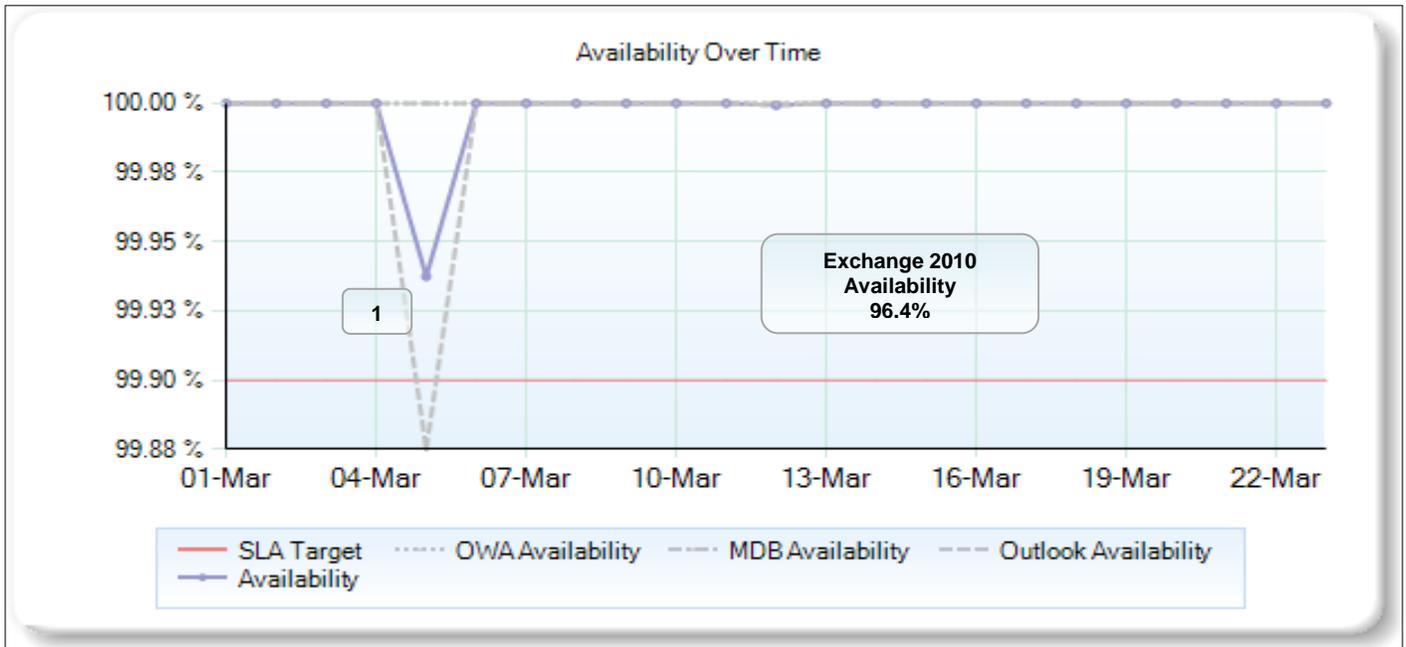




Service Level Agreement Dashboard March 2013 Availability Exchange 2010



1. 3/5/2013 Exchange. Infra 100160. Load balancer capacity issues. CTS off-loaded SSL translation. 24 hours 3 mins

Message Filtering

Category	Items
Volume of email traffic	49,059,902
Blocked messages from internet	42,970,310
Viruses detected	347

**IronPort Availability
100%**

Secure Email Service

**Secure Email Availability
100%**

The Vault



**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 of Industrial Insurance Appeals						
Board for Volunteer Firefighters and Reserve Officers	7	276	5	1		
Caseload Forecast Council	13	1031	11	13		
Commission on African American Affairs	4	913	3	2		
Commission on Asian Pacific American Affairs	4	778	4	5		
Commission on Hispanic Affairs	6	848	2	6		
Commission on Salaries	2	196	2			
Consolidated Technology Services	387	70796	1066		14	2
Department of Agriculture	914	64849	1086	784	1	
Department of Archaeology and Historic Preservation	38	5934	46	154		1
Department of Corrections	9357	936669	9502	3212	9	8
Department of Early Learning	324	66148	439	525	1	
Department of Ecology	1966	572517	3		2	
Department of Enterprise Services	1627	177094	1096	1161	10	
Department of Financial Institutions	361	43695	508	1118	5	
Department of Fish and Wildlife	1938	318222	2571	4533	4	2
Department of Health			1		1	
Department of Labor & Industries	3517	263206	4501	2501	2	5
Department of Licensing	2994	145050	2254	290	3	1
Department of Natural Resources					3	
Department of Revenue	1217	120373	1275	463	3	
Department of Retirement Systems	370	37861	314	81	1	
Department of Services for the Blind	173	19022	98	110	1	1
Department of Social and Health Services	17721	3756337	664	1063	33	2
Department of Veterans Affairs	570	38928	839	140	3	
Economic and Revenue Forecast Council			78			
Employment Security Department	2910	248445	4240	2530	3	3
Environmental and Land Use Hearings Office	24	1901	16	3		
Fire Commissioner's Association	7	2050	6	3		
Governor's Office of Indian Affairs	5	683	2	3		
Health Care Authority	3567	427369	1459	434	4	2



Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Human Rights Commission	42	3329	52	32		
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	11	840	14	5		
Military Department	553	57443	491	217	3	
Office of Administrative Hearings	306	23942	275	26	3	
Office of Civil Legal Aid	5	340	1	1		
Office of Financial Management	780	101260	801	903	5	1
Office of the Insurance Commissioner			391	347	2	
Office of the Attorney General	14	794			1	
Office of the State Treasurer	98	7970	67	22	4	1
Others	70	11469	12		25	
Recreation and Conservation Funding Board	102	15306		194	1	
State Board of Accountancy	15	3131				
State Investment Board	116	21596	108	215	1	1
State Parks & Recreation Commission						
Traffic Safety Commission	38	5564	20	8		
Transportation Improvement Board	11	1391	10	4		
Utilities and Transportation Commission	289	93029			2	
Washington State School Directors	45	4565	42	25		
Washington State Lottery	212	49193	29		1	
Whatcom County						
Total	52730	7722353	34404	21134	151	30

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	183	122
Number of tickets closed within 24 hours	74	
Percentage of tickets closed within 24 hours	41%	
Continuous Improvement		
Number of requests for change	25	
Number of approved requests for change	25	
Number of successfully completed requests for change	20	

*INFRA ticket anomalies removed to reflect more accurate average