



# Service Level Agreement Dashboard June 2013 Availability Exchange 2010



1. 6/7/2013 Exchange. Infra 104737. Identified as NAT'ing issue. Resolved by customer. 4 days 11 hours 20 minutes.
2. Same as number 1.
3. Monthly maintenance.

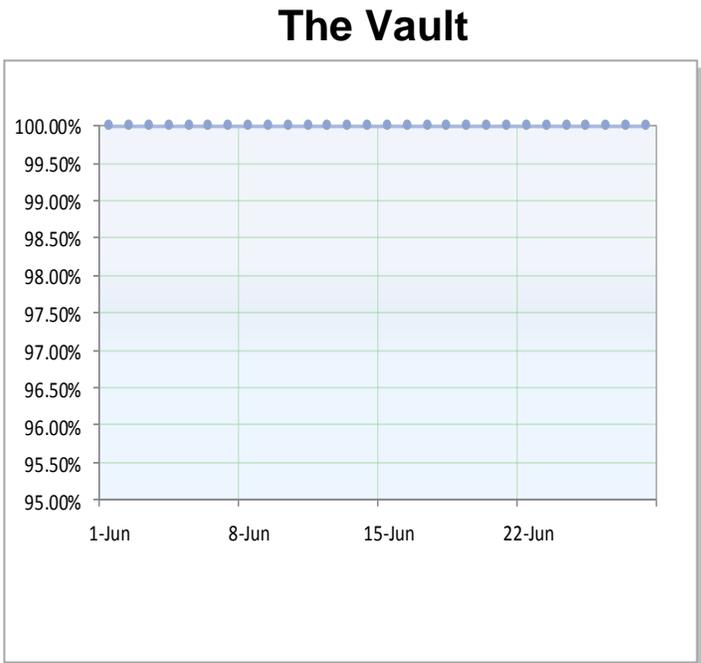
### Message Filtering

Category	Items
Volume of email traffic	38,112,798
Blocked messages from internet	32,391,657
Viruses detected	1,241

**IronPort Availability**  
100%

### Secure Email Service

**Secure Email 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	8	278	1691	2		
Caseload Forecast Council	13	718	16100	15		
Commission on African American Affairs	4	696	2811	3		
Commission on Asian Pacific American Affairs	6	712	6255	5		
Commission on Hispanic Affairs	7	1252	8049	7		
Commission on Salaries	2	60	685			
Consolidated Technology Services	392	76236	920104		7	1
Department of Agriculture	959	60050	916549	874	2	1
Department of Archaeology and Historic Preservation	39	4611	177376	168	1	
Department of Corrections	9542	797293	4435144	3725	14	1
Department of Early Learning	334	66834	612369	581	1	
Department of Ecology	2013	616354	3		6	
Department of Enterprise Services	1664	198753	983050	1440	9	6
Department of Financial Institutions	367	43320	1233338	1200	11	
Department of Fish and Wildlife	1994	254852	4570698	4925	1	1
Department of Health					1	
Department of Labor & Industries	3534	285038	2951509	2700	11	1
Department of Licensing	3002	173756	255035	364	5	2
Department of Natural Resources	1937	334464			6	
Department of Revenue	1315	135343	525641	516	1	1
Department of Retirement Systems	376	38083	107117	99	2	
Department of Services for the Blind	171	17193	126320	119		
Department of Social and Health Services	20317	4483922	551726	1097	23	
Department of Veterans Affairs	595	41310	166712	157	3	
Economic and Revenue Forecast Council						
Employment Security Department	2644	225189	2378340	2825	3	
Environmental and Land Use Hearings Office	25	1959	2952	3		
Fire Commissioner's Association	7	1872		3		
Governor's Office of Indian Affairs	3	510	3631	3		
Health Care Authority	1487	198421	604563	554	6	



Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Human Rights Commission	42	3975	36874	35		
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	11	873	5578	5		
Military Department	543	52091	286365	265	3	
Office of Administrative Hearings	293	23029	37478	35	1	
Office of Civil Legal Aid	5	421	1888	2		
Office of Financial Management	784	110601	836606	981	3	
Office of the Insurance Commissioner			393482	380	1	
Office of the Attorney General	27	2590	4853	5	2	
Office of the State Treasurer	98	9208	43679	37	3	
Others	80	11471	3158	11	21	
Recreation and Conservation Funding Board	100	14962	210163	205	1	
State Board of Accountancy	17	3376	456			
State Investment Board	116	24805	253840	239	2	
Department of Commerce	510	191959	9		3	
Traffic Safety Commission	39	7901	11899		2	
Transportation Improvement Board	11	920	5655	5		
Utilities and Transportation Commission	302	96624			2	
Washington State School Directors	48	4763	32368	30	2	
Washington State Gambling Commission	222	22521			4	
Washington State Lottery	198	11039	17334	4		
<b>Total</b>	<b>56203</b>	<b>8652208</b>	<b>23739453</b>	<b>23624</b>	<b>163</b>	<b>14</b>

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	257	154
Number of tickets closed within 24 hours	51	
Percentage of tickets closed within 24 hours	29%	
Continuous Improvement		
Number of requests for change	8	
Number of approved requests for change	8	
Number of successfully completed requests for change	6	

\*INFRA ticket anomalies removed to reflect more accurate average