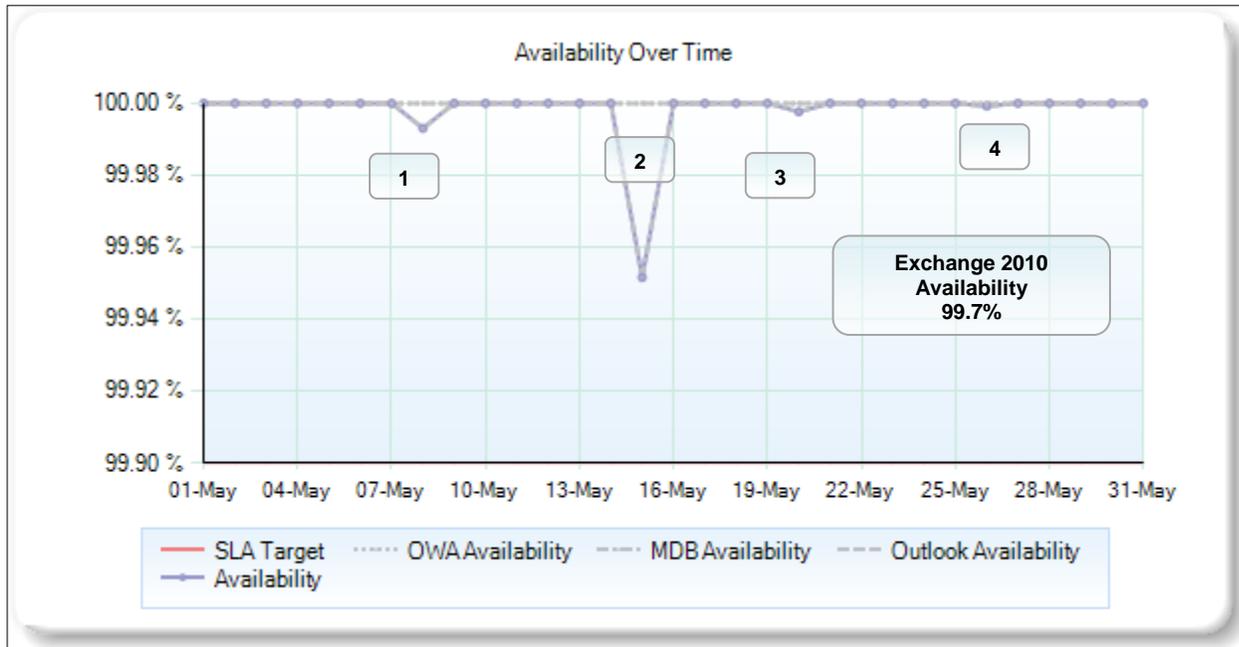




Service Level Agreement Dashboard May 2013 Availability Exchange 2010



1. Monitoring error. False reading.
2. Monitoring error. False reading.
3. Monitoring error. False reading.
4. 5/26/13 Exchange. Infra 104225. Microsoft patch updates. 2 hours.

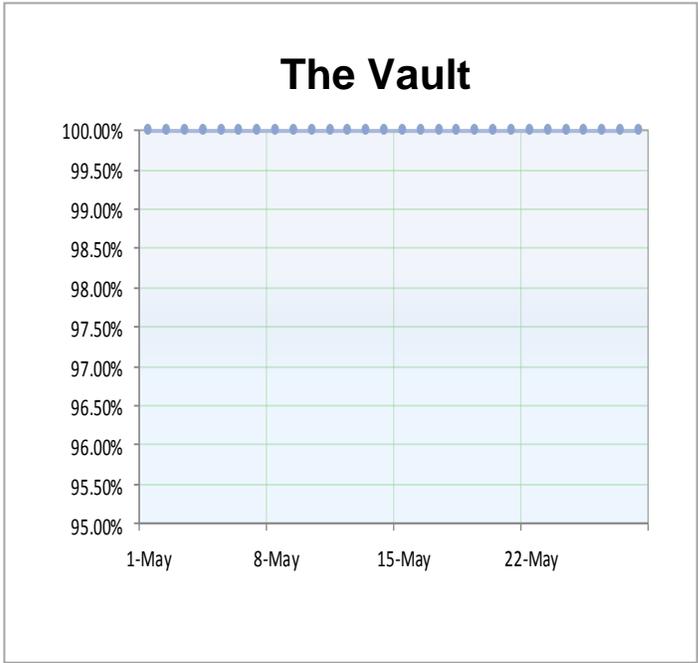
Message Filtering

Category	Items
Volume of email traffic	49,815,215
Blocked messages from internet	43,680,349
Viruses detected	909

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	430	5	1		
Caseload Forecast Council	13	1038	11	15		
Commission on African American Affairs	4	1080	3	2		
Commission on Asian Pacific American Affairs	4	854	6	5		
Commission on Hispanic Affairs	6	1069	2	7		
Commission on Salaries	2	208	2			
Consolidated Technology Services	386	72828	1077		4	1
Department of Agriculture	943	63646	1149	845	7	
Department of Archaeology and Historic Preservation	39	6027	48	164		2
Department of Corrections	9413	1007629	10666	3500	5	2
Department of Early Learning	324	70264	446	561		
Department of Ecology	1993	624766	3		3	
Department of Enterprise Services	1617	193773	1160	1371	4	
Department of Financial Institutions	363	45227	515	1200	5	
Department of Fish and Wildlife	1955	274143	2632	4775	3	
Department of Health			1			
Department of Labor & Industries	3538	282422	4632	2625	1	1
Department of Licensing	3034	159096	2325	340	4	
Department of Natural Resources	163	16985			2	1
Department of Revenue	1299	130724	1329	500		
Department of Retirement Systems	379	37558	331	93		
Department of Services for the Blind	172	19050	100	117	1	
Department of Social and Health Services	20060	4201205	697	1087	18	
Department of Veterans Affairs	584	41827	862	152	1	
Economic and Revenue Forecast Council						
Employment Security Department	2813	283609	4309	2725	1	
Environmental and Land Use Hearings Office	24	2105	16	3		
Fire Commissioner's Association	7	1613	6	3		
Governor's Office of Indian Affairs	3	625	2	3		
Health Care Authority	1478	186193	1525	511	3	



Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Human Rights Commission	42	3431	52	34		
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	11	810	15	5	1	
Military Department	538	56579	510	249	5	
Office of Administrative Hearings	299	21736	280	32		
Office of Civil Legal Aid	5	439	1	2	1	
Office of Financial Management	752	101454	821	959		1
Office of the Insurance Commissioner			404	371		
Office of the Attorney General	14	1038	2		1	
Office of the State Treasurer	98	8081	67	33		
Others	73	11464	11		23	
Recreation and Conservation Funding Board	102	15798	78	202	1	
State Board of Accountancy	17	3360	2			
State Investment Board	115	24080	109	231		
Department of Commerce	493	158222	2		1	
Traffic Safety Commission	38	5930	21	10		
Transportation Improvement Board	11	1674	10	5		
Utilities and Transportation Commission	295	95597				
Washington State School Directors	46	4876	44	28	1	
Washington State Gambling Commission	224	13503			2	
Washington State Lottery	214	38987	47			
Total	54011	8293053	36336	22766	98	8

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	176	140
Number of tickets closed within 24 hours	41	
Percentage of tickets closed within 24 hours	39%	
Continuous Improvement		
Number of requests for change	10	
Number of approved requests for change	10	
Number of successfully completed requests for change	9	

*INFRA ticket anomalies removed to reflect more accurate average