



Exhibit VII-1: System Availability Schedule by Environment

Production MDW Availability Schedule		
Requirements	Description	Specifications
Hours for User Access	The hours that the environment needs to be operational and available to its users.	<p><u>User Access Hours:</u></p> <p>12 a.m. to 11:59 p.m. Eastern Time (ET) Monday through Sunday including Official State Holidays.</p> <p>The User Functionality Requirement is one-hundred (100) percent of this time exclusive of immediate switching between the production and failover environments during the Refresh and Maintenance Window or failure of the production environment.</p>
Refresh and Maintenance Window	<p>The hours for which the following activities may be performed on the environment:</p> <p><u>Data Refresh:</u> ETL activities.</p> <p><u>System Maintenance:</u> Performance of hardware and software patches, upgrades, etc.</p>	<p><u>Refresh and Maintenance Window:</u></p> <p>1 a.m. to 6 a.m. (ET) Monday through Friday, Saturday, Sunday and Official State Holidays.</p> <p>During the Refresh and Maintenance Window. All user functionality (e.g. data access, data delivery, metadata access) must be provided.</p>



Failover MDW Availability Schedule

Requirements	Description	Specifications
Hours of Availability	The hours that the environment needs to be operational and available as a failover in the event of a problem with the production environment.	<p>12 a.m. to 11:59 p.m. Eastern Time (ET) Monday through Sunday including Official State Holidays.</p> <p>System Availability Requirement is one-hundred (100) percent exclusive of immediate switching between the production and failover during the Refresh and Maintenance Window or failure of the production environment. Restoration of a failover environment must occur within eight (8) hours of such an event.</p>
Refresh and Maintenance Window	<p>The hours for which the following activities may be performed on the environment:</p> <p><u>Data Refresh</u>: ETL activities.</p> <p><u>System Maintenance</u>: Performance of hardware and software patches, upgrades, etc.</p>	<p><u>Refresh and Maintenance Window</u>:</p> <p>1 a.m. to 6 a.m. (ET) Monday through Friday, Saturday, Sunday and Official State Holidays.</p>



Development and Test MDW Availability Schedule

Requirements	Description	Specifications
Hours for Online Access	The hours that the system needs to be operational and available to Contractor and NYSDOH staff for System Change development and testing.	<p><u>Online Hours:</u></p> <p>6 a.m. to 1 a.m. Eastern Time (ET) Monday through Friday.</p> <p>6 a.m. to 6 p.m. (ET) Saturday, Sunday and Official State Holidays when offices are closed.</p> <p>System Availability Requirement is ninety (90) percent.</p>
<u>Refresh and Maintenance Window:</u>	<p>The hours that the server will be available to the Contractor for:</p> <p><u>Data Refresh:</u> Time reserved for all ETL activities.</p> <p><u>System Maintenance:</u> Time available to the Contractor to perform hardware and software maintenance.</p>	<p><u>Refresh and maintenance Window:</u></p> <p>1 a.m. to 6 a.m. (ET) Monday through Friday.</p> <p>6 p.m. to 6 a.m. (ET) Saturday, Sunday and Official State Holidays when offices are closed.</p> <p>During the Refresh and Maintenance Window the environment will not be available to Contractor and NYSDOH staff for System Change development and testing.</p>



Production OHIP Data Mart Availability Schedule

Requirements	Requirements	Specifications
Hours of Availability	The hours that the environment needs to be operational and available to its users and to NYSDOH staff for data refreshes.	<p><u>Hours of Availability:</u></p> <p>12 a.m. to 11:59 p.m. Eastern Time (ET) Monday through Sunday including Official State Holidays.</p> <p>System Availability Requirement is one-hundred (100) percent exclusive of immediate switching between the production and failover environments in the event of a production environment failure.</p>
System Maintenance Window	System Maintenance Window	<p><u>System Maintenance Window:</u></p> <p>NYSDOH will work with the Contractor to schedule hardware and system software maintenance to be performed by the Contractor (which excludes all database and application software).</p>



Failover OHIP Data Mart Availability Schedule

Requirements	Requirements	Specifications
Hours of Availability	The hours that the environment needs to be operational and available as a failover in the event of a problem with the production environment.	<p><u>Hours of Availability:</u> 12 a.m. to 11:59 p.m. Eastern Time (ET) Monday through Sunday including Official State Holidays.</p> <p>System Availability Requirement is one-hundred (100) percent exclusive of immediate switching between the production and failover environments in the event of a production environment failure. Restoration of a failover environment must occur within eight (8) hours of such an event.</p>
System Maintenance Window	System Maintenance Window	<p><u>System Maintenance Window:</u> NYSDOH will work with the Contractor to schedule hardware and system software maintenance to be performed by the Contractor. This excludes maintenance of all database and application software which is performed by NYSDOH staff.</p>



Development/Test OHIP Data Mart Availability Schedule		
Requirements	Description	Specifications
Hours for Online Access	The hours that the environment needs to be operational and available to NYSDOH staff for development and testing.	<p><u>Online Hours:</u></p> <p>6 a.m. to 1 a.m. Eastern Time (ET) Monday through Friday.</p> <p>6 a.m. to 6 p.m. (ET) Saturday, Sunday and official State Holidays when offices are closed.</p> <p>System Availability Requirement is ninety (90) percent.</p>
<u>Maintenance Window:</u>	<p>The hours that the environment will be available to the Contractor for:</p> <p><u>System Maintenance:</u> Time available to the Contractor to perform hardware and software maintenance.</p>	<p><u>Maintenance Window:</u></p> <p>1 a.m. to 6 a.m. (ET) Monday through Friday.</p> <p>6 p.m. to 6 a.m. (ET) Saturday, Sunday and official State Holidays when offices are closed.</p> <p>During the Maintenance Window the environment will not be available to NYSDOH staff for development and testing.</p>



Other Availability Requirements		
Requirements	Description	Specifications
Contractor Network Availability	Hours that network connectivity to all environments at the Contractor's Primary Computer Facility and Disaster Recovery Site must be available from the State network demarcation point and also the Contractor's primary facility as described in Section VIII Facility Requirements.	<p><u>Network Availability:</u> 12 a.m. to 11:59 p.m. Eastern Time (ET) Monday through Sunday including official State Holidays. Network availability required: one-hundred (100) percent.</p>
Help Desk Availability	Defines the hours that the Contractor will have resources available support the MDW users.	<p><u>Help Desk Support Hours:</u> Help desk hours are 8 a.m. to 5 p.m. Monday through Friday with cell phone coverage 5 p.m. to 8 a.m. Monday through Friday and 24 hours on Saturdays, Sundays and official State holidays when offices are closed.</p>