



Service Level Agreement Dashboard November 2011

Availability

Exchange 2010



1. Nov 2 >1 min. Cause unknown
2. Nov 13 - 1 min. Windows Updates
3. Nov 17- 12:12PM to Nov 18 8:15AM 20 hrs., OIR 953. Intermittent use of public folders
4. Nov 22 - 10AM to Nov 23 3:30PM 29.5 hrs., OIR 958. Intermittent Outlook credential pop-ups and lock-ups.

Message Filtering

Category	Items
Volume of email traffic	16,004,464
Blocked messages from internet	13,075,921
Viruses detected	546

IronPort Availability
100%

The Vault



1. Nov 18 2.18 hrs. OIR 954. Suspect Vault lost conn. in SQL Active Directory Serv.
2. Nov 29 - 30 11 hours. OIR 956. Corrupt QMLog in the MSMQ service.

WaSERV Availability
98.17%



Agency Information

Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Commission on African American Affairs	4	248				
Commission on Asian Pacific American Affairs	4	1895				
Commission on Hispanic Affairs	4	741				
Commission on Salaries	2	26				
Department of Agriculture	813	54081	887	405	7	3
Department of Archaeology and Historic Preservation			36	98		1
Department of Corrections			2009	1261		5
Department of Early Learning	264	33947	348	310	6	1
Department of Ecology	1955	323165			6	
Department of Enterprise Services	80	29881				
Department of Financial Institutions			449	820		2
Department of Fish and Wildlife	862	206083	2127	2692	3	2
Department of General Administration						
Department of Health			1			
Department of Information Services	824	264393	722	337	4	
Department of Labor & Industries			3921	1451		2
Department of Licensing	33	2458				
Department of Personnel						
Department of Revenue	1058	324007			2	
Department of Retirement Systems	359	50158			1	
Department of Services for the Blind	1		91	73		
Department of Social and Health Services	18619	1386636	567	904	23	1
Department of Veterans Affairs			672	84		
Employment Security Department	3362	168212	519	205	9	4
Environmental Hearings Office						
Environmental and Land Use Hearings Office	21	4834				
Fire Commissioner's Association	6	1682				
Governor's Office of Indian Affairs	5	1053				
Health Care Authority	1441	187845			1	
Human Rights Commission			46	21		2
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	0	205	8	2		
Office of Administrative Hearings	277	25733			3	
Office of The Attorney General						
Office of Civil Legal Aid	3	945				



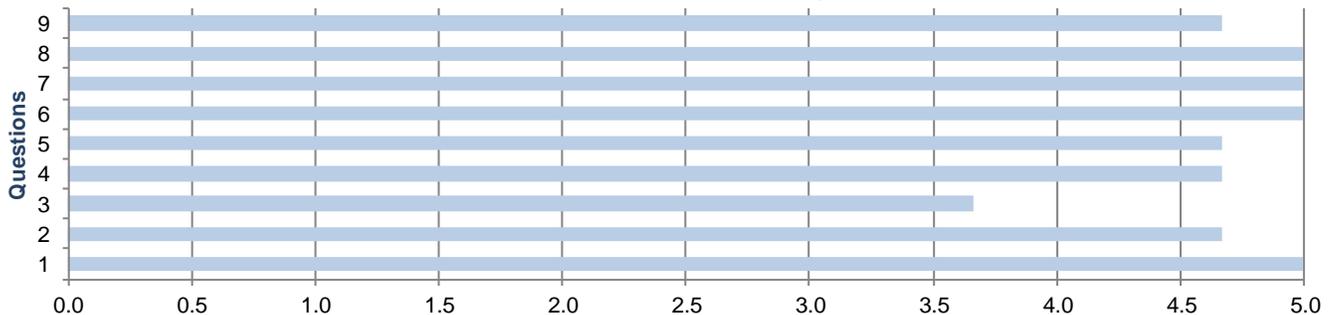
Shared Services Email Project

Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Office of Financial Management	1	400	541	493		1
Office of the Insurance Commissioner			339	220		4
Office of Minority and Women's Business Enterprises	19	3441			1	
Recreation and Conservation Funding Board	99	8128	74	155		1
State Board of Accountancy	16	1210				
State Conservation Commission	23	5284				
State Investment Board			9	13		
Traffic Safety Commission	30	4818				
Transportation Improvement Board	14	1995				
Utilities and Transportation Commission	245	61169			1	
Washington State Historical Society						
Washington State Commission on Hispanic Affairs						
Washington State School Directors	21	1659	28	10	3	
Washington State Lottery	199	30336				
Total	30664	3186668	13394	9554	70	29

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	822	272
Number of tickets closed within 24 hours	28	
Percentage of tickets closed within 24 hours	28%	
Continuous Improvement		
Number of requests for change	46	
Number of approved requests for change	46	
Number of successfully completed requests for change	41	

*INFRA ticket anomalies removed to reflect more accurate average.

Customer Satisfaction Survey Fall 2011



1. Has the email service been available as expected?
2. Rate the performance of the service for sending and receiving emails.
3. Did any spam (unsolicited bulk messages) or blocked email types get through to your email box?
4. Overall, how satisfied are you with the quality of this service offering?
5. Was the initial response from the DIS Service Desk timely?
6. Was the Service Desk technician courteous and professional?
7. From your perspective, was the issues primarily addressed and resolved by DIS Service Desk Staff, or by some other group or individual within DIS?