0.051 DF x Bill x DO \$7,035.00 \$10,552.50 \$14,070.00 \$17,745.00 301-330 0.055 DF x Bill x DO \$7,575.00 \$11,362.50 \$15,130.00 \$18,810.00 331-360 0.059 DF x Bill x DO \$8,115.00 \$12,172.50 \$16,190.00 \$19,875.00 361-390 0.063 DF x Bill x DO \$8,655.00 \$12,982.50 \$17,250.00 \$20,940.00 391-420 0.067 DF x Bill x DO \$9,195.00 \$13,792.50 \$18,310.00 \$22,005.00 421-450 0.071 DF x Bill x DO \$9,735.00 \$14,602.50 \$19,370.00 \$23,070.00 461-480 0.075 DF x Bill x DO \$10,275.00 \$15,412.50 \$20,430.00 \$24,135.00 481-510 0.079 DF x Bill x DO \$10,815.00 \$16,222.50 \$21,490.00 \$25,200.00 511-540 0.083 DF x Bill x DO \$11,355.00 \$17,032.50 \$22,550.00 \$26,265.00 541-570 0.087 DF x Bill x DO \$11,895.00 \$17,842.50 \$23,610.00 \$27,330.00 571-600 0.091 DF x Bill x DO \$12,435.00 \$18,652.50 \$24,670.00 \$28,395.00						(Revised 01/04/01) Monthly Bill → \$1,000,000 Downtime Category (DF) Formula → 1.00 1.50 1.00 2.00 Agency Credit 0-30 0.015 DF x Bill x DO \$0.00 \$0.00 \$0.00 \$0.00 31-60 0.010 DF x Bill x DO \$27,000.00 \$40,500.00 \$54,000.00 \$70,500.00 61-90 0.025 DF x Bill x DO \$54,000.00 \$81,000.00 \$108,000.00 \$141,000.00 91-120 0.020 DF x Bill x DO \$60,000.00 \$90,000.00 \$120,000.00 \$160,000.00 121-150 0.025 DF x Bill x DO \$60,000.00 \$90,000.00 \$120,000.00 \$160,000.00 151-180 0.030 DF x Bill x DO \$66,000.00 \$99,000.00 \$132,000.00 \$176,000.00 181-210 0.030 DF x Bill x DO \$66,000.00 \$99,000.00 \$132,000.00 \$176,000.00 211-240 0.045 DF x Bill x DO \$99,000.00 \$148,500.00 \$198,000.00 \$267,000.00 241-270 0.047 DF x Bill x DO \$102,900.00 \$154,350.00 \$204,600.00 \$272,850.00 271-300 0.051 DF x Bill x DO \$107,100.00 \$160,650.00 \$211,200.00 \$279,300.00 301-330 0.055 DF x Bill x DO \$111,300.00 \$166,950.00 \$217,800.00 \$285,750.00 331-360 0.059 DF x Bill x DO \$115,500.00 \$173,250.00 \$224,400.00 \$292,200.00 361-390 0.063 DF x Bill x DO \$119,700.00 \$179,550.00 \$231,000.00 \$298,650.00 391-420 0.067 DF x Bill x DO \$123,900.00 \$185,850.00 \$237,600.00 \$305,100.00 421-450 0.071 DF x Bill x DO \$128,100.00 \$192,150.00 \$244,200.00 \$311,550.00 461-480 0.075 DF x Bill x DO \$132,300.00 \$198,450.00 \$250,800.00 \$318,000.00 481-510 0.079 DF x Bill x DO \$136,500.00 \$204,750.00 \$257,400.00 \$324,450.00 511-540 0.083 DF x Bill x DO \$140,700.00 \$211,050.00 \$264,000.00 \$330,900.00 541-570 0.087 DF x Bill x DO \$144,900.00 \$217,350.00 \$270,600.00 \$337,350.00 571-600 0.091 DF x Bill x DO \$149,100.00 \$223,650.00 \$277,200.00 \$343,800.00						

When the downtime in minutes exceeds 300, the Hourly Factor is calculated as follows: Determine the number of minutes over 300 and divide by 30 to get the number of "additional occurrences" needed for the table. Add 1 if there is a remainder. Multiply this number by 300 and add to 300.

Example: 1215 minutes / 30 = 40.5
 40.5 x 300 = 12,150 minutes / 60 = 202.5 occurrences
 202.5 + 1 = 203 occurrences

The above charts reflect the method for calculating System Availability credits. Each Agency will have a System Availability percentage. This percentage will determine the amount of EXCLUDED system downtime. Example: Assuming an availability percentage of 99.5%, a 367 workday, a 30 day month, and giving the vendor 4 hours of scheduled maintenance per month, gives the following:
 34 hrs x 30 days = 720 hrs
 720 - 4 maint. = 716 hrs
 99.5% x 716 hrs = 712.42 hrs of SYSTEM AVAILABILITY
 716 - 712.42 = 3.58 hrs EXCLUDED DOWNTIME

The duration of each downtime (outage) in the category is to be accumulated for the month. The accrued downtime is subtracted from the cumulative downtime for the month to determine the Downtime in hrs. (Revised 02/13/00)

The downtimes shown above are in excess of the 4 hours scheduled maintenance and the 2,000 hours of EXCLUDED downtime. Using 99.5%, the accrued downtime would be 3.58 hours.

In a given month, the first outage that causes the downtime accumulated for the month to exceed the accrued downtime will constitute the first occurrence. Each subsequent occurrence of downtime in that category will be counted as an occurrence. (Revised 02/13/00)

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