



Problem Resolution Report
CoSD Contract No. 568996
Service Level 33 Transaction Response Time -
Internet/Intranet Access Revision and SL 35
Voice System Call Blocking
Peraton/CoSD – 157



Date: July 31, 2025

Title: Service Level 33 Transaction Response Time - Internet/Intranet Access Revision and SL 35
Voice System Call Blocking

PRR Number: 157

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement by and between the County of San Diego (“County”) and Peraton Enterprise Solutions LLC (“Contractor” and hereinafter collectively referred to as “the Parties”) with the effective date November 15, 2016 agreement (“the Agreement”) is reached on the effective date shown below.

Issue or Problem:

1. Service Level (SL) 33 Transaction Response Time — Internet/Intranet Access measures the time it takes for host systems and networks to transmit and process requests across the Internet/Intranet and return data to the End-User’s screen, using the Application Performance Monitoring (APM) tool.

Due to its dependency on Java, the APM tool must be retired, and ServiceNow IT Operations Management (ITOM) will be used to monitor the network. As part of this transition, a different metric collection process will be implemented to measure SL 33. This new process will allow Contractor to monitor specific network response times from the ServiceNow cluster to various County sites.

In addition, the new metric collection process will measure response times from the Tulsa data center and the AWS commercial cloud back to the County. As a result, the measurements for SL 33 and SL 34 will be identical, making SL 34 redundant.

2. SL 35 - Voice System Call Blocking, measures the percentage of calls blocked, or experiencing busy service, measured per trunk route

However, while the original architecture relied on the limited trunk capacities allowing for only a limited number of simultaneous calls per site, the current architecture adopted centralized SIP trunks, with significantly larger capacities rendering SL 35 measurement unnecessary.

Resolution:

1. Schedule 4.8, Service Levels, Section 9.1, Transaction Response Time — Internet/Intranet Access, is renamed “Transaction Response Time — Intranet Access” and amended as per Attachment 1 to this PRR.



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- Schedule 4.8, Service Levels, Section 9.2, Transaction Response Time — Data Center, is removed from the schedule in its entirety and Section 9.2 is marked as “Reserved”.
- Schedule 4.8, Service Levels, Section 9.3, Voice System Call Blocking, is removed from the schedule in its entirety and Section 9.3 is marked as “Reserved”.
- Schedule 4.8, Section 5 Service Level Summarization and Weighting Factors, is amended to reflect revised weighting factors below:

Service Level ID	Service Level	Current Weighting %	New Weighting %
34	34a – Transaction Response Time – Data Center within 1 second	3%	0%
	34b – Transaction Response Time – Data Center within 3 seconds		
35	Voice System Call Blocking	3%	0%
46	46-4 – Server Software Update - Middleware patching for Production PAIDs	1.5%	2.5%
46	46-5 – Server Software Update - Application Patching for Production PAIDs	1.5%	2.5%
42	Data Restore	1%	3%
44b	Server Provisioning Virtual	2%	3%
44c	Server Provisioning Oracle	2%	3%

- SL 33, Transaction Response Time — Intranet Access, will be effective June 2025 for reporting in July 2025.

The resolution of the issue or problem as described in this Problem Resolution Report shall govern the Parties’ actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged, and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.



COUNTY OF
SAN DIEGO

Problem Resolution Report

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COUNTY OF SAN DIEGO

ALLEN R. HUNSBERGER, Director
Department of Purchasing and Contracting

By: 
[Allen Hunsberger \(Aug 19, 2025 05:58:03 PDT\)](#)

Name: Allen Hunsberger

Title: Assistant Director, Purchasing and Contracting

Date: Aug 19, 2025

PERATON ENTERPRISE SOLUTIONS LLC

By: 
[Max Pinna \(Aug 19, 2025 00:51:18 PDT\)](#)

Name: Max Pinna

Title: Contracts Manager

Email: max.pinna@peraton.com

Date: Aug 19, 2025

By electronically signing this document, all parties accept the use of electronic signatures.

Adobe Acrobat Sign Transaction Number: CBJCHBCAABAAAnEb4hUCoO_DaN5O-5XHLsu7Jj7S83zup

9 NETWORK SERVICE LEVELS

9.1 Transaction Response Time — Intranet Access

Service Level	Intranet systems. Response is measured to each Site		
Service Level ID	33		
Definition	Average response time measured from ServiceNow Mid-Server infrastructure to selected CoSD sites.		
Service Measure	Performance Target	SL Performance (%)	SL Earnback
Response Time	Intranet – Within 100 milliseconds	98%	99%
Formula	<ol style="list-style-type: none"> 1. Test transactions will be sent to designated County endpoints for Intranet locations every 5 minutes. 2. These transactions will be collected 24 X 7 X 365, excluding weekends and County Holidays. 3. The algorithm shall be: Calculated ping time per site by day divided by the number of daily measurements for all in-scope sites (routers). 		
Measurement Interval	Every 5 minutes		
Reporting Period	Monthly		
Measurement Tool/Source Data	<p>The current measurement tool is ServiceNow ITOM (IT Operations Management).</p> <p>The following sites will be used for the source data:</p> <p>County Administration Center (CAC) COC - Building 202 EAST COUNTY REGIONAL CENTER (ECRC) HEALTH SERVICES COMPLEX James R. Mills Building North County Regional Center (NCRC)</p>		