



Service Level Agreement Dashboard July 2013 Availability Exchange 2010



1. 7/11/13 Secure Email. Infra 106574. One path down. 30 mins.
2. 7/11/13 Vault. Infra 106551. Discovery Accelerator failure. 1 hr. 10 min.
3. 7/12/13 Exchange. 106664. Database failover. 10 min.
4. 7/19/13 Exchange. 107089. Storage hardware failure. 2 hrs 7 mins
5. 7/19/13 Secure Email. Infra 107585. Degraded service. 2 hrs
6. 7/22/13 Scheduled maintenance

Message Filtering

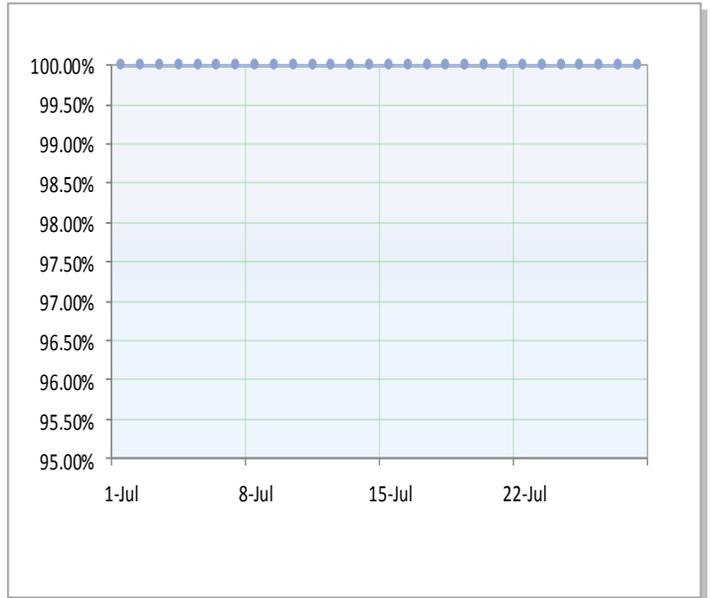
Category	Items
Volume of email traffic	44,445,199
Blocked messages from internet	37,583,546
Viruses detected	1,795

IronPort Availability
100%

Secure Email Service

Secure Email Availability
99.6%

The Vault





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	8	360	5	2		
Caseload Forecast Council	13	730	11	16		
Commission on African American Affairs	4	785	3	3		
Commission on Asian Pacific American Affairs	5	739	7	6		
Commission on Hispanic Affairs	6	1083	3	8		
Commission on Salaries	2	201	2			
Consolidated Technology Services	390	77294	1087		11	
Department of Agriculture	961	62889	1165	901		1
Department of Archaeology and Historic Preservation	38	5161	48	173	1	1
Department of Corrections	9503	961814	10896	4200	9	
Department of Early Learning	329	65055	455	596		
Department of Ecology	1998	653312	3		4	
Department of Enterprise Services	1634	195895	1239	1482	5	
Department of Financial Institutions	366	44267	519	1200	6	
Department of Fish and Wildlife	1968	271212	2729	5050	2	1
Department of Health			1		1	
Department of Labor & Industries	3545	285911	4713	2800	2	1
Department of Licensing	3032	169962	2351	385	4	
Department of Natural Resources	1909	287135			1	
Department of Revenue	1321	135613	1370	535	1	
Department of Retirement Systems	377	36951	333	105	1	
Department of Services for the Blind	169	17600	103	122	1	
Department of Social and Health Services	20242	4322908	716	551	18	1
Department of Veterans Affairs	593	41744	885	162		
Economic and Revenue Forecast Council						
Employment Security Department	2780	238817	4399	2900	2	
Environmental and Land Use Hearings Office	24	2098	17	3		
Fire Commissioner's Association	7	1775	6	3		
Governor's Office of Indian Affairs	3	576	2	4		
Health Care Authority	1480	195594	1543	593	5	1



Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Human Rights Commission	42	3907	55	36		
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	11	902	15	6		
Military Department	544	54395	517	281		
Office of Administrative Hearings	292	22628	285	37		
Office of Civil Legal Aid	5	387	1	2		
Office of Financial Management	767	106912	883	1004	1	1
Office of the Insurance Commissioner			407	389	1	
Office of the Attorney General	25	2050	61	10	2	
Office of the State Treasurer	97	8502	68	43	2	
Others	76	11471	13		21	
Recreation and Conservation Funding Board	100	15800	78	208	3	
State Board of Accountancy	17	3642	2			
State Investment Board	116	23941	109	246	1	
Department of Commerce	504	180580	74		2	2
Traffic Safety Commission	39	6554	21	12		
Transportation Improvement Board	11	1102	12	6		
Utilities and Transportation Commission	298	97834			3	
Washington State School Directors	48	5058	44	32		
Washington State Gambling Commission	221	19500			1	
Washington State Lottery	199	27039	220	17	1	
Total	56119	8669685	37476	24129	112	9

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	128	94
Number of tickets closed within 24 hours	54	
Percentage of tickets closed within 24 hours	45%	
Continuous Improvement		
Number of requests for change	2	
Number of approved requests for change	2	
Number of successfully completed requests for change	2	

*INFRA ticket anomalies removed to reflect more accurate average