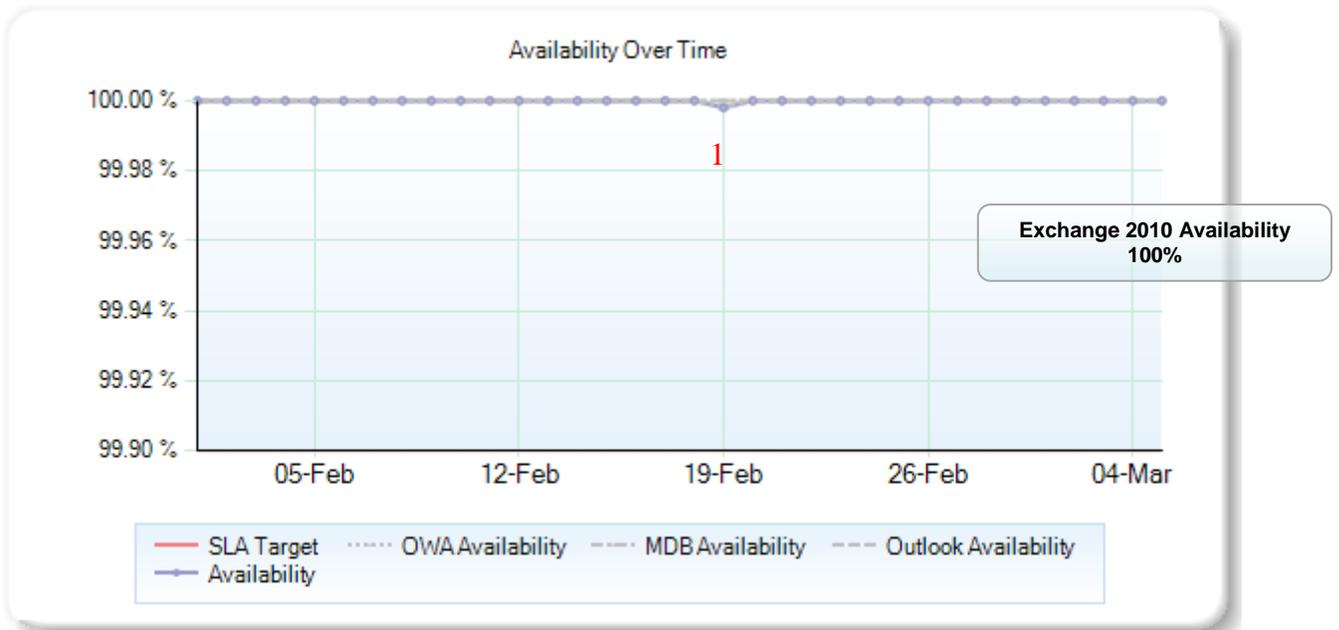




Service Level Agreement Dashboard February 2012

Availability

Exchange 2010



1. Feb 19 - Scheduled maintenance (windows updates, load balancer, and Active Sync prep).
2. Feb 26 - Scheduled maintenance. (sp2) Note: OWA was down a little longer than expect in evening.

Message Filtering

Category	Items
Volume of email traffic	19,773,500
Blocked messages from internet	15,982,988
Viruses detected	389

IronPort Availability
100%

The Vault



1. Feb 5 - Scheduled maintenance (performed SQL updates)
2. Feb 11 - Scheduled maintenance (Firmware / Driver update)
3. Feb 19 - Scheduled maintenance (Health check recommendations)

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	6	297				
Caseload Forecast Council	12	982				
Commission on African American Affairs	5	475				
Commission on Asian Pacific American Affairs	5	910			1	
Commission on Hispanic Affairs	6	1240				
Commission on Salaries	4	44	2			
Consolidated Technology Services	371	165854			2	
Department of Agriculture	849	61804	923	469	1	1
Department of Archaeology and Historic Preservation	36	3977	37	107	1	2
Department of Corrections	213	28255	2165	1433	5	
Department of Early Learning	270	41555	363	341	2	
Department of Ecology	1922	381557			1	
Department of Enterprise Services	170	45897	1		2	1
Department of Financial Institutions			459	874		1
Department of Fish and Wildlife	1745	232660	2224	3032	9	2
Department of Health			1			
Department of Information Services	218	44133	746	300		
Department of Labor & Industries	10	3	4048	1609	3	5
Department of Licensing	2973	124537			10	
Department of Natural Resources					1	
Department of Personnel					1	
Department of Revenue	1205	413859	22	5		
Department of Retirement Systems	363	53638				
Department of Services for the Blind	145	10761	91	78	2	
Department of Social and Health Services	18699	1849074	582	923	4	3
Department of Veterans Affairs	31	1379	713	90		
Economic and Revenue Forecast Council						
Employment Security Department	3242	185036	3646	867		3
Environmental and Land Use Hearings Office	25	5135				
Fire Commissioner's Association	7	2166				
Governor's Office of Indian Affairs	7	1280				
Health Care Authority	1470	226065			1	
Human Rights Commission			46	23		
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	7	349	8	3		



Shared Services Email Project

Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Military Department	442	77958			2	
Office of Administrative Hearings	287	29967	217		1	1
Office of the Chief Information Officer	21	15655				
Office of Civil Legal Aid	3	809				
Office of Financial Management	1	401	572	566		
Office of the Insurance Commissioner			351	240		
Office of Minority and Women's Business Enterprises	21	5438				
Recreation and Conservation Funding Board	100	10532	74	162		1
State Board of Accountancy	17	1698				
State Conservation Commission	21	5354				
State Investment Board			9	13		
Traffic Safety Commission	31	4955			1	
Transportation Improvement Board	15	2398			1	
Utilities and Transportation Commission	251	68911			2	
Washington State School Directors	25	2232	34	12		
Washington State Lottery	196	32956			1	
Total	35447	4142186	17334	11147	54	20

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	269	201
Number of tickets closed within 24 hours	32	
Percentage of tickets closed within 24 hours	43%	
Continuous Improvement		
Number of requests for change	43	
Number of approved requests for change	43	
Number of successfully completed requests for change	19	

*INFRA ticket anomalies removed to reflect more accurate average.