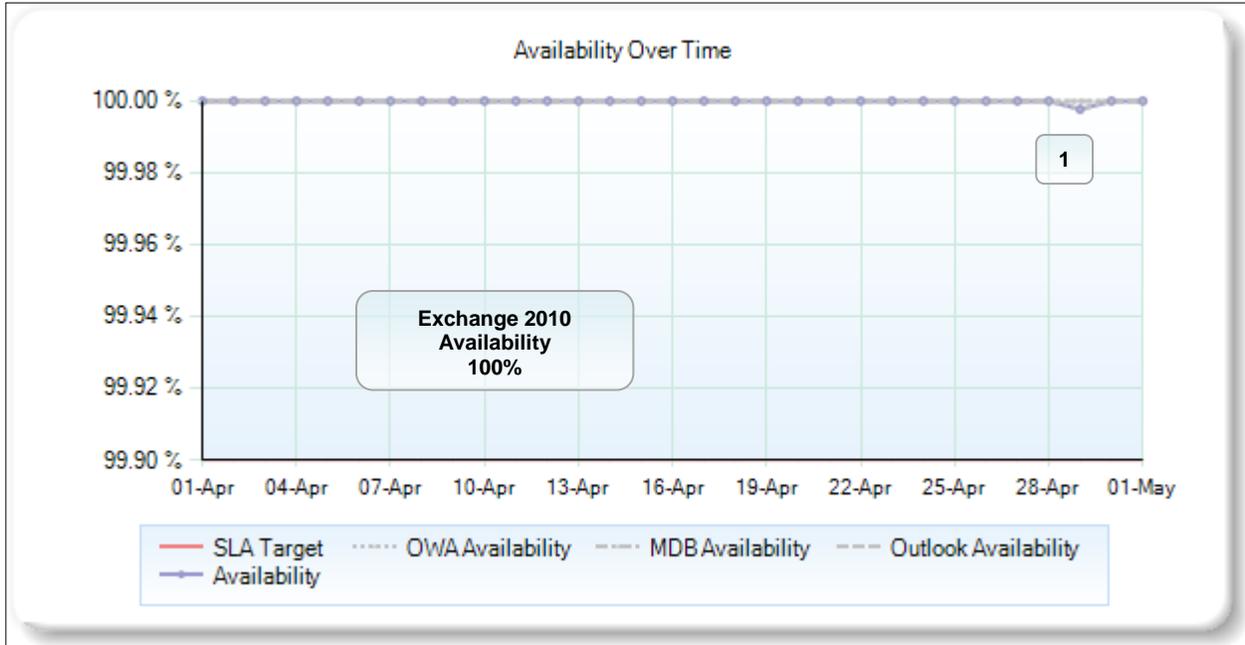




## Service Level Agreement Dashboard April 2014 Availability Exchange 2010



Comments:

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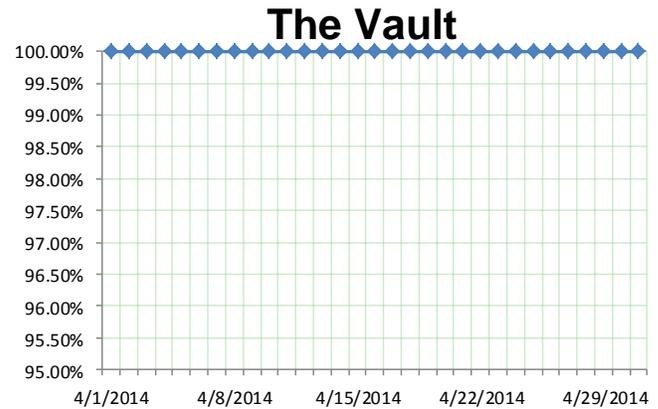
### Message Filtering

Category	Items
Volume of email traffic	16,649,774
Blocked messages from internet	9,186,678
Viruses detected	1,619

**IronPort Availability**  
100%

### Secure Email Service

**Secure Email Availability**  
99.9%



**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	8	478	5	3		
Caseload Forecast Council	13	824	11	18		
Commission on African American Affairs	9	1509	8	4		
Commission on Asian Pacific American Affairs	7	750	10	9		
Commission on Hispanic Affairs	10	1297	9	10		
Commission on Salaries	2	100	3			
Consolidated Technology Services	427	85842	1139		6	
Department of Agriculture	962	73778	1271	1125	3	
Department of Archaeology and Historic Preservation	37	6985	52	219		
Department of Commerce	518	58186	479	658		
Department of Corrections	9778	1050279	12106	6525	7	
Department of Early Learning	328	50246	503	753	1	
Department of Ecology	2025	657518	3		2	
Department of Enterprise Services	1741	248493	1533	2576	10	1
Department of Financial Institutions	318	43532	545	1400	3	
Department of Fish and Wildlife	2013	327102	2988	6500	6	2
Department of Health	2543	221201	2549	1475	3	
Department of Labor & Industries	3605	361145	5061	3550		1
Department of Licensing	3027	209106	2494	736		1
Department of Natural Resources	1887	582499			1	
Department of Revenue	2113	172024	2401	1375		1
Department of Retirement Systems	353	43566	364	165	1	
Department of Services for the Blind	194	22615	110	145		
Department of Social and Health Services	21208	3980770	7600	1741	27	3
Department of Veterans Affairs	627	55795	940	218	2	
Economic and Revenue Forecast Council						
Employment Security Department	2379	246034	4871	3400	1	
Environmental and Land Use Hearings Office	26	3282	18	7		
Fire Commissioner's Association	7	2593				
Governor's Office of Indian Affairs	3	744	2	5		
Health Care Authority	1624	327585	1774	1700	3	
Washington Arts Commission	18	6323			1	1



Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Human Rights Commission	41	4557	55	46		
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	18	1763	25	7	1	
Liquor Control Board	5	8	6		1	
Military Department	576	87973	602	673	4	1
Office of Administrative Hearings	288	32857	318	67		
Office of Civil Legal Aid	5	756	1	3		1
Office of Financial Management	877	116166	730	1100		
Office of the Insurance Commissioner	350	50828	444	480	3	1
Office of the Attorney General	2174	342167	1532	3425	6	3
Office of the State Treasurer	100	12445	71	68		
Others	155	40352	68	2828	22	
Public Employment Relations Commission	42	17374	4	3	1	
Recreation and Conservation Funding Board	109	20202	89	244	5	1
State Board of Accountancy	17	4921	4		2	
State Investment Board	115	30190	116	327		1
Traffic Safety Commission	41	5888	27	24	2	
Transportation Improvement Board	13	1488	12	10		
Utilities and Transportation Commission	328	41656	223	30	3	
Washington State Gambling Commission	202	42048				
Washington State Lottery	194	7972	238	54	2	2
Washington State School Directors	38	4825	50	44	1	
Washington Student Achievement Council	197	74653	2			
Washing State Institute for Public Policy	21	1492	21	14		
Washington State Parks	616	65312			4	
<b>Total</b>	<b>64332</b>	<b>9850094</b>	<b>53487</b>	<b>43764</b>	<b>134</b>	<b>20</b>

Customer Responsiveness	Stats	Normalized Stats*
Tickets created in a month	154	
Average time for initial response	141	132
Number of tickets closed within 24 hours	75	
Percentage of tickets closed within 24 hours	49%	
<b>Continuous Improvement</b>		
Number of Requests	7	
Number of Approved Requests	7	
Number of Completed Requests	4	

\*INFRA ticket anomalies removed to reflect more accurate average