



## Service Level Agreement Dashboard July 2012

### Availability

#### Exchange 2010



- 1. 7/15/2012 Scheduled maintenance
- 2. 7/22/2012 Scheduled maintenance

#### Message Filtering

Category	Items
Volume of email traffic	42,731,132
Blocked messages from internet	42,360,976
Viruses detected	371

**IronPort Availability**  
100%

#### Secure Email Service

**Secure Email Availability**  
100%

#### The Vault



- 1. 7/25/2012 4:20pm – 7/26/2012 9:00am Error in network interface card configuration file

**WaSERV Availability**  
97.8%



## Shared Services Email Project

### 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	6	147	4			
Caseload Forecast Council	13	1226	11	3		
Commission on African American Affairs	3	545	2	1		
Commission on Asian Pacific American Affairs	4	567	4	1		
Commission on Hispanic Affairs	4	807	2	3		
Commission on Salaries	2	85	2			
Consolidated Technology Services	640	76663			6	3
Department of Agriculture	877	66540	1033	580	2	
Department of Archaeology and Historic Preservation	35	6368	42	125	1	
Department of Commerce						
Department of Corrections	9168	873217	2470	1769	3	1
Department of Early Learning	301	51827	391	406	2	1
Department of Ecology	1898	491950	3		1	
Department of Enterprise Services	1464	112264	902	470	6	
Department of Financial Institutions	333	35445	483	988	6	1
Department of Fish and Wildlife	1809	217123	2358	3668	2	1
Department of General Administration						
Department of Health			1			
Department of Information Services			991			
Department of Labor & Industries	3440	199087	4214	1916		
Department of Licensing	2978	110602	2117	128	1	1
Department of Natural Resources						
Department of Personnel						
Department of Revenue	1281	83013	1200	338	1	
Department of Retirement Systems	365	25768	284	10	1	
Department of Services for the Blind	146	12288	93	89	1	
Department of Social and Health Services	19024	2715738	595	970	10	
Department of Veterans Affairs	611	25226	764	109		1
Economic and Revenue Forecast Council						
Employment Security Department	3014	201615	3901	1424	3	1
Environmental and Land Use Hearings Office	24	2467	3	1		



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Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Fire Commissioner's Association	7	1380	6	1	1	
Governor's Office of Indian Affairs	5	494	2	1		
Health Care Authority	1466	120276	1267	132	6	1
Human Rights Commission	41	2476	49	26		
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	9	1052	11	3	1	
Military Department	518	40901	449	97	1	1
Office of Administrative Hearings	285	14709	232	9		
Office of the Chief Information Officer	39	4060				
Office of Civil Legal Aid	5	277	2			
Office of Financial Management	511	46211	678	697		1
Office of the Governor	127	20237				
Office of the Insurance Commissioner			368	279	1	1
Office of Minority and Women's Business Enterprises	25	12256				
Office of the State Treasurer	103	5203	64	3		
Others					1	
Recreation and Conservation Funding Board	99	13928	75	169	2	
State Board of Accountancy	15	2532				
State Conservation Commission	24	7509				
State Investment Board	112	26921	103	157	3	1
State Parks & Recreation Commission						
Traffic Safety Commission	32	8069	18			
Transportation Improvement Board	15	3884				
Utilities and Transportation Commission	262	77837				
Washington State School Directors	37	3667	37	16	1	
Washington State Lottery	195	41216	12			
Whatcom County						
<b>Total</b>	<b>51372</b>	<b>5765673</b>	<b>25243</b>	<b>14589</b>	<b>63</b>	<b>15</b>

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	160	
Number of tickets closed within 24 hours	42	
Percentage of tickets closed within 24 hours	54%	
<b>Continuous Improvement</b>		
Number of requests for change	19	
Number of approved requests for change	19	
Number of successfully completed requests for change	15	

\*INFRA ticket anomalies removed to reflect more accurate average.