



Service Level Agreement Dashboard May 2012

Availability

Exchange 2010



- 5/2/12 - 5:40pm – 10:05pm Network connectivity incident impacting some user's access to Exchange
- 5/4/12 - 2:45pm – 3:01pm Network connectivity incident impacting some user's access to Exchange
- 5/16/12 - 2:10am – 7:40am Network connectivity incident impacting some user's access to Exchange
- 5/20/12 - Scheduled Maintenance (Windows Updates)
- 5/21/12 - 7:05am – 10:15am Load balancer configuration issue. Changed the predictor for RPC.

Message Filtering

Category	Items
Volume of email traffic	24,839,640
Blocked messages from internet	20,580,797
Viruses detected	707

**IronPort Availability
100%**

Secure Email Service

**Secure Email Availability
98.11%**

- 5/10/12 - 8:22am – 10:15pm Configuration change to production environment.

The Vault



- 5/18/12 - OIR 1024. Pending icons - Vault still available.

**WaSERV Availability
100%**



Shared Services Email Project

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	6	197	4			
Caseload Forecast Council	12	1245	11	1		
Chimacum School District					1	
Commission on African American Affairs	3	503	2			
Commission on Asian Pacific American Affairs	4	665	4	1		
Commission on Hispanic Affairs	4	867	2	2		
Commission on Salaries	2	69	2			
Consolidated Technology Services	608	99044			8	
Department of Agriculture	888	70006	978	530	2	
Department of Archaeology and Historic Preservation	39	5408	42	118	2	1
Department of Commerce						
Department of Corrections	9054	782627	2238	1637	6	
Department of Early Learning	299	48573	378	379	1	
Department of Ecology	1905	448836	3		3	
Department of Enterprise Services	1433	133004	156	21	6	
Department of Financial Institutions	325	37022	475	935	5	
Department of Fish and Wildlife	1793	214852	2296	3414	5	
Department of General Administration					1	
Department of Health			1			
Department of Information Services			967	373		1
Department of Labor & Industries	63	3800	4133	1788	3	3
Department of Licensing	3010	168715	176	6	2	1
Department of Natural Resources						
Department of Personnel						
Department of Printing					1	
Department of Revenue	1236	104149	1156	283	1	
Department of Retirement Systems	368	62410	14			
Department of Services for the Blind	145	12021	92	84	1	
Department of Social and Health Services	18890	2415295		952	5	
Department of Veterans Affairs	600	29573	741	100	2	
Economic and Revenue Forecast Council						



Shared Services Email Project

Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Environmental and Land Use Hearings Office	23	4761				
Fire Commissioner's Association	7	1418	6			
Governor's Office of Indian Affairs	5	418	2	1		
Health Care Authority	1447	245715	38		6	
Human Rights Commission	44	1703	48	24	1	1
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	7	960	8	3		
Military Department	452	34702	377	69		1
Office of Administrative Hearings	277	13538	222	5	1	
Office of the Chief Information Officer	37	2440				
Office of Civil Legal Aid	5	973	1			
Office of Financial Management	518	49095	656	664	4	2
Office of the Governor	100	12695				
Office of the Insurance Commissioner			362	263		
Office of Minority and Women's Business Enterprises	21	9496				
Office of the State Treasurer	8	9	1			1
Recreation and Conservation Funding Board	98	12372	74	171	1	
State Board of Accountancy	15	2315			1	
State Conservation Commission	22	6852	587			
State Investment Board	111	24868	103	141	1	3
State Parks & Recreation Commission					1	
Traffic Safety Commission	31	6547				
Transportation Improvement Board	15	3529				
Utilities and Transportation Commission	258	74957			2	
Washington State School Directors	32	2359	36	14		
Washington State Lottery	198	37987	12		3	
Whatcom County						
Total	47573	5394108	20214	13165	78	16

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	137	
Number of tickets closed within 24 hours	37	
Percentage of tickets closed within 24 hours	39	
Continuous Improvement		
Number of requests for change	45	
Number of approved requests for change	45	
Number of successfully completed requests for change	34	

*INFRA ticket anomalies removed to reflect more accurate average.