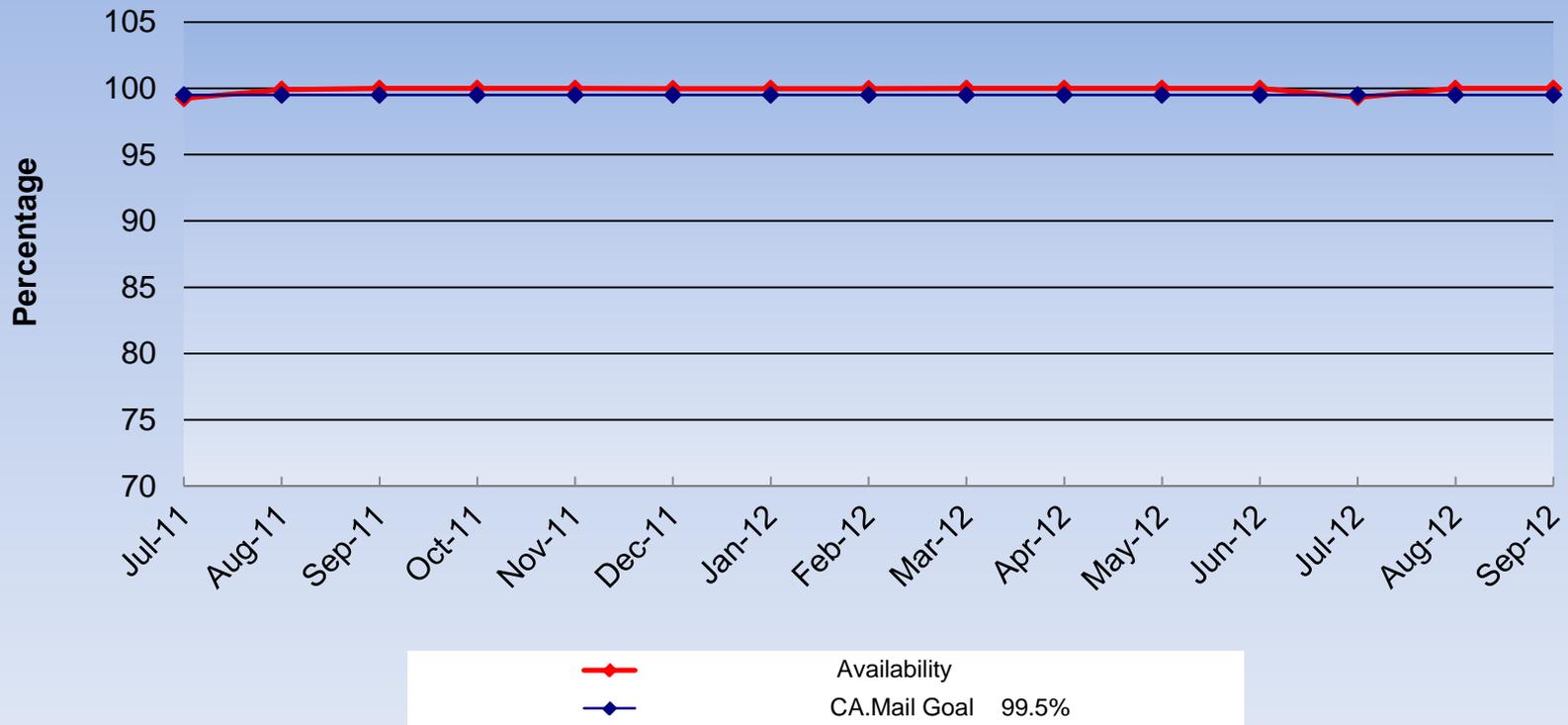


### 4.3 Availability of CA.Mail Infrastructure

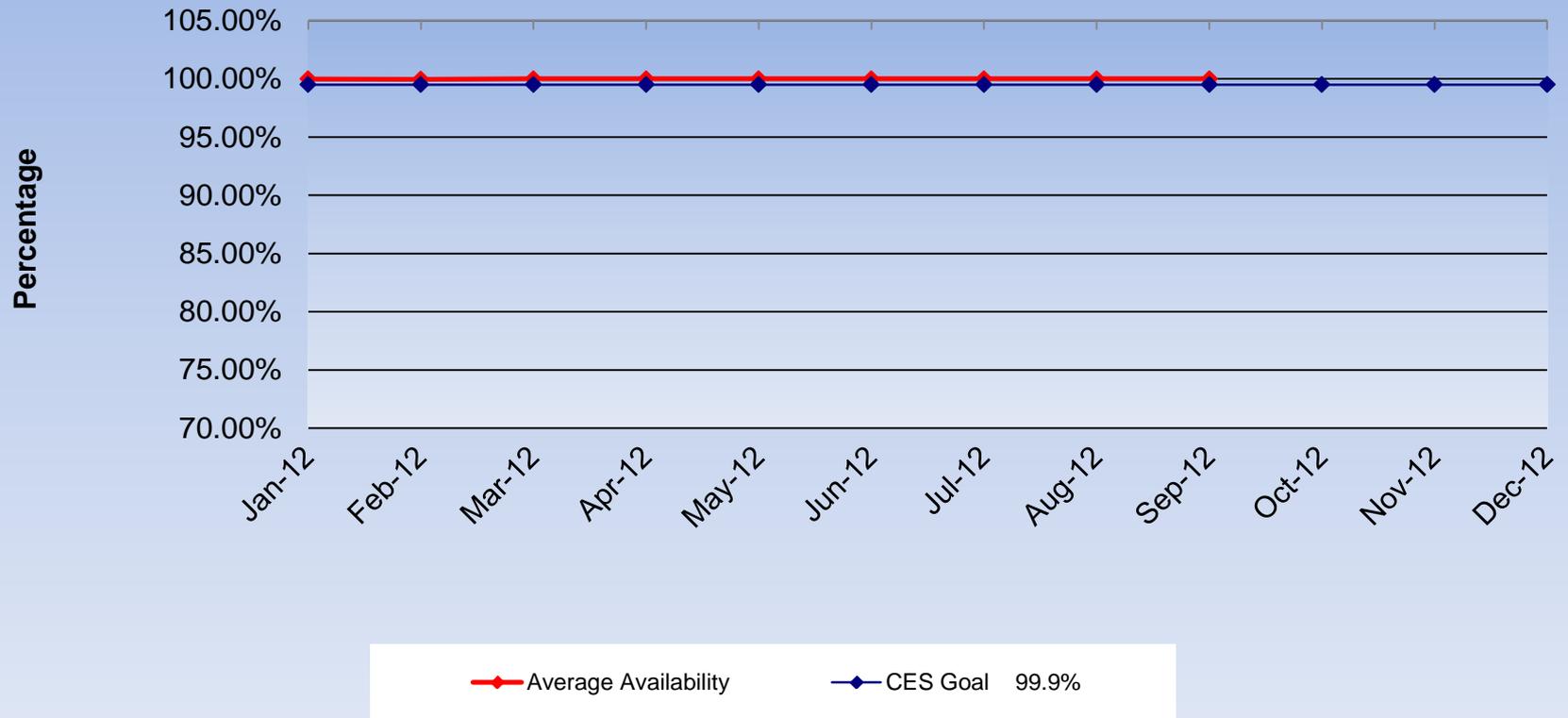


**Purpose of the Measure:** To monitor the system availability for basic email service for CA.Mail overall (24/7), excluding Blackberry service . Measurements are taken monthly.

**Interpretation:** CA.Mail established a target availability of 99.9% during business hours (Monday – Friday 8 AM – 5 PM).

**Comments:**

## 4.6 Availability of CES Infrastructure



**Purpose of the Measure:** To monitor the system availability for California Email Services (CES) mailboxes overall (24/7). Measurements are measured each quarter.

**Interpretation:** CES established a target uptime of 99.9%.

**Comments:** The CES migrations began in January 2012.