



## Service Level Agreement Dashboard

# January 2013 Availability Exchange 2010



- 01/20/2013 Scheduled maintenance. Request 202713. Monthly Windows Updates
- 01/27/2013 Secure Email . Infra 98593. Configuration error in Iron Port gateway. 29 mins.

### Message Filtering

Category	Items
Volume of email traffic	20,903,075
Blocked messages from internet	20,465,529
Viruses detected	601

**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 of Industrial Insurance Appeals						
Board for Volunteer Firefighters and Reserve Officers	7	215	5	1		
Caseload Forecast Council	13	856	11	11		
Commission on African American Affairs	4	763	3	2		
Commission on Asian Pacific American Affairs	4	884	4	4		
Commission on Hispanic Affairs	4	978	2	6		
Commission on Salaries	2	132	2			
Consolidated Technology Services	384	72972	1000		8	4
Department of Agriculture	894	51050	1075	735	3	
Department of Archaeology and Historic Preservation	36	4657	46	147		
Department of Corrections	9295	876049	9300	2972	8	1
Department of Early Learning	326	55687	434	498	1	
Department of Ecology	1947	563271	3		1	
Department of Enterprise Services	1594	165051	1016	1054	4	3
Department of Financial Institutions	356	39199	505	1102	9	
Department of Fish and Wildlife	1890	238918	2522	4346	2	1
Department of Health			1			
Department of Labor & Industries	3475	235070	4440	2375	4	1
Department of Licensing	2959	134384	2212	259		
Department of Natural Resources					4	
Department of Revenue	1210	105317	1263	434		
Department of Retirement Systems	373	30231	310	71	1	
Department of Services for the Blind	167	16427	97	105	1	1
Department of Social and Health Services	19561	3662808	640	1037	28	
Department of Veterans Affairs	572	34352	822	132		
Economic and Revenue Forecast Council						
Employment Security Department	2977	210550	4175	2334	1	2
Environmental and Land Use Hearings Office	24	1613	16	3		
Fire Commissioner's Association	7	1785	6	2		
Governor's Office of Indian Affairs	5	700		2		



Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Health Care Authority	1448	156477	1441	354	3	
Human Rights Commission	44	2213	52	30		
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	9	677	14	5		
Military Department	541	47521	483	194	2	
Office of Administrative Hearings	298	20294	265	20		
Office of Civil Legal Aid	5	173	1	1		
Office of Financial Management	706	72451	776	872	2	4
Office of the Insurance Commissioner			387	331		
Office of Minority and Women's Business Enterprises						
Office of the State Treasurer	99	6947	67	14	2	
Others	65	11432	13		18	
Recreation and Conservation Funding Board	100	15198	78	187	2	
State Board of Accountancy	15	2881				
State Investment Board	115	20959	106	202	2	
State Parks & Recreation Commission						
Traffic Safety Commission	38	4444	20	7		
Transportation Improvement Board	12	1278	10	4		
Utilities and Transportation Commission	275	87247			1	
Washington State School Directors	45	3223	42	23	1	
Washington State Lottery	197	47236	29		1	
Whatcom County						
<b>Total</b>	<b>52098</b>	<b>7004570</b>	<b>33694</b>	<b>19876</b>	<b>109</b>	<b>17</b>

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	114.9	
Number of tickets closed within 24 hours	70	
Percentage of tickets closed within 24 hours	55%	
<b>Continuous Improvement</b>		
Number of requests for change	11	
Number of approved requests for change	11	
Number of successfully completed requests for change	9	

\*INFRA ticket anomalies removed to reflect more accurate average