



Service Level Agreement Dashboard

July 2014 Availability

Exchange 2010



Comments:

- July 20, regularly scheduled maintenance.

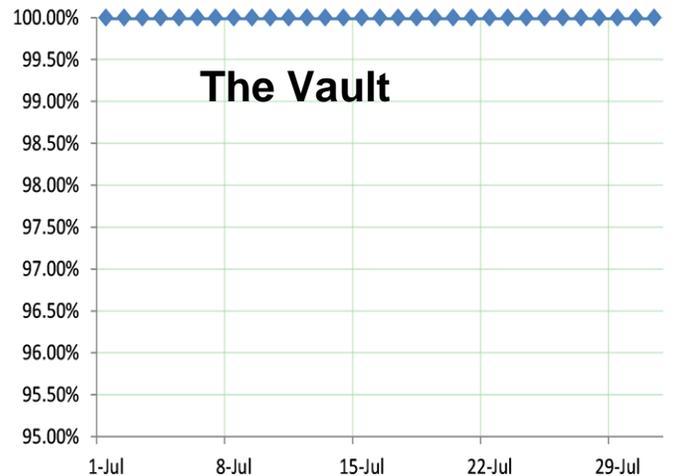
Message Filtering

Category	Items
Volume of email traffic	37,747,615
Blocked messages from internet	30,954,192
Viruses detected	1,599

IronPort Availability
100%

Secure Email Service

Secure Email Availability
99.8%



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 for Volunteer Firefighters and Reserve Officers	8	560	5	3		
Caseload Forecast Council	13	439	11	17	1	
Commission on African American Affairs	3	1032	9	5		
Commission on Asian Pacific American Affairs	7	756	10	10		
Commission on Hispanic Affairs	9	1585	10	11		
Commission on Salaries	3	102	4	1		
Consolidated Technology Services	452	83379	1157	1100	6	3
Department of Agriculture	940	66913	1316	1225	2	
Department of Archaeology and Historic Preservation	38	5734	53	237		
Department of Commerce	523	63275	499	744		1
Department of Corrections	10113	1135553	12555	7375	1	1
Department of Early Learning	334	52496	515	816	1	
Department of Ecology	2077	676108	3		4	
Department of Enterprise Services	1694	250362	1600	1675	4	4
Department of Financial Institutions	319	40347	561	1400	1	
Department of Fish and Wildlife	2050	314392	3076	7125	3	3
Department of Health	2621	342183	2655	1750	3	1
Department of Labor & Industries	3630	364969	5210	5375	6	5
Department of Licensing	3022	223030	2569	893	3	
Department of Natural Resources	2007	645775	10		2	
Department of Revenue	1661	154468	2506	1500		
Department of Retirement Systems	356	46942	375	183	2	
Department of Services for the Blind	189	21282	114	156	3	
Department of Social and Health Services	21363	2609436	14903	3960		3
Department of Veterans Affairs	657	60289	952	241	9	1
Board Industrial Insurance Appeals					1	
Employment Security Department	2328	222245	4973	3700	4	1
Environmental and Land Use Hearings Office	26	4045	19	7		
Fire Commissioner's Association	7	2543	6	5	1	
Governor's Office of Indian Affairs	3	1024	2	6		
Health Care Authority	1648	343869	1837	1925	5	
Washington Arts Commission	18	7803	12		3	



Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Human Rights Commission	42	5057	55	50	3	
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	19	1944	26	8	1	1
Liquor Control Board	380	28472	30		4	
Military Department	572	71216	629	763	2	
Office of Administrative Hearings	281	36910	326	77	1	
Office of Civil Legal Aid	6	1183	2	4		
Office of Financial Management	885	114929	769	1199		
Office of the Insurance Commissioner	351	48006	455	512		3
Office of the Attorney General	2312	368557	1680	4225	6	4
Office of the State Treasurer	100	13602	71	77	1	1
Others	79	21825	11		22	
Public Employment Relations Commission	42	18699	3	3		
Puget Sound Partnership	84	17651	115	51	4	2
Recreation and Conservation Funding Board	106	16458	90	259	3	
State Board of Accountancy	18	3458	11	7		
State Investment Board	119	25509	120	361	1	
Traffic Safety Commission	42	5874	27	28	1	
Transportation Improvement Board	13	1599	12	12	1	
Utilities and Transportation Commission	338	42526	237	62	1	1
Washington State Gambling Commission	196	32808	35		1	
Washington State Lottery	195	8137	242	97		1
Washington State School Directors	40	4094	52	48	1	1
Washington Student Achievement Council	202	77097			3	
Washington State Institute for Public Policy	23	2139	23	16		
Washington State Parks	660	112030		1		
Total	65224	8822716	62548	49304	121	37

Customer Responsiveness	Stats	Normalized Stats*
Tickets created in a month	157	
Average time for initial response	382	142
Number of tickets closed within 24 hours	71	
Percentage of tickets closed within 24 hours	45%	
Continuous Improvement		
Number of Requests	7	
Number of Approved Requests	7	
Number of Completed Requests	4	

*INFRA ticket anomalies removed to reflect more accurate average