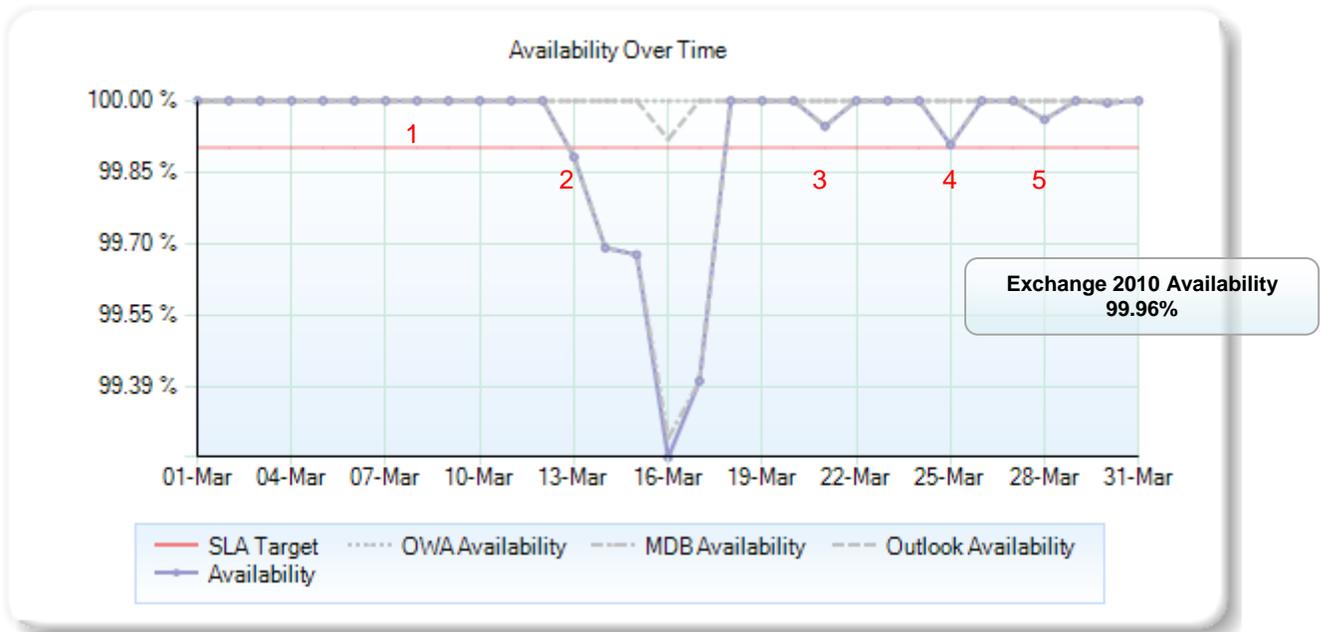




Service Level Agreement Dashboard March 2012

Availability

Exchange 2010



- 3/8/2012 9:21am - 9:31am. INFRA 82961. Brief network interruption before a few DBs failed over to Spokane.
- 3/13/2012 - 3/17/2012. INFRA 83684. Non-service impacting controller card failure.
- 3/21/2012 1:06pm - 1:11pm. INFRA 83740. Brief network interruption before a few DBs failed over to Spokane.
- 3/25/2012 Sunday - WSUS Updates
- 3/28/2012 1:40pm - 1:45pm Brief network interruption. No customer impact.

Message Filtering

Category	Items
Volume of email traffic	21,007,585
Blocked messages from internet	16,838,191
Viruses detected	766

IronPort Availability
100%

The Vault



- 3/5/2012 6am -8:30am – Service unavailable for SCC only
- 3/30/2012 6am -8:30am – Service unavailable for ESD only

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	6	108	4			
Caseload Forecast Council	12	1849			1	
Commission on African American Affairs	3	282	2			
Commission on Asian Pacific American Affairs	4	718	4		1	
Commission on Hispanic Affairs	4	799	2	1		
Commission on Salaries	2	54	2			
Consolidated Technology Services	383	59873			5	3
Department of Agriculture	850	62725	930	487	3	
Department of Archaeology and Historic Preservation	37	4224	40	111	1	
Department of Corrections	5616	468440	2184	1495	17	
Department of Early Learning	286	46038	369	351	2	1
Department of Ecology	1899	407110	3		4	
Department of Enterprise Services	164	15822	108		5	
Department of Financial Institutions	317	40382	468	895	2	2
Department of Fish and Wildlife	1769	232891	2257	3150	4	4
Department of General Administration						1
Department of Health			1		1	
Department of Information Services	223	40090	782	338		
Department of Labor & Industries	12	3	4066	1664	2	3
Department of Licensing	3008	139901			6	1
Department of Natural Resources					3	
Department of Personnel						
Department of Revenue	1214	360004	621	5	1	
Department of Retirement Systems	363	58243			1	
Department of Services for the Blind	146	10485	89	80	1	1
Department of Social and Health Services	18723	2028449		929	7	4
Department of Veterans Affairs	601	21358	723	93	1	
Economic and Revenue Forecast Council						
Employment Security Department	3203	198570	3704	969	2	1
Environmental and Land Use Hearings Office	24	5423				
Fire Commissioner's Association	7	2090			1	
Governor's Office of Indian Affairs	5	461	2	1		
Health Care Authority	1453	228704			3	
Human Rights Commission			47	23		1



Shared Services Email Project

Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	7	402	8	3	1	
Military Department	444	32058	354		3	
Office of Administrative Hearings	278	28424			1	
Office of the Chief Information Officer	21	15655				
Office of Civil Legal Aid	3	828				
Office of Financial Management	1	401	586	621	1	
Office of the Insurance Commissioner			355	246		2
Office of Minority and Women's Business Enterprises	20	6369			1	
Office of the State Treasurer	8	11				
Outside Party					1	
Recreation and Conservation Funding Board	98	10427	72	165	1	
State Board of Accountancy	17	1956				
State Conservation Commission	22	4871	573			
State Investment Board			9	13		1
Traffic Safety Commission	31	4676				
Transportation Improvement Board	15	2832				
Utilities and Transportation Commission	252	70008			1	
Washington State School Directors	27	2246	36	13	2	
Washington State Lottery	199	33092				
Whatcom County					1	
Total	41777	4649352	18401	11653	87	25

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	112	105
Number of tickets closed within 24 hours	50	49
Percentage of tickets closed within 24 hours	45%	44%
Continuous Improvement		
Number of requests for change	47	
Number of approved requests for change	47	
Number of successfully completed requests for change	38	

*INFRA ticket anomalies removed to reflect more accurate average.



Shared Services Email Project

Customer Satisfaction Survey Winter 2012

