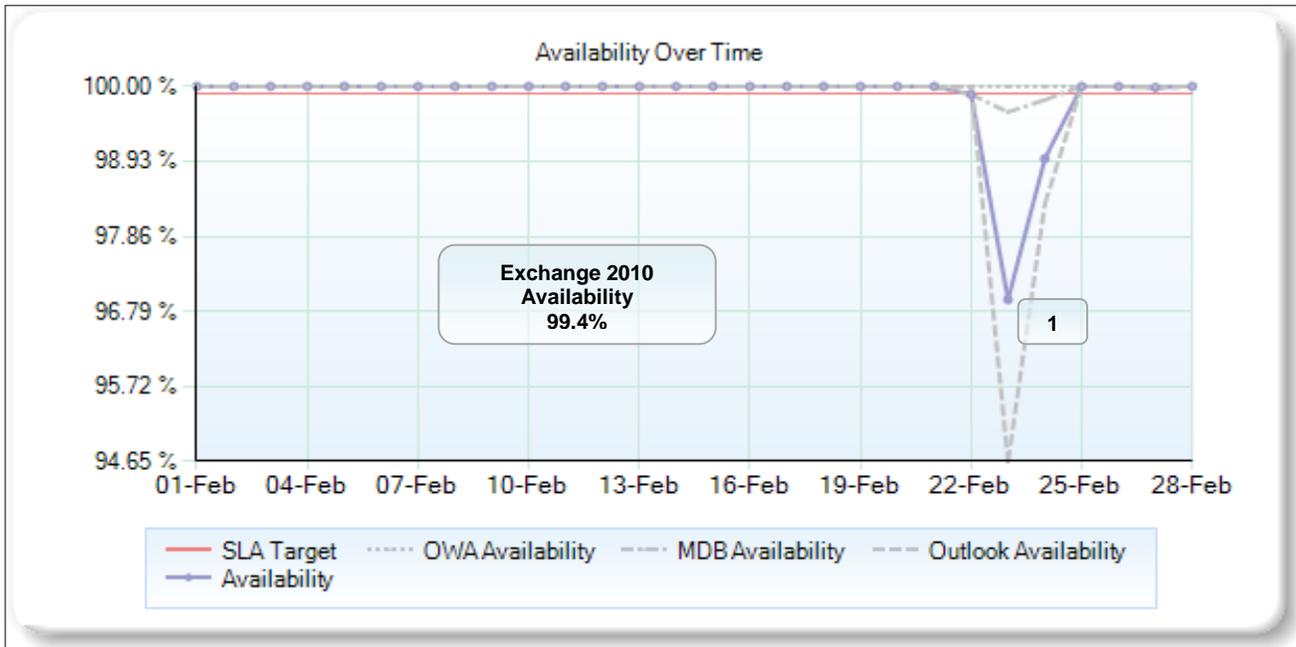




# Service Level Agreement Dashboard February 2013 Availability Exchange 2010



- 02/24/2013 Exchange. Infra 100007. Software bug in SP2. 4 hours 18 mins

## Message Filtering

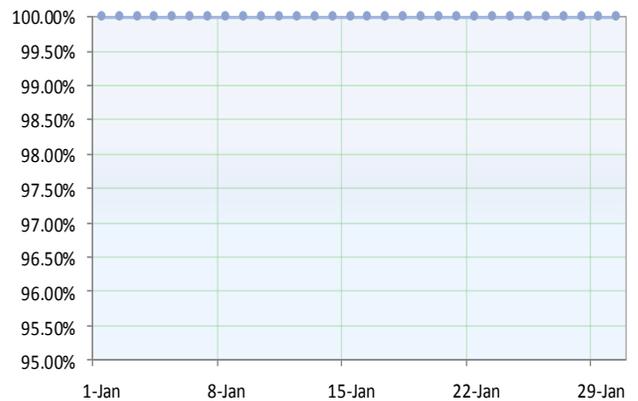
Category	Items
Volume of email traffic	45,340,688
Blocked messages from internet	44,831,894
Viruses detected	637

**IronPort Availability**  
100%

## Secure Email Service

**Secure Email Availability**  
100%

## 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 of Industrial Insurance Appeals						
Board for Volunteer Firefighters and Reserve Officers	7	236	5	1		
Caseload Forecast Council	13	1181	11	12		
Commission on African American Affairs	4	974	3	2		
Commission on Asian Pacific American Affairs	4	1310	4	4		
Commission on Hispanic Affairs	4	965	2	6		
Commission on Salaries	2	152	2			
Consolidated Technology Services	392	74204	1062		4	1
Department of Agriculture	906	61827	1084	758	3	
Department of Archaeology and Historic Preservation	38	4619	46	151		
Department of Corrections	9285	876283	9448	3143	10	2
Department of Early Learning	328	62829	438	511	2	
Department of Ecology	1948	547313	3		2	
Department of Enterprise Services	1622	169617	1091	1131	4	
Department of Financial Institutions	359	42255	507	1122	2	
Department of Fish and Wildlife	1911	272810	2553	4472	5	
Department of Health			1		1	
Department of Labor & Industries	3497	251749	4484	2448	2	2
Department of Licensing	2966	140686	2237	274	2	
Department of Natural Resources					1	1
Department of Revenue	1213	113815	1274	448	4	1
Department of Retirement Systems	370	36177	312	76	1	
Department of Services for the Blind	172	18582	98	107	1	1
Department of Social and Health Services	19635	3816693	661	1050	21	
Department of Veterans Affairs	580	37375	831	137	2	
Economic and Revenue Forecast Council						
Employment Security Department	2945	229993	4224	2469		
Environmental and Land Use Hearings Office	24	1788	16	3		
Fire Commissioner's Association	7	2004	6	3		
Governor's Office of Indian Affairs	5	666	2	3		
Health Care Authority	1451	166100	1452	395	5	



Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Human Rights Commission	42	2832	52	31		1
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	11	729	14	5	1	
Military Department	546	50478	487	207		
Office of Administrative Hearings	297	22191	272	23	2	
Office of Civil Legal Aid	5	313	1	1		
Office of Financial Management	740	86092	793	885		
Office of the Insurance Commissioner			391	339		
Office of Minority and Women's Business Enterprises						
Office of the State Treasurer	99	7487	67	18	1	
Others	78	11806	12		8	
Recreation and Conservation Funding Board	101	16001	78	191	3	
State Board of Accountancy	15	3233			1	
State Investment Board	115	22374	108	209	3	
State Parks & Recreation Commission					1	
Traffic Safety Commission	38	4897	20	8		
Transportation Improvement Board	12	1359	10	4		
Utilities and Transportation Commission	278	89540			2	
Washington State School Directors	45	3508	42	24	2	
Washington State Lottery	211	49319	29			1
Whatcom County						
<b>Total</b>	<b>52321</b>	<b>7304362</b>	<b>34233</b>	<b>20671</b>	<b>96</b>	<b>10</b>

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	222	
Number of tickets closed within 24 hours	53	
Percentage of tickets closed within 24 hours	42%	
<b>Continuous Improvement</b>		
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