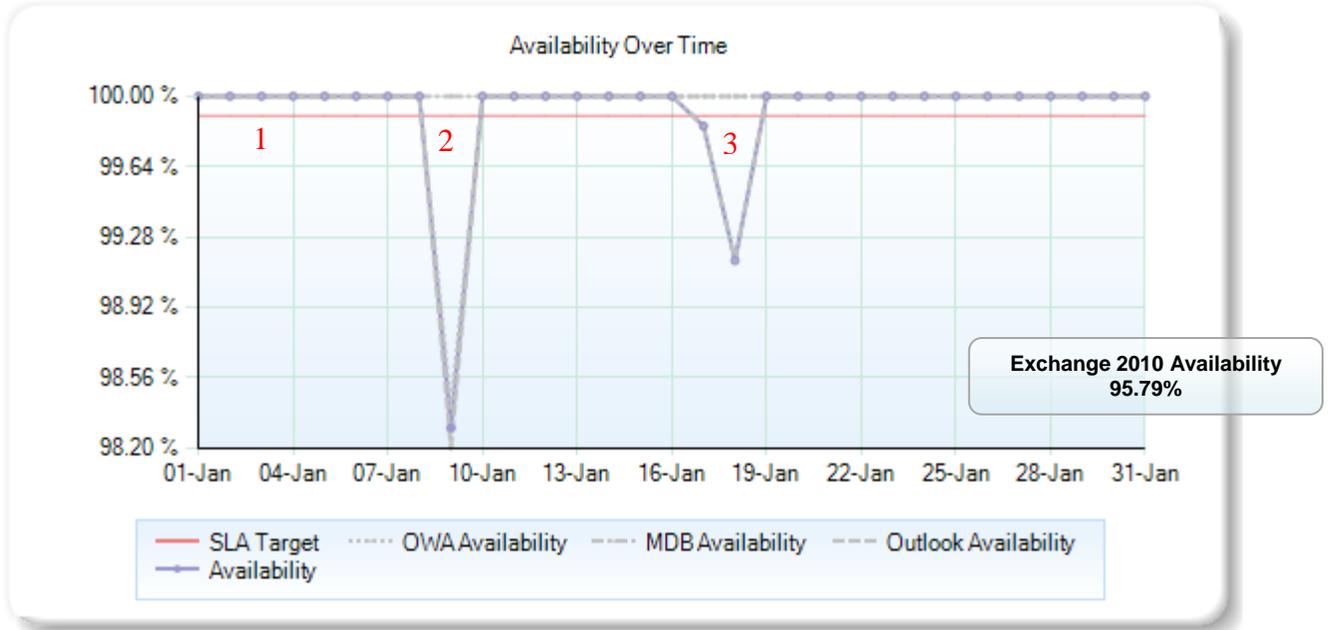




Service Level Agreement Dashboard January 2012

Availability

Exchange 2010



1. Jan 3 - 1:50 to 3:09, 94 min. OIR 865. Network outage. Routing updates not being received by the LAN switch.
2. Jan 9 - 16:40 to 20:30, 4 hours. OIR 968. Cisco spanning tree issue.
3. Jan 18 - 8:00 to 9:45, 1.75 hours. INFRA 79771. Intermittent connectivity, session limit issue.

Message Filtering

Category	Items
Volume of email traffic	15,570,542
Blocked messages from internet	12,273,571
Viruses detected	530

IronPort Availability
100%

The Vault



1. Jan 3 - 14 hours. ESD server only. MSMQ issue.
2. Jan 8 to Jan 11, 76.5 hours. OIR 967. Firmware/Driver issue.

WaSERV Availability
87.84%



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	1	1				
Caseload Forecast Council	8	696				
Commission on African American Affairs	6	369			1	
Commission on Asian Pacific American Affairs	5	1441				
Commission on Hispanic Affairs	6	945				
Commission on Salaries	4	36				
Consolidated Technology Services					1	1
Department of Agriculture	844	59905	913	445		1
Department of Archaeology and Historic Preservation	36	3219	37	104		2
Department of Corrections	3	9	2141	1374		1
Department of Early Learning	267	36517	356	329	1	3
Department of Ecology	1912	356908			2	
Department of Enterprise Services	78	30701				
Department of Financial Institutions			455	842		
Department of Fish and Wildlife	1733	307004	2194	2917	4	
Department of General Administration						
Department of Health					1	
Department of Information Services	723	253223	301		1	
Department of Labor & Industries	8	2	3989	1546		4
Department of Licensing	2969	107660			4	
Department of Personnel						
Department of Revenue	1190	386655			1	
Department of Retirement Systems	363	52745	22	3	2	
Department of Services for the Blind	153	10648	91	76	2	1
Department of Social and Health Services	18642	1694682	571	913	11	4
Department of Veterans Affairs	30	1085	691	87		
Economic and Revenue Forecast Council	6	2964				
Employment Security Department	3288	187216	3571	730	1	3
Environmental Hearings Office						
Environmental and Land Use Hearings Office	25	4931				
Fire Commissioner's Association	7	2207				
Governor's Office of Indian Affairs	7	1120				
Health Care Authority	1456	210365			4	
Human Rights Commission			46	20		1



Shared Services Email Project

Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	7	288	8	3		
Military Department	37	7931				
Office of Administrative Hearings	291	28521				
Office of The Attorney General	3	684				
Office of Civil Legal Aid						
Office of Financial Management	1	401	561	521		
Office of the Insurance Commissioner			347	232		
Office of Minority and Women's Business Enterprises	20	4279			1	
Recreation and Conservation Funding Board	100	8950	74	158	3	4
State Board of Accountancy	17	1566			1	
State Conservation Commission	21	5173				
State Investment Board			9	13		
Traffic Safety Commission	31	4879				
Transportation Improvement Board	15	2192			2	
Utilities and Transportation Commission	249	66595				
Washington State Historical Society						
Washington State Commission on Hispanic Affairs						
Washington State School Directors	22	2347	30	10		
Washington State Lottery	200	31936				
Total	34784	3878996	16407	10323	43	25

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	756	248
Number of tickets closed within 24 hours	14	
Percentage of tickets closed within 24 hours	21%	
Continuous Improvement		
Number of requests for change	20	
Number of approved requests for change	20	
Number of successfully completed requests for change	14	

*INFRA ticket anomalies removed to reflect more accurate average.