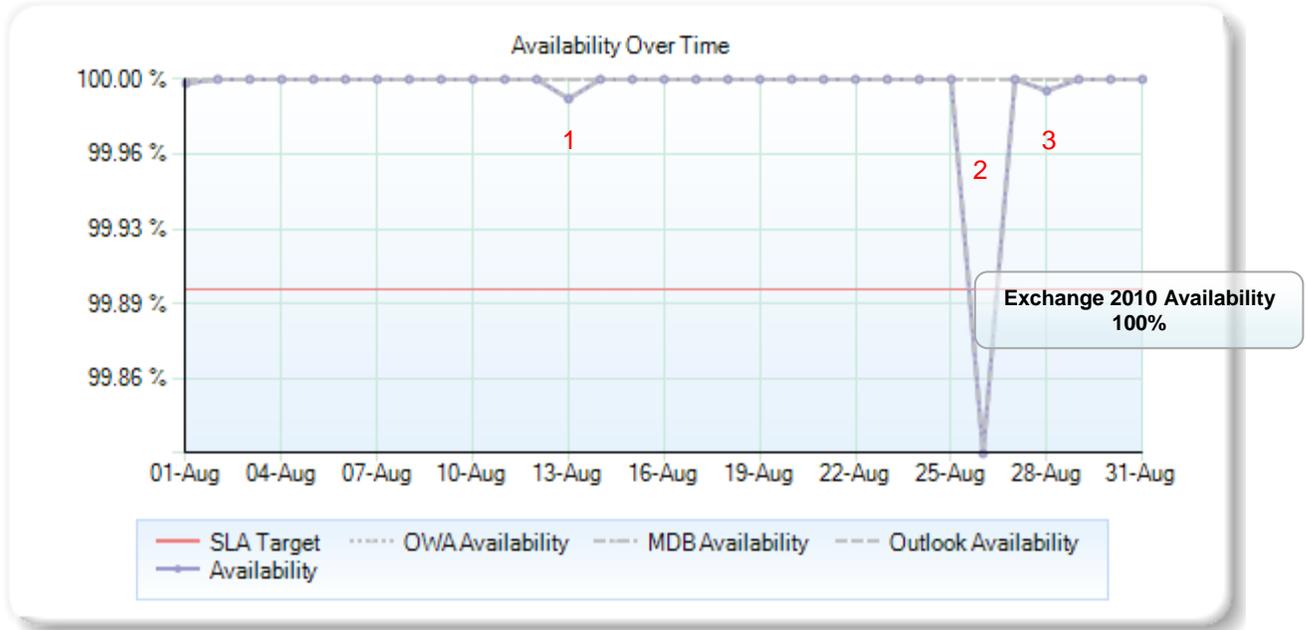




Service Level Agreement Dashboard August 2012

Availability

Exchange 2010



1. 8/13/2012 - DNS issue. Did not affect customer connectivity
2. 8/26/2012 - Sunday scheduled maintenance.
3. 8/28/2012 - Unknown event

Message Filtering

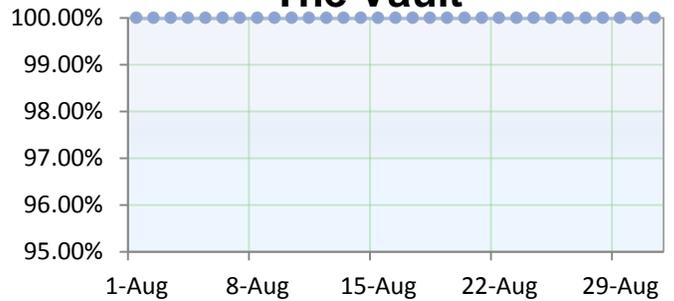
Category	Items
Volume of email traffic	22,474,700
Blocked messages from internet	22,125,519
Viruses detected	1,291

IronPort Availability
100%

Secure Email Service

Secure Email Availability
100%

The Vault



WaSERV Availability
100%



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 of Industrial Insurance Appeals						
Board for Volunteer Firefighters and Reserve Officers	7	317	5	1		
Caseload Forecast Council	13	1255	11	4		
Commission on African American Affairs	3	584	3	1		
Commission on Asian Pacific American Affairs	4	677	4	2		
Commission on Hispanic Affairs	4	861	2	3		
Commission on Salaries	2	99	2	0		
Consolidated Technology Services	334	63914			9	
Department of Agriculture	874	68233	1042	607	3	
Department of Archaeology and Historic Preservation	35	7177	43	129		
Department of Commerce				0		
Department of Corrections	9125	890625	5436	1891	5	
Department of Early Learning	299	54263	398	423	4	
Department of Ecology	1938	499139	3	0	4	
Department of Enterprise Services	1280	109888	923	644	4	2
Department of Financial Institutions	335	34942	487	1010	1	
Department of Fish and Wildlife	1807	232952	2382	3814	3	
Department of General Administration	69	891				
Department of Health			1	0		
Department of Information Services	214	16084	975		1	
Department of Labor & Industries	3410	206793	4247	1964	4	
Department of Licensing	2982	114236	2128	161	6	3
Department of Natural Resources					2	
Department of Personnel	130	7907			1	
Department of Revenue	1296	80291	1217	364		
Department of Retirement Systems	365	26609	285	40	3	
Department of Services for the Blind	149	13841	93	92	1	
Department of Social and Health Services	19032	2782208		979	11	
Department of Veterans Affairs	569	25025	766	113	1	
Economic and Revenue Forecast Council						
Employment Security Department	3006	209968	3975	1604	3	
Environmental and Land Use Hearings Office	24	1102	16	2		



Shared Services Email Project

Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Fire Commissioner's Association	7	1480	6	2		
Governor's Office of Indian Affairs	5	582	2	2		
Health Care Authority	1487	129323	1268	163		1
Human Rights Commission	40	2439	49	27	1	
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	9	884	12	3		1
Military Department	520	46963	452	113	3	1
Office of Administrative Hearings	286	15291	237	10		
Office of the Chief Information Officer						
Office of Civil Legal Aid	5	248	2	1		
Office of Financial Management	648	66020	715	736	1	3
Office of the Governor						
Office of the Insurance Commissioner			371	288		
Office of Minority and Women's Business Enterprises	25	11692		0		
Office of the State Treasurer	95	5836	64	7	3	
Others	63	235				
Recreation and Conservation Funding Board	98	13855	75	170	1	
State Board of Accountancy	15	2594		0	1	
State Conservation Commission			601			
State Investment Board	112	26600	104	166	2	
State Parks & Recreation Commission						
Traffic Safety Commission	34	3875	20	4		
Transportation Improvement Board	15	3903		0		
Utilities and Transportation Commission	262	78930		0		
Washington State School Directors	41	3817	41	17		
Washington State Lottery	196	41851	12	0	1	
Whatcom County						
Total	51269	5906299	28475	15557	79	11

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	187	
Number of tickets closed within 24 hours	33	
Percentage of tickets closed within 24 hours	36%	
Continuous Improvement		
Number of requests for change	8	
Number of approved requests for change	8	
Number of successfully completed requests for change	7	

*INFRA ticket anomalies removed to reflect more accurate average.



Shared Services Email Project

Customer Satisfaction Survey Spring 2012

