

System Performance

- **December's system performance exceeded all agreed upon SLAs.**
 - **100% System Availability** during all hours of operation
 - **100% of all real time transactions** under 5 seconds.
 - **Average web page response time** of .10 seconds.
- **0 Unplanned Outages** in the last 6 months.
- **Next planned system release** will be the closed enrollment release in January.