



Service Level Agreement Dashboard August 2011

Availability

Exchange 2010



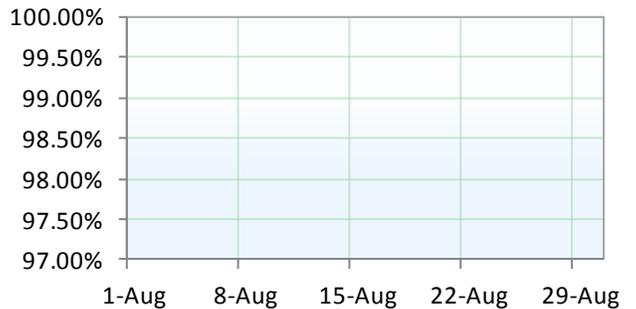
1. August 7 – Scheduled maintenance
2. August 22 – Campus wide power outage
3. August 25 – Lost Fault Tolerance – brought up Fault Tolerance group. 1 hour 45 minutes. (Note: August 28 - Fault Tolerance link installed)
4. August 30 – Scheduled maintenance

Message Filtering

Category	Items
Volume of email traffic	9,047,796
Blocked messages from internet	7,268,812
Viruses detected	84

IronPort Availability
100%

The Vault



WaSERV Availability
N/A



Agency Information

Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Incidents (INFRA)
Commission on African American Affairs	3	40			
Commission on Asian Pacific American Affairs	4	587			
Commission on Hispanic Affairs	4	587			
Commission on Salaries	2	60		N/A for Aug 2011	
Department of Ecology	1,839	212,888			2
Department of General Administration					1
Department of Information Services	837	274,211			1
Department of Labor & Industries					1
Department of Retirement Systems	349	41,269			8
Department of Revenue					1
Environmental Hearings Office	22	1,125			
Fire Commissioner's Association	6	745			
Governor's Commission on Early Learning					1
Governor's Office of Indian Affairs	5	522			
Health Care Authority	1355	126,392			5
Office of Administrative Hearings	257	16,900			1
Office of Civil Legal Aid	3	823			2
Office of Minority and Women's Business Enterprises	17	2,273		Agency Readiness Related Tickets	
State Board of Accountancy	15	928			
Traffic Safety Commission	30	3,070			
Transportation Improvement Board	14	1,660			
Utilities and Transportation Commission	243	45,199			1
Total	5,005	729,279			24

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	878 minutes	234 minutes
Number of tickets closed within 24 hours	5	
Percentage of tickets closed within 24 hours	21%	
Continuous Improvement		
Number of requests for change	35	
Number of approved requests for change	35	
Number of successfully completed requests for change	23	

*INFRA Ticket anomalies removed to reflect more accurate average.

Quarterly customer satisfaction survey results reported separately