



Service Level Agreement Dashboard April 2012

Availability

Exchange 2010



1. 4/04/12 – Not service impacting
2. 4/22/12 – Scheduled maintenance
3. 4/23/12 8:00am – 9:20am Lost network connectivity
4. 4/26/12 6:00pm – 11:30pm Lost network connectivity
5. 4/27/12 5:40pm – 6:00pm Lost network connectivity

Message Filtering

Category	Items
Volume of email traffic	19,408,565
Blocked messages from internet	15,465,808
Viruses detected	406

IronPort Availability
100%

Secure Email Service

Secure Email Availability
100%

The Vault



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 of Industrial Insurance Appeals					1	
Board for Volunteer Firefighters and Reserve Officers	6	118	4			
Caseload Forecast Council	12	1493				
Commission on African American Affairs	3	387	2			
Commission on Asian Pacific American Affairs	4	731	4			1
Commission on Hispanic Affairs	4	1012	2	2		
Commission on Salaries	2	65	2			
Consolidated Technology Services	423	85625			7	
Department of Agriculture	859	69315	943	507	5	
Department of Archaeology and Historic Preservation	38	4911	41	114	1	
Department of Commerce					1	
Department of Corrections	9010	714240	2194	1567	17	
Department of Early Learning	288	46846	373	364	5	
Department of Ecology	1897	428699	3		3	
Department of Enterprise Services	968	93269	111	18	8	
Department of Financial Institutions	318	36291	470	915	2	
Department of Fish and Wildlife	1776	218195	2275	3271	6	2
Department of General Administration	151	5872			3	
Department of Health			1		2	
Department of Information Services	185	14395	792	366		
Department of Labor & Industries	18	42	4090	1721	5	2
Department of Licensing	3016	156336	6		2	
Department of Natural Resources					2	
Department of Personnel	123	7695			1	
Department of Printing	95	3794				
Department of Revenue	1215	92704	1136	173	5	2
Department of Retirement Systems	369	60964				
Department of Services for the Blind	146	11343	90	82	2	
Department of Social and Health Services	18805	2211030		942	4	6
Department of Veterans Affairs	614	22620	735	96	1	
Economic and Revenue Forecast Council						
Employment Security Department	3186	194621	3758	1068	4	
Environmental and Land Use Hearings Office	17	4461				
Fire Commissioner's Association	7	2365				



Shared Services Email Project

Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Governor's Office of Indian Affair	5	395	2	1		
Health Care Authority	1442	242607			4	
Human Rights Commission			48	24	1	
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	8	478	8	3		
Military Department	453	32150	374	53	5	1
Office of Administrative Hearings	279	22544		1	1	
Office of the Chief Information Officer	21	3706				
Office of Civil Legal Aid	4	998				
Office of Financial Management	634	60448	598	642	5	1
Office of the Governor	78	6406				
Office of the Insurance Commissioner			358	254	1	2
Office of Minority and Women's Business Enterprises	21	8902				
Office of the State Treasurer	8	10	1			
Recreation and Conservation Funding Board	99	11643	73	168		1
State Board of Accountancy	15	2076				
State Conservation Commission	22	5778	583			
State Investment Board	107	22055	103	64	2	1
Traffic Safety Commission	31	5439				
Transportation Improvement Board	15	3094				
Utilities and Transportation Commission	253	71091			2	
Washington State School Directors	27	2240	36	13		
Washington State Lottery	210	35913	12		1	
Whatcom County						
Total	47287	5027412	19228	12429	109	19

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	203	145
Number of tickets closed within 24 hours	50	49
Percentage of tickets closed within 24 hours	39%	40%
Continuous Improvement		
Number of requests for change	42	
Number of approved requests for change	42	
Number of successfully completed requests for change	33	

*INFRA ticket anomalies removed to reflect more accurate average.