

## SOV Cloud Management Services Metrics

Metric Descriptions	Internal Service Metric	External Service Metric	Targets
Availability 99.9%. Cloud Services are architected and managed to meet a high availability and uptime 24x7x365. (excluding defined maintenance windows)		X	99.9% uptime Target
Sustainability (market comparable and competitive annual budget) Metric is to maintain standardized systems at or below typical cloud market pricing and industry standard pricing.		X	10% below TCO general market pricing Target
Expanded Capability for critical systems (Disaster Recover, Lower RTO and RPO) Metric identifies which systems are critical to the business and clearly identifies acceptable RTO,RPO and DR requirements and delivers these at a sustainable price point. This will be represented as the percentage of critical systems that meet RTO, RPO and DR requirements.		X	100% meet RPO, RTO and DR is the Target
Cloud Maturity (CMMI Service 1-5) Level 1 Initial, Level 2 Managed, Level 3 Defined, Level 4 Quantitatively Managed, Level 5 Optimizing	X		1-5 Maturity Model, Target Level 3 Defined
Standardization (Baseline - BR, AV, Mon, OS, etc.) Metric will measure the percentage of Agency/Department systems outside defined standards.		X	Target is 5% or less.
Cost avoidance (Provision when needed) and Efficiency (Scale up or Down as needed)		X	Best utilization of Cash flow, 50% of systems right sized
Percentage of Virtualized workloads to Physical workloads	X		90% Target
Number of SOV Private Cloud Data Centers	X		2 Target
Number of SOV Public Cloud Data Centers	X		4 Target
Percentage of Agency/Departments utilizing Cloud Service Management	X		100% Target