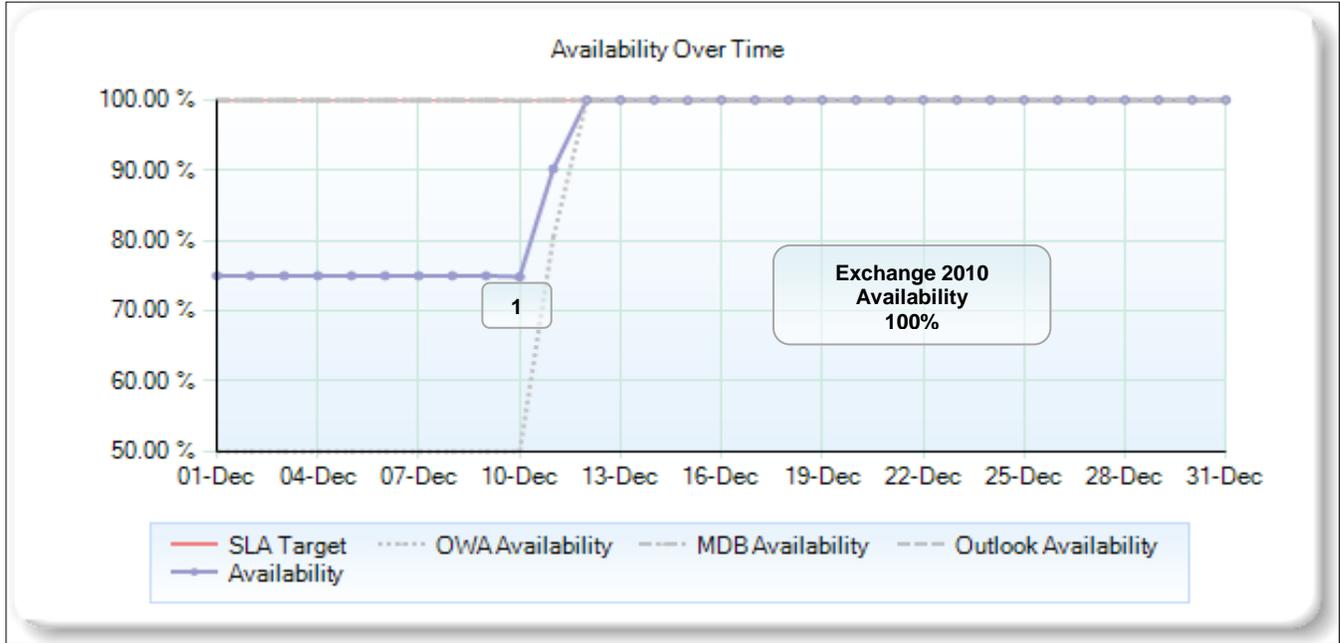




Service Level Agreement Dashboard December 2013 Availability Exchange 2010



Comments:

1. Report anomaly. After the fix applied in November this report should show 100%.

Message Filtering

Category	Items
Volume of email traffic	37,731,847
Blocked messages from internet	30,978,183
Viruses detected	272

**IronPort Availability
100%**

Secure Email Service

**Secure Email Availability
99.9%**

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 for Volunteer Firefighters and Reserve Officers	8	385	5			
Caseload Forecast Council	13	805	11	17		
Commission on African American Affairs	5	938	4	3		
Commission on Asian Pacific American Affairs	4	535	7	7		
Commission on Hispanic Affairs	7	1236	4	9		
Commission on Salaries	1	57	2			
Consolidated Technology Services	415	83093	1111		3	
Department of Agriculture	953	61985	1200	1000		
Department of Archaeology and Historic Preservation	33	5171	49	199		
Department of Commerce	515	47483	453	225	2	1
Department of Corrections	9680	951520	11526	5600	5	1
Department of Early Learning	335	64558	486	687	1	1
Department of Ecology	1996	624133	3		1	
Department of Enterprise Services	1780	229001	1460	1840	5	7
Department of Financial Institutions	354	43454	538	1300	12	
Department of Fish and Wildlife	1962	306887	2866	5775	3	
Department of Health	12	108	21	2	2	
Department of Labor & Industries	3542	307824	4858	3200		1
Department of Licensing	3019	193804	2421	527	1	1
Department of Natural Resources	1853	514291				
Department of Revenue	1449	171628	1433	942	1	1
Department of Retirement Systems	362	40105	354	139		
Department of Services for the Blind	178	19583	106	136	1	
Department of Social and Health Services	20919	5086528	2056	671	14	
Department of Veterans Affairs	600	49313	912	191		
Economic and Revenue Forecast Council						
Employment Security Department	2549	227886	4644	3275		
Environmental and Land Use Hearings Office	26	2704	18	4		
Fire Commissioner's Association	7	2445	6	4		
Governor's Office of Indian Affairs	3	601	2	4		
Health Care Authority	1517	256370	1618	1055	1	1
Washington Arts Commission	16	4072				



Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Human Rights Commission	43	3712	55	42		
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	11	1551	15	2	6	
Liquor Control Board			2			
Military Department	546	64501	561	602	2	1
Office of Administrative Hearings	280	30135	308	55	1	
Office of Civil Legal Aid	5	537	1			
Office of Financial Management	837	106742	917	1150		
Office of the Insurance Commissioner			431	441	4	1
Office of the Attorney General	930	168198	974	1800	9	2
Office of the State Treasurer	99	11679	70	57		
Others	133	19697	12		19	
Public Employment Relations Commission	43	16780	4	1		
Recreation and Conservation Funding Board	107	16674	84	227		
State Board of Accountancy	17	4652	2	1		1
State Investment Board	110	25086	113	291	1	
Traffic Safety Commission	39	6491	26	19		
Transportation Improvement Board	13	1517	12	8		
Utilities and Transportation Commission	316	108198				
Washington State Gambling Commission	220	36402				
Washington State Lottery	196	7705	232	39		
Washington State School Directors	48	5467	44	40	1	
Total	58106	9934227	42037	31587	89	19

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	238	149
Number of tickets closed within 24 hours	39	
Percentage of tickets closed within 24 hours	36%	
Continuous Improvement		
Number of successfully completed requests for change	108	

*INFRA ticket anomalies removed to reflect more accurate average