

Agenda

Email Project Steering Committee Meeting

March 13, 2012

9:00 a.m. to 11:00 a.m.

1500 Jefferson – 2nd floor

Room 2330

Agenda Topics

- Project Status – Heidi Brownell
- Monthly SLA Reports (January & February) – Heidi Brownell
- Office 365 – Christy Ridout
- Implementation Update – Laura Parma
 - Service Offering (“bubble chart”)
 - Implementation Strategy
 - Implementation Order
 - Secure Email
 - Vault Schedule
- Vault Update – Heidi Brownell
- Monthly QA Report – Glenn Briskin

**Shared Services Email Project Steering Committee
Meeting Minutes
March 14, 2012**

Steering Committee Attendees: Christy Ridout (CTS), Sue Langen (DSHS), Mike Shea, (OIC), Lyle Tillett (DRS), Doug Hoffer (DOC), Ron Seymour (DFI), Debbie Stewart (ECY), and Debbie Kendall (OCIO)

Other Attendees: Heidi Brownell, Project Manager (CTS), Laura Parma (CTS), Project Implementation Manager (CTS), and Glenn Briskin (QA), and Christie Turner (CTS)

Agenda Item	Discussion
Project Status Update	<p>Heidi Brownell provided a project status update report as of March 14, 2012.</p> <p>Project status highlights included:</p> <ul style="list-style-type: none"> • Over 36,000 mailboxes have been migrated. Over 17,000 mailboxes have been vaulted. • The migrations of both WaServ and Exchange mailboxes continue. • ActiveSync pilot underway. Eight agencies are active in the pilot. • SLA updates have been made for ActiveSync, Secure Email, and SMTP relay and will be emailed to Steering Committee members for review/comment by March 23, 2012.** <p>Heidi provided the current “Top 5” project issues:</p> <ul style="list-style-type: none"> • Public Folder Replication (To be Closed) DOC, the largest consumer of public folders, has completed replication. • Agency Vault Migration Schedule Agencies need to commit to dates for ingestion. • Agency Consolidation (To be Closed) CTS is working with CTS to prepare for migration. • Secure Email offering behind schedule The system will be ready for early adopters March 30. • Vault Stability Issues (To be Closed) The Vault has been without major incident for eight weeks. • O365 Evaluation: CTS is working with the Office of the Chief Information Officer (OCIO) to support efforts to develop the business plan and requirements for a cloud solution. <p>The project financial report as of February 29, 2012 shows that the project is trending under budget.</p>

Shared Services Email Project Steering Committee

Meeting Minutes

March 14, 2012

Monthly SLA Reports (January & February)	<p>Heidi shared the January and February monthly SLA reports. The highlights included in the monthly report were:</p> <p>January 2012</p> <ul style="list-style-type: none">• 3 incidents – Exchange 2010• 2 incidents – WaSERV <p>February 2012</p> <ul style="list-style-type: none">• No major incidents for Exchange or WaSERV• 74 tickets. 43% of tickets closed within 24 hours.• Customer satisfaction survey was sent out – 7 responses to date. The final results will be compiled and added to next months SLA report.
Office 365	<p>Christy Ridout provided an overview of the Office 365 activity which is a subcomponent of the OCIO's Technology Strategy Plan. The lead agencies include the OCIO, Department of Natural Resources (DNR) and CTS.</p> <p>Scope (exchange, sharepoint, and/or link) and requirements definition, communication strategy, and business case development are all tasks underway. A proof of concept for Active Directory Federated Services (ADFS) will run in parallel with requirements definition activity and business case development for O365.</p> <p>Steering Committee members discussed whether or not they felt it still makes sense to migrate into the Shared Service. One agency shared that since they have already completed all the prep, they are moving forward. Another stated that they are almost completed with prep and are evaluating next steps. Another stated they may hold on specific portions of deployment</p> <p>Christy asked for feedback from Steering Committee members on whether the current members would like to participate in an Office 365 Steering Committee. The members expressed that they were willing to continue in this role.</p> <p>** A link to the ADFS/Office 365 Proof of Concept and Office 365 Business Case Outline materials that was shared at the March 7, 2012 CTS Advisory Council meeting will be sent to the Steering Committee members. Materials can also be located at: http://cts.wa.gov/advisory_council/meetings.aspx</p>

Shared Services Email Project Steering Committee

Meeting Minutes

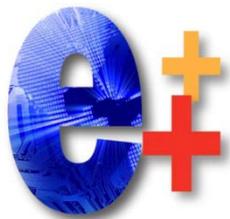
March 14, 2012

Implementation Update	<p>Laura Parma provided an implementation update.</p> <ul style="list-style-type: none">• The Shared Service Email offering has been updated to reflect “Mobile Messaging” to reflect ActiveSync in addition to BlackBerry.• The Implementation Strategy graphic has been updated to reflect the planned go live date for Secure Email. March 30 is the scheduled date for the system to be available for agency deployments.• Laura provided the recently posted Version 20 of the Implementation Order. It reflects the current set of agency migration status and projections from agencies for Email and Vault. The chart will be updated in March/April to reflect Secure Email projections for agencies.**• Secure Email: Acceptance Testing is targeted for completion on March 22 and readiness for agency deployments March 30. The service vendor will be on-site March 20-23. Early adopter agencies are scheduled to meet with CTS and the vendor team during that week to review policy/rules to meet agency business needs. The Version 1 of the Secure Email Readiness Guide will be used as tool to facilitate the discussions during these meetings.
Vault Update	<p>Heidi reviewed that the Vault environment has been stable for eight weeks. Changes have been implemented in the system that have contributed to the stability. These changes are a result of root cause analysis or incidents as well as recommendations from a health check conducted of the system.</p>
Monthly Quality Assurance (QA) Report	<p>Glenn Brisken provided the February 29, 2012 QA update. The largest issue facing the project involves a shift in strategic direction. The OCIO directed the State to initiate a pilot program for some agencies to begin using Office 365. This will reduce potential users and could impact the project benefits. Another issue mentioned in the report is that confidence in the Vault system has been low among agencies. Finally, project scheduling and tracking work is falling behind.</p> <p>Another focus of the report was issues in January related to the Vault system. It was noted that in February, team leaders met with agency leads to discuss the issues, the pending solutions, and steps to ensure system stability. February proved to be a stable month for the Vault system, and ingestions are restarting in early March. The complete extent of impact of the Vault issues is not yet known.</p> <p>The detailed Quality Assurance Reports, QA Dashboard Reports, and Service Level Agreement (SLA) Reports can be found at:</p>

**Shared Services Email Project Steering Committee
Meeting Minutes
March 14, 2012**

	http://cts.wa.gov/projects/shared_email/project_documentation.aspx
Next Meeting	April 11, 2012 1500 Jefferson Conference Center Room 2330

** Indicates Action Items



email plus more

Shared Services Email Project

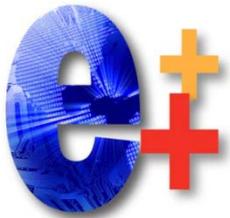
Steering Committee Meeting

March 14, 2012

Agenda

- Project Status – Heidi Brownell
- Monthly SLA Reports (Jan & Feb) – Heidi Brownell
- SLA Update – Heidi Brownell
- 0365 – Christy Ridout
- Implementation Update – Laura Parma
 - Service Offering (“bubble chart”)
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Shared Services Email Project

Project Status

Heidi Brownell



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Shared Services Email Project

Monthly SLA Reports

Heidi Brownell



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Shared Services Email Project

SLA Update

Heidi Brownell

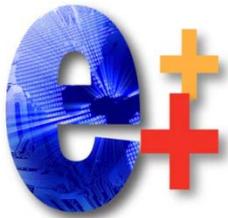


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Shared Services Email Project

0365

Christy Ridout



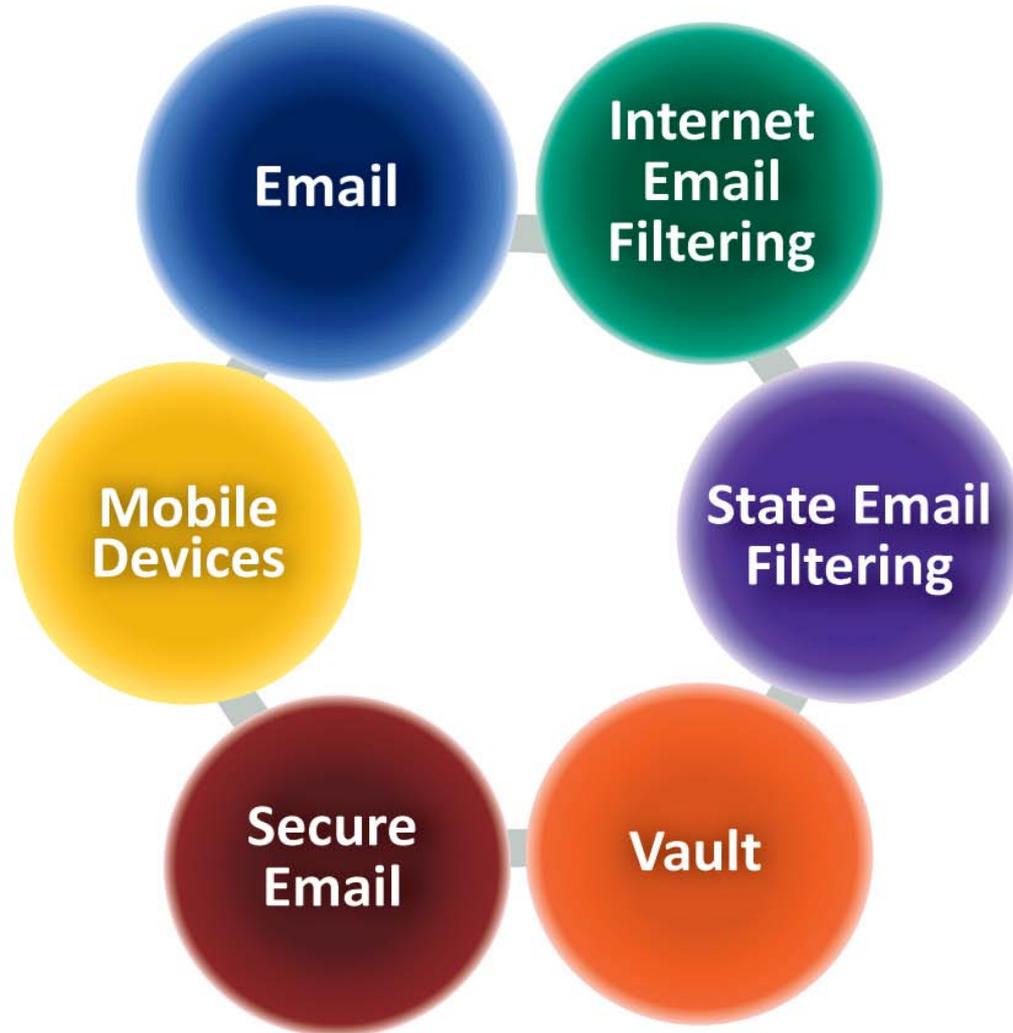
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Shared Services Email Project

Implementation Update

Laura Parma

Service Description

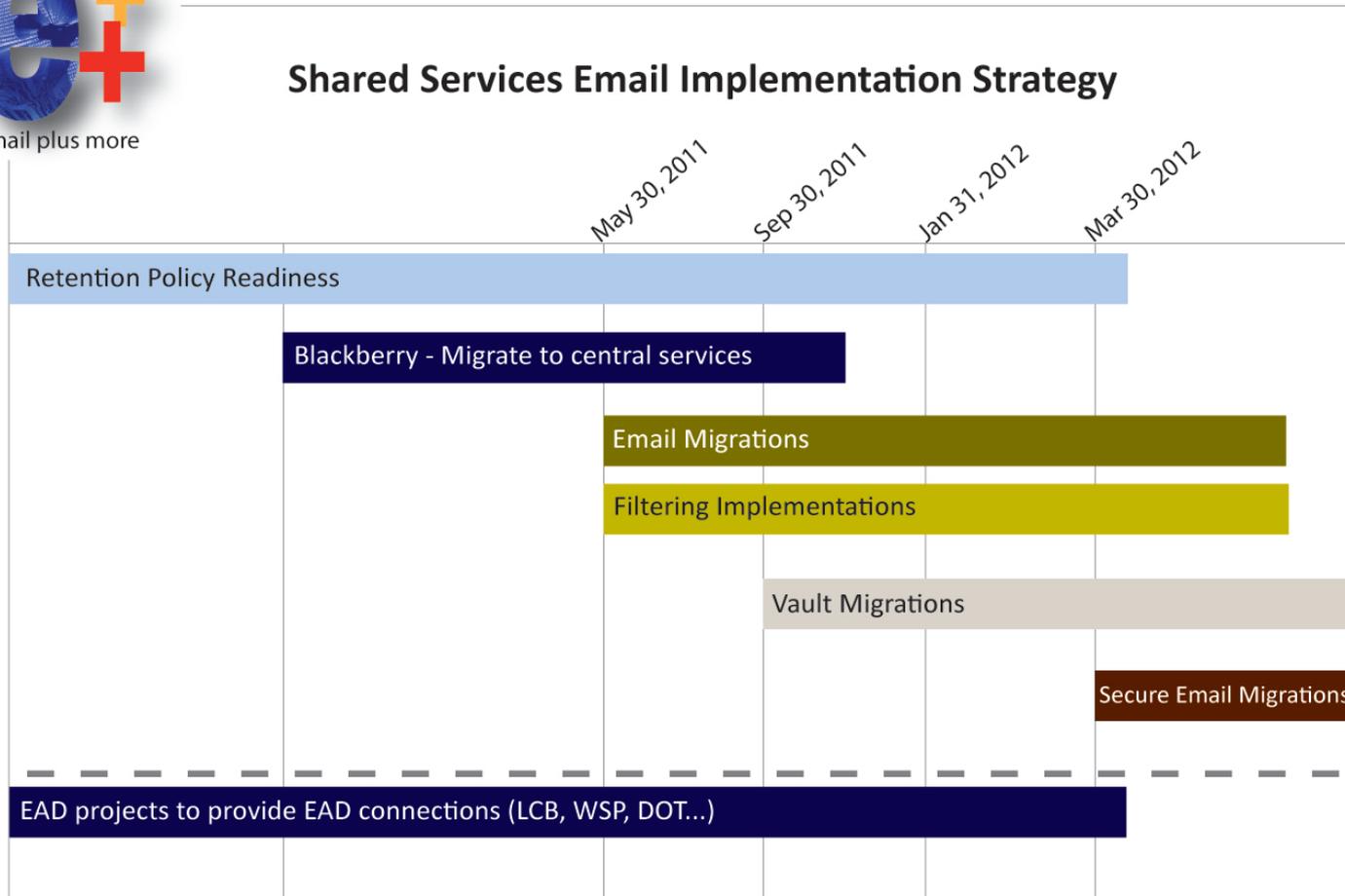


Implementation Strategy



email plus more

Shared Services Email Implementation Strategy



Note: Implementations are staggered within each bar on the chart

March 9, 2011



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Shared Services Email Project

Implementation Order

Laura Parma

Secure Email Update

- Status

- Acceptance testing is underway. Completion scheduled for March 22nd.
- The service is scheduled to be ready for early adopter implementation on March 30th.

- Next Steps

- Targeting 20th-23rd to work with early adopters on policies.





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Vault Schedule

Laura Parma



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Shared Services Email Project

Vault Update

Heidi Brownell

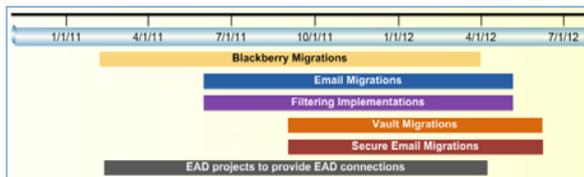


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Shared Services Email Project

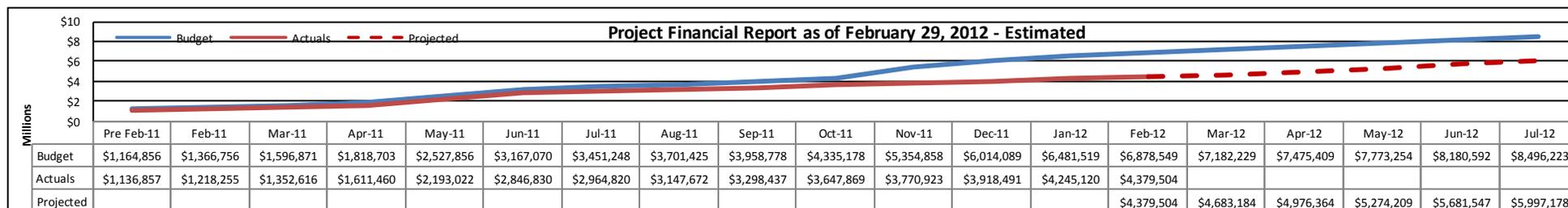
Monthly QA Report

Glenn Briskin



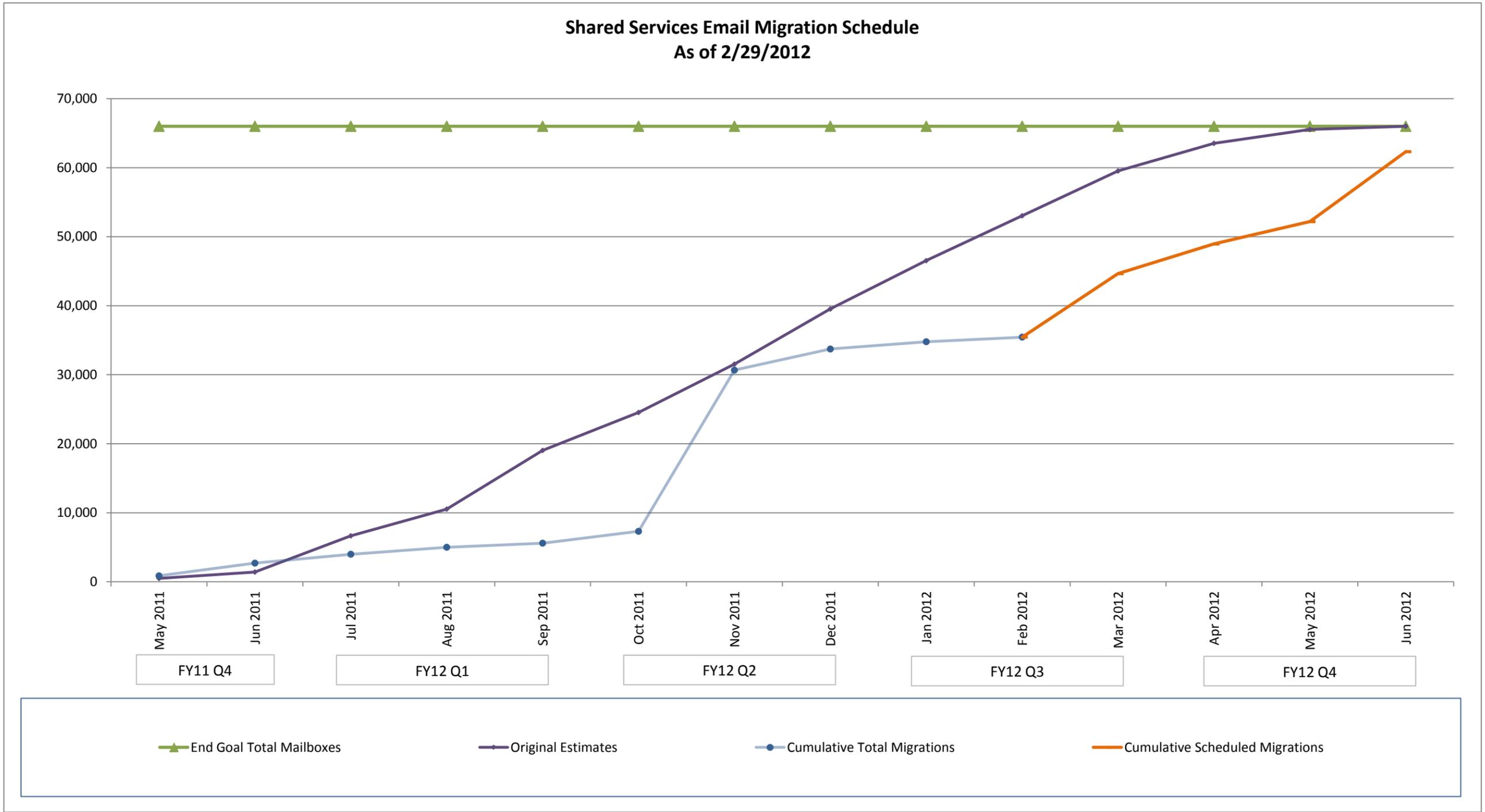
Project Status Report as of March 14, 2012			
Project	Owner	Status	Status Description
Project Management	Heidi Brownell	G	<ul style="list-style-type: none"> Over 36,000 mailboxes have been migrated! Over 17,000 mailboxes have been vaulted! The migrations of both WaSERV and Exchange mailboxes continue. The ActiveSync pilot underway. OCIO security standards under review. The February QA report was finalized and will be presented to Steering Committee. SLA updates have been made for ActiveSync, Secure Email, and SMTP relay.
Implementation Team	Laura Parma	G	<ul style="list-style-type: none"> The Implementation Team is meeting with agencies that are planning for migrations during March/April. The customer weekly planning meetings include discussions for both Email migrations and Vault migrations. Secure Email early adopters are scheduled for meetings towards the end of March. Monthly Agency Implementation Coordinator meetings continue.
Technical Team	Heidi Brownell	G	<p>Exchange 2010</p> <ul style="list-style-type: none"> Supporting migrations and prepping for additional migrations. Providing support to customers that have already migrated. Shared Exchange 2003 decommission document at ETAG. <p>IronPort</p> <ul style="list-style-type: none"> Migrating agencies in preparation for mailbox moves. <p>Secure Email</p> <ul style="list-style-type: none"> Technical setup and acceptance testing almost complete. <p>WaSERV (Vault)</p> <ul style="list-style-type: none"> Preparing for migrations. Providing support to customers that have already migrated. <p>SMTP Relay</p> <ul style="list-style-type: none"> Pilots being scheduled with early adopters. <p>Disaster Recovery</p> <ul style="list-style-type: none"> Vault DR planning underway. TMG/IronPort DR activities nearly complete.

"Top 5" Current Project Issues	
For March 2012	
1. Public Folder Replication: (To Be Closed)	Public folder replication uncovered files with "bad" properties that throw errors preventing folders from replicating. CTS and DSHS worked through the issues and completed migration. DOC began replication this week. Action: DOC (the largest Public Folder consumer) worked through issues and is migrating.
2. Agency Vault Migration Schedule:	Work has not completed to plan with agencies to identify their commitments to Vault ingestion. Action: The implementation team is working with agencies to identify their commitments.
3. Agency Consolidations: (To Be Closed)	Analysis and work for agency consolidation (CTS/DES/OCIO) is impacting and will continue to impact project resources. Action: The team is engaged with DES to ready for migrations.
4. Secure Email offering behind schedule:	Requirements gathering and procurement for Secure Email took longer than expected and contract negotiations added to the delay. Action: Implementation planning has begun with a target implementation for early adopters in Q1 2012.
5. Vault stability issues: (To Be Closed)	Recently the WaSERV environment has experienced a several outages. Action: The environment has been without incident for eight weeks.
6. O365 evaluation:	New – The OCIO Strategic Plan calls for analysis of cloud email solutions (O365) which will impact the project. Action: Work with the OCIO to support efforts to develop the business plan and requirements.



	A	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
1		FY11 Q3	FY11 Q4			FY12 Q1			FY12 Q2			FY12 Q3			FY12 Q4		
2		3/31/2011	4/30/2011	5/31/2011	6/30/2011	7/31/2011	8/31/2011	9/30/2011	10/31/2011	11/30/2011	12/31/2011	1/31/2012	2/29/2012	3/31/2012	4/30/2012	5/31/2012	6/30/2012
3	End Goal Total Mailbox	66,000	66,000	66,000	66,000	66,000	66,000	66,000	66,000	66,000	66,000	66,000	66,000	66,000	66,000	66,000	66,000
4	Original Estimates			497	1,413	6,653	10,529	19,029	24,529	31,529	39,529	46,529	53,029	59,529	63,529	65,529	66,000
5	Cumulative Total Migrations			867	2,704	3,991	5,003	5,596	7,308	30,664	33,726	34,784	35,447				
6	Monthly Total			867	1,837	1,287	1,012	593	1,712	23,356	3,062	1,058	663				
7	Cumulative Scheduled Migrations												35,447	44,645	48,954	52,184	62,317
8	Monthly Scheduled Migrations													9,198	4,309	3,229	10,133
107	Total NEEDED monthly			497	916	3949	3876	8500	5500	7000	8000	7000	6500	6500	4000	2800	1000

**Shared Services Email Migration Schedule
As of 2/29/2012**





Shared Services Email Project

As of February 29, 2012

Task Name	Finish	Status 11/30/11	Status 1/11/12	Status 02/29/12	Qtr 2, 2011			Qtr 3, 2011			Qtr 4, 2011			Qtr 1, 2012			Qtr 2, 2012			Qtr 3, 2012	
					Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
MILESTONE REPORT	Sat 6/30/12																				
TARGET DATES	Sat 6/30/12																				
PAUSE Lifted	Fri 3/4/11					3/4															
Project Charter Approved	Tue 3/22/11					3/22															
Investment Plan Approved	Thu 5/12/11						5/12														
QA Work to Begin	Fri 12/16/11																				
SLA Finalized	Ned 7/13/11																				
Agency Implementation Complete	Fri 6/29/12																				6/29
IMPLEMENTATION	Fri 6/3/11																				
Re-engagement Plan Complete	Fri 3/4/11					3/4															
Re-engagement Kick Off Meetings	Fri 3/25/11					3/25															
Pre-Cutover Readiness Materials Complete	Fri 3/25/11					3/25															
Cutover Readiness Materials Complete	Ned 4/27/11						4/27														
Post-Cutover Readiness Materials Complete	Ned 4/27/11						4/27														
End User Training Guide Complete	Mon 4/11/11						4/11														
Training Plan Complete	Mon 4/11/11						4/11														
Delegated Administrator Guide Complete	Thu 5/12/11						5/12														
Phase 1 Readiness Complete	Mon 5/23/11						5/23														
TECHNICAL READINESS	Mon 4/30/12																				
Blackberry	Tue 2/1/11																				
Blackberry Ready for 1st Agency	Tue 2/1/11																				
Exchange 2010	Fri 11/18/11																				
Exchange 2010 Ready for 1st Agency	Mon 5/16/11						5/16														
Exchange 2010 Olympia Site Full Build Out Complete	Fri 11/18/11																				
Secure Email	Fri 3/30/12																				
RFP Published	Fri 7/8/11																				
RFP Re-Published	Tue 8/30/11																				
Vendor Selected	Fri 9/30/11																				
Acceptance Testing Complete	Thu 3/15/12																				
Secure Email Ready for 1st Agency	Fri 3/30/12	-159d	-159d	-159d																	
Vault	Fri 9/30/11																				
Vault Design RFQQ Published	Tue 3/22/11						3/22														
Hardware Installed	Mon 6/20/11																				
Symantec Design Complete	Fri 7/8/11																				
System Validated and Tested	Fri 9/23/11																				
Migrate Existing WaSERV/Vault Customers	Sat 9/24/11																				
System Ready for New Customers	Sat 9/24/11																				
DR Site Build Out	Mon 4/30/12																				
Exchange Build Out	Fri 12/2/11																				
Filtering Build Out	Mon 4/30/12																				
Gateway Build Out	Mon 4/30/12																				
Vault Build Out	Mon 4/16/12																				
AGENCY READINESS	Fri 6/29/12																				
Dept of Retirement Services Migration Begins	Sun 5/22/11																				
Wash St Commission on Asian Pac American Affairs Migration Begins	Tue 5/31/11																				
Wash St Commission on African American Affairs Migration Begins	Tue 5/31/11																				
Wash St Commission on Hispanic Affairs Migration Begins	Tue 5/31/11																				
Gov's Office of Indian Affairs Migration Begins	Tue 5/31/11																				
WA Citizen's Comm on Salaries for Elected Officials Migration Begins	Tue 5/31/11																				
Growth Mgt Hearings Board Migration Begins	Tue 5/31/11																				

Project: Shared Services Email Project
View: *Project Milestone Report

@Target Milestone



@Scheduled Finish Ahead of Target



@Actual Finish



@Scheduled Finish Behind Target





Shared Services Email Project

As of February 29, 2012

Task Name	Finish	Status 11/30/11	Status 1/11/12	Status 02/29/12	11 Mar	Qtr 2, 2011				Qtr 3, 2011			Qtr 4, 2011			Qtr 1, 2012			Qtr 2, 2012			Qtr 3, 2012			
						Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug			
✓ Transportation Improvement Board Migration Begins	Tue 5/31/11								⊙ 5/31																
✓ WA Traffic Safety Comm Migration Begins	Tue 5/31/11								⊙ 5/31																
✓ Office of Minority & Women's Bus Ent Migration Begins	Tue 5/31/11								⊙ 5/31																
✓ State Board of Accountancy Migration Begins	Tue 5/31/11								⊙ 5/31																
✓ Office of Civil Legal Aid Migration Begins	Tue 5/31/11								⊙ 5/31																
✓ WA State Fire Commissioners Association Migration Begins	Tue 5/31/11								⊙ 5/31																
✓ Office of Administrative Hearings Migration Begins	Fri 6/3/11								⊙ 6/3																
✓ Health Care Authority Migration Begins	Thu 6/9/11								⊙ 6/9																
✓ Dept of Ecology Migration Begins	Ned 6/15/11								⊙ 6/15																
✓ Utilities and Transportation Commission Migration Begins	Ned 6/15/11								⊙ 6/15																
✓ DSHS/MPA Migration Begins	Tue 6/21/11								⊙ 6/21																
✓ State Lottery Commission Migration Begins	Wed 9/7/11											⊙ 9/7													
✓ DSHS Migration Begins	Fri 9/23/11											⊙ 9/23													
✓ Dept of Agriculture Begins	Thu 10/6/11											⊙ 10/6													
✓ Dept of Early Learning Migration Begins	Mon 10/10/11											⊙ 10/10													
✓ Dept of Revenue Begins	Mon 10/10/11											⊙ 10/10													
✓ Economic & Revenue Forecast Begins	Mon 10/10/11											⊙ 10/10													
✓ Employ Sec Dept Migration Begins	Ned 10/12/11											⊙ 10/12													
✓ School Directors Association Begins	Thu 10/27/11											⊙ 10/27													
✓ Rec & Consv Funding Board Begins	Thu 10/27/11											⊙ 10/27													
✓ Dept of Licensing Migration Begins	Mon 11/14/11											⊙ 11/14													
✓ Dept of Fish & Wildlife Begins	Ned 11/16/11											⊙ 11/16													
✓ Law Enforcement Off, Firefighters & Reserve Off Begins	Fri 12/9/11												⊙ 12/9												
✓ Department of Arch & Hist Preservation Begins	Mon 12/12/11												⊙ 12/12												
✓ Caseload Forecast Council Migration Begins	Mon 12/12/11												⊙ 12/12												
✓ Dept of Srvc for Blind Begins	Fri 1/27/12													⊙ 1/27											
✓ Military Begins	Thu 2/9/12													⊙ 2/9											
✓ BVFFRO Migration Begins	Tue 2/28/12													⊙ 2/28											
Dept of Veterans Affairs Begins	Thu 3/15/12																				★ 3/15				
Human Rights Commission Begins	Fri 3/16/12																				★ 3/16				
Dept of Financial Institutions Begins	Ned 3/21/12																				★ 3/21				
State Investment Board Begins	Mon 4/16/12																					★ 4/16			
Dept of Corrections Migration Begins	Mon 4/30/12																					★ 4/30			
Dept of Health Migration Begins	Tue 5/1/12																					★ 5/1			
Dept of Enterprise Services Begins	Thu 5/31/12																						★ 5/31		
Office of Insurance Commissioner Begins	Thu 5/31/12																						★ 5/31		
Office of the State Treasurer Begins	Thu 5/31/12																						★ 5/31		
State Parks & Rec Commission Begins	Thu 5/31/12																						★ 5/31		
Dept of Labor & Industries Begins	Fri 6/1/12																						★ 6/1		

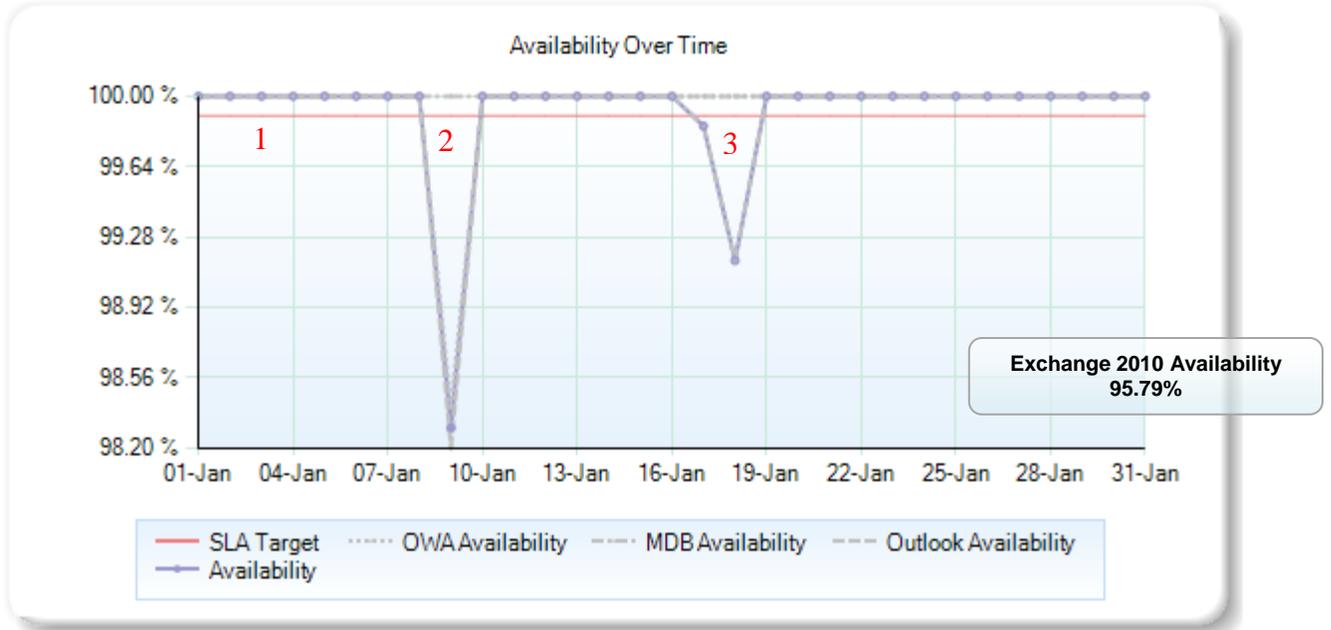




Service Level Agreement Dashboard January 2012

Availability

Exchange 2010



1. Jan 3 - 1:50 to 3:09, 94 min. OIR 865. Network outage. Routing updates not being received by the LAN switch.
2. Jan 9 - 16:40 to 20:30, 4 hours. OIR 968. Cisco spanning tree issue.
3. Jan 18 - 8:00 to 9:45, 1.75 hours. INFRA 79771. Intermittent connectivity, session limit issue.

Message Filtering

Category	Items
Volume of email traffic	15,570,542
Blocked messages from internet	12,273,571
Viruses detected	530

IronPort Availability
100%

The Vault



1. Jan 3 - 14 hours. ESD server only. MSMQ issue.
2. Jan 8 to Jan 11, 76.5 hours. OIR 967. Firmware/Driver issue.

WaSERV Availability
87.84%



Shared Services Email Project

Agency Information

Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Board for Volunteer Firefighters and Reserve Officers	1	1				
Caseload Forecast Council	8	696				
Commission on African American Affairs	6	369			1	
Commission on Asian Pacific American Affairs	5	1441				
Commission on Hispanic Affairs	6	945				
Commission on Salaries	4	36				
Consolidated Technology Services					1	1
Department of Agriculture	844	59905	913	445		1
Department of Archaeology and Historic Preservation	36	3219	37	104		2
Department of Corrections	3	9	2141	1374		1
Department of Early Learning	267	36517	356	329	1	3
Department of Ecology	1912	356908			2	
Department of Enterprise Services	78	30701				
Department of Financial Institutions			455	842		
Department of Fish and Wildlife	1733	307004	2194	2917	4	
Department of General Administration						
Department of Health					1	
Department of Information Services	723	253223	301		1	
Department of Labor & Industries	8	2	3989	1546		4
Department of Licensing	2969	107660			4	
Department of Personnel						
Department of Revenue	1190	386655			1	
Department of Retirement Systems	363	52745	22	3	2	
Department of Services for the Blind	153	10648	91	76	2	1
Department of Social and Health Services	18642	1694682	571	913	11	4
Department of Veterans Affairs	30	1085	691	87		
Economic and Revenue Forecast Council	6	2964				
Employment Security Department	3288	187216	3571	730	1	3
Environmental Hearings Office						
Environmental and Land Use Hearings Office	25	4931				
Fire Commissioner's Association	7	2207				
Governor's Office of Indian Affairs	7	1120				
Health Care Authority	1456	210365			4	
Human Rights Commission			46	20		1



Shared Services Email Project

Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	7	288	8	3		
Military Department	37	7931				
Office of Administrative Hearings	291	28521				
Office of The Attorney General	3	684				
Office of Civil Legal Aid						
Office of Financial Management	1	401	561	521		
Office of the Insurance Commissioner			347	232		
Office of Minority and Women's Business Enterprises	20	4279			1	
Recreation and Conservation Funding Board	100	8950	74	158	3	4
State Board of Accountancy	17	1566			1	
State Conservation Commission	21	5173				
State Investment Board			9	13		
Traffic Safety Commission	31	4879				
Transportation Improvement Board	15	2192			2	
Utilities and Transportation Commission	249	66595				
Washington State Historical Society						
Washington State Commission on Hispanic Affairs						
Washington State School Directors	22	2347	30	10		
Washington State Lottery	200	31936				
Total	34784	3878996	16407	10323	43	25

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	756	248
Number of tickets closed within 24 hours	14	
Percentage of tickets closed within 24 hours	21%	
Continuous Improvement		
Number of requests for change	20	
Number of approved requests for change	20	
Number of successfully completed requests for change	14	

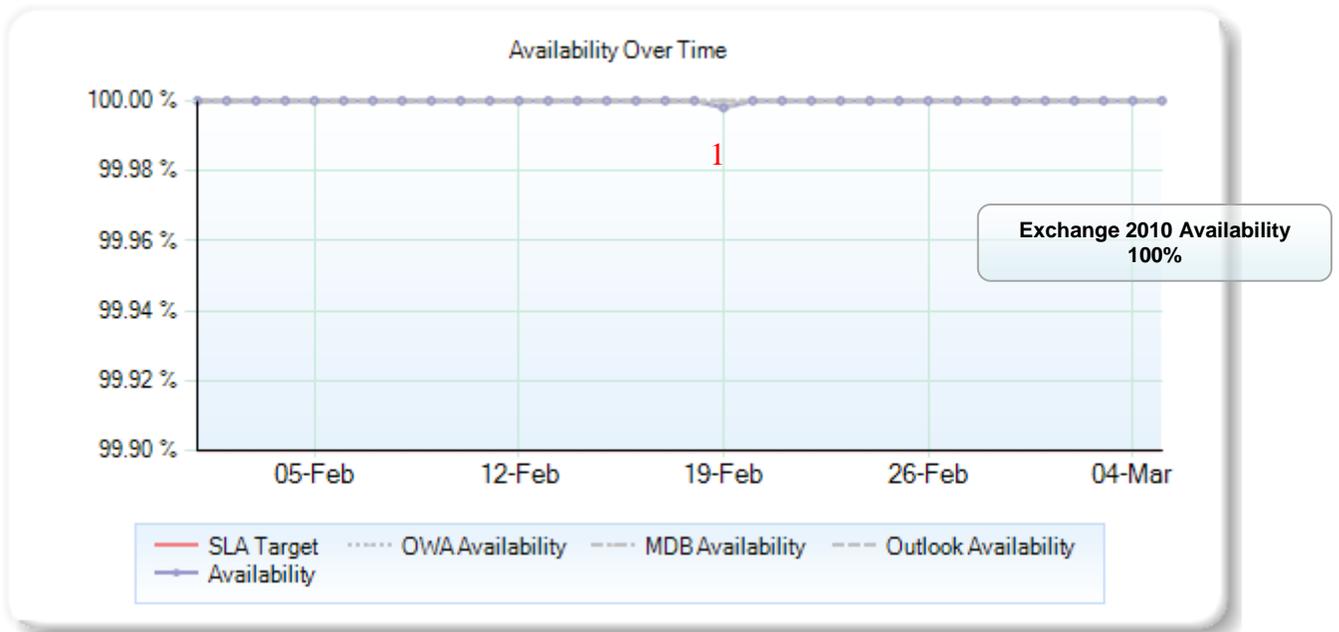
*INFRA ticket anomalies removed to reflect more accurate average.



Service Level Agreement Dashboard February 2012

Availability

Exchange 2010



1. Feb 19 - Scheduled maintenance (windows updates, load balancer, and Active Sync prep).
2. Feb 26 - Scheduled maintenance. (sp2) Note: OWA was down a little longer than expect in evening.

Message Filtering

Category	Items
Volume of email traffic	19,773,500
Blocked messages from internet	15,982,988
Viruses detected	389

IronPort Availability
100%

The Vault



1. Feb 5 - Scheduled maintenance (performed SQL updates)
2. Feb 11 - Scheduled maintenance (Firmware / Driver update)
3. Feb 19 - Scheduled maintenance (Health check recommendations)

WaSERV Availability
100%



Agency Information

Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Board for Volunteer Firefighters and Reserve Officers	6	297				
Caseload Forecast Council	12	982				
Commission on African American Affairs	5	475				
Commission on Asian Pacific American Affairs	5	910			1	
Commission on Hispanic Affairs	6	1240				
Commission on Salaries	4	44	2			
Consolidated Technology Services	371	165854			2	
Department of Agriculture	849	61804	923	469	1	1
Department of Archaeology and Historic Preservation	36	3977	37	107	1	2
Department of Corrections	213	28255	2165	1433	5	
Department of Early Learning	270	41555	363	341	2	
Department of Ecology	1922	381557			1	
Department of Enterprise Services	170	45897	1		2	1
Department of Financial Institutions			459	874		1
Department of Fish and Wildlife	1745	232660	2224	3032	9	2
Department of Health			1			
Department of Information Services	218	44133	746	300		
Department of Labor & Industries	10	3	4048	1609	3	5
Department of Licensing	2973	124537			10	
Department of Natural Resources					1	
Department of Personnel					1	
Department of Revenue	1205	413859	22	5		
Department of Retirement Systems	363	53638				
Department of Services for the Blind	145	10761	91	78	2	
Department of Social and Health Services	18699	1849074	582	923	4	3
Department of Veterans Affairs	31	1379	713	90		
Economic and Revenue Forecast Council						
Employment Security Department	3242	185036	3646	867		3
Environmental and Land Use Hearings Office	25	5135				
Fire Commissioner's Association	7	2166				
Governor's Office of Indian Affairs	7	1280				
Health Care Authority	1470	226065			1	
Human Rights Commission			46	23		
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	7	349	8	3		



Shared Services Email Project

Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Military Department	442	77958			2	
Office of Administrative Hearings	287	29967	217		1	1
Office of the Chief Information Officer	21	15655				
Office of Civil Legal Aid	3	809				
Office of Financial Management	1	401	572	566		
Office of the Insurance Commissioner			351	240		
Office of Minority and Women's Business Enterprises	21	5438				
Recreation and Conservation Funding Board	100	10532	74	162		1
State Board of Accountancy	17	1698				
State Conservation Commission	21	5354				
State Investment Board			9	13		
Traffic Safety Commission	31	4955			1	
Transportation Improvement Board	15	2398			1	
Utilities and Transportation Commission	251	68911			2	
Washington State School Directors	25	2232	34	12		
Washington State Lottery	196	32956			1	
Total	35447	4142186	17334	11147	54	20

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	269	201
Number of tickets closed within 24 hours	32	
Percentage of tickets closed within 24 hours	43%	
Continuous Improvement		
Number of requests for change	43	
Number of approved requests for change	43	
Number of successfully completed requests for change	19	

*INFRA ticket anomalies removed to reflect more accurate average.