

No.	Service Requirement	Measurement	Service Level Agreement	SLA Credit	
1	Problem Response Time – High	Average Response Time for High Priority Problems.	98% <15 minutes High- P2 Response 4 hours	1%	Standard support hours are 9AM-5PM M-F
2	Problem Response Time - Normal	Average Response Time for Normal or Low Priority Problems	98% <2 hours Normal- P3 Response 1 day	1%	
3	Problem Resolution Time - High	Resolution Time for each High Priority Problem	98% <4 hours P2- resolution 2 days	1%	
4	Problem Resolution Time - Normal	Resolution Time for Normal Priority Problems	98% <24 hours P3- resolution 3 days	1%	
5	Problem Resolution Time - Low	Resolution Time for Low Priority Problems	98% <72 hours P4- resolution 5 days	1%	
6	Scheduled Downtime/ Maintenance	Scheduled maintenance and downtime shall only occur during non-business hours*. The Contractor shall provide 14 calendar days' notice prior to any scheduled downtime.	<6 hours each month	X%	
7	Service Availability	All application functionality and accessibility shall be maintained at 99.5% uptime performance levels. Contractor shall minimize or eliminate unscheduled network downtime to .5% or less.	99.5%	1%	
9	Disaster Recovery	Contractor shall provide recovery and continuity of operations within 18 hours of a System/network failover.	18 hours	2%	Depending on the type of outage, major issues could be outside of vendor control. i.e., AWS East outage.

10	Notification of Security Incident	Notification of a Security Incident within 45 minutes of occurrence	<45 mins Within 4 hours	1%	
11	Security Incident Reporting	Security incident reporting requirement in 60 minutes or 2 hours	<2 hours	2%	
12	Escrow Update	Update escrow within 30 days of a change. Failure to update escrow	<30 days	1%	
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*Business hours for MSA are 8am -7pm Monday-Friday.

Service Priority	Response Time	Resolution Time	Response Availability	Work Outage	Users Affected	CG Notes
Emergency P1	Less than 15 minutes Within 2 hours	Within 2 hours of first report Within 4 hours after first reported	24 hours per day, seven days per week	Major portions of the System are inaccessible Systems or users are unable to work, or to perform some portion of their job.	Users or internal System functionality are impaired. To include Claimants and Employers.	
High P2	Less than 30 minutes Within 4 hours	Within 4 hours after first report 2 days after first reported	•24 hours per day, seven days per week	Major portions of the System are inaccessible Systems or users are unable to work, or to perform some portion of their job.	Affects the majority of users to include public facing users (Claimants & Employers) Affects high profile users (i.e., executive management)	
Normal P3	Within 2 hours	Within 1 day (24 hours) after	Mon-Fri, 7AM-7PM	Specific non-critical features are	Affects a number of users	

	1 day	first report. If the outage is not resolved a resolution plan must be in place. 3 days resolution time	Mon-Fri 8AM-5PM	not operating as specified Systems or users are unable to perform a small portion of their job but are able to complete most tasks.		
Low P4/5	Within 4 hours Within 2 days	Within 3 days (72 hours) after first report. If the outage is not resolved a resolution plan must be in place. 5 days resolution time	Mon-Fri, 7AM-7PM Mon-Fri 8AM-5PM	Lower priority features that can be done manually are not operating as specified Often a request for service with ample lead time.	Affects a number of users	