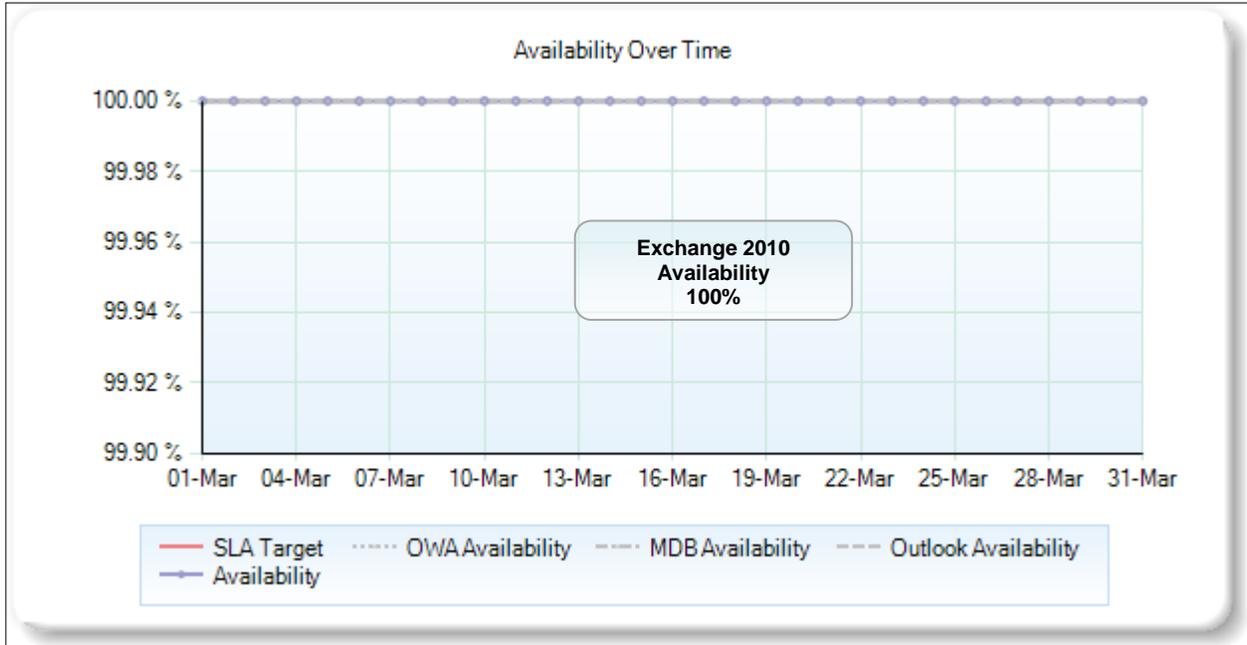




Service Level Agreement Dashboard March 2014 Availability Exchange 2010



Comments:

Message Filtering

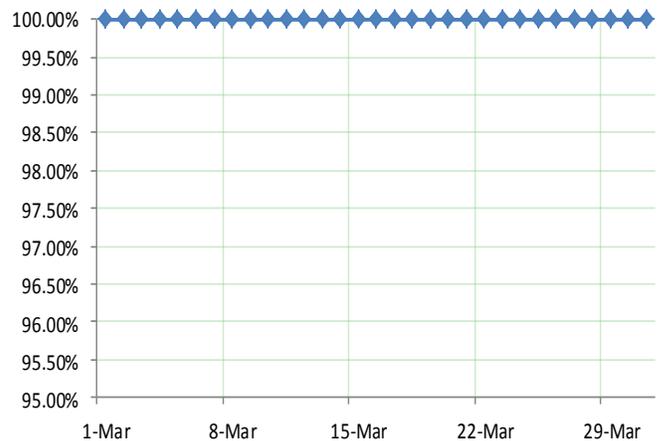
Category	Items
Volume of email traffic	16,687,447
Blocked messages from internet	9,524,593
Viruses detected	1,367

IronPort Availability 100%

Secure Email Service

Secure Email Availability 99.9%

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 for Volunteer Firefighters and Reserve Officers	8	609	5	3		
Caseload Forecast Council	13	846	11	18		
Commission on African American Affairs	9	1517	8	4		
Commission on Asian Pacific American Affairs	7	896	10	8		
Commission on Hispanic Affairs	7	1463	6	10		
Commission on Salaries	2	61	3			
Consolidated Technology Services	425	81515	1133	1133	5	
Department of Agriculture	970	70055	1261	1100	1	
Department of Archaeology and Historic Preservation	36	6326	51	214	1	
Department of Commerce	508	55167	472	574	3	1
Department of Corrections	9751	997888	11983	6300	2	
Department of Early Learning	324	46991	496	737		
Department of Ecology	2017	646724	3		4	
Department of Enterprise Services	1688	237999	1511	1987	7	4
Department of Financial Institutions	337	41718	543	1350	5	
Department of Fish and Wildlife	1984	308464	2950	6350	3	1
Department of Health	1308	199626	2520	735	6	
Department of Labor & Industries	3602	344091	5021	3475	3	1
Department of Licensing	2992	195458	2469	608	1	2
Department of Natural Resources	1876	553064				
Department of Revenue	1628	199799	1933	1125	3	
Department of Retirement Systems	358	42554	364	158		
Department of Services for the Blind	193	19985	109	143	2	
Department of Social and Health Services	21150	3996321	5938	1421	13	1
Department of Veterans Affairs	620	54589	929	211		
Economic and Revenue Forecast Council						
Employment Security Department	2380	237908	4802	3325	3	1
Environmental and Land Use Hearings Office	26	3247	18	6		
Fire Commissioner's Association	7	2781				
Governor's Office of Indian Affairs	3	660	2	5		
Health Care Authority	1594	310039	1750	1600	3	
Washington Arts Commission	17	6264			1	



Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Human Rights Commission	41	4269	55	45	2	
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	21	1941	25	7	1	
Liquor Control Board	5	8	6	404	3	
Military Department	551	68135	576	652	1	
Office of Administrative Hearings	287	32245	318	64	1	
Office of Civil Legal Aid	5	727	1	3		
Office of Financial Management	917	113520	721	1069		1
Office of the Insurance Commissioner	342	44884	441	471	1	
Office of the Attorney General	2020	319587	1472	3125	9	1
Office of the State Treasurer	99	11971	71	65	2	2
Others	94	11625	74	2775	26	
Public Employment Relations Commission	41	17138	4	2	1	
Recreation and Conservation Funding Board	111	20852	88	239		
State Board of Accountancy	17	5187	2	1	1	
State Investment Board	114	29552	116	317	4	
Traffic Safety Commission	39	5489	26	23		
Transportation Improvement Board	13	1550	12	9		
Utilities and Transportation Commission	325	97553	43	2	1	
Washington State Gambling Commission	206	40779	1			
Washington State Lottery	194	6871	236	50		1
Washington State School Directors	51	5727	49	43		1
Washington Student Achievement Council	193	68720	2			
Washing State Institute for Public Policy	20	1306	21	14	1	
Washington State Parks	609	53281			6	
Total	62155	9627542	50661	40847	126	17

Customer Responsiveness	Stats	Normalized Stats*
Tickets created in a month	143	
Average time for initial response	388	138
Number of tickets closed within 24 hours	61	
Percentage of tickets closed within 24 hours	43%	
Continuous Improvement		
Number of Requests	4	
Number of Approved Requests	4	
Number of Completed Requests	4	

*INFRA ticket anomalies removed to reflect more accurate average