



# Service Level Agreement Dashboard

## November 2012 Availability

### Exchange 2010



1. 11/11/12 Rebuilding databases, no users impacted
2. 11/17-11/22/12 Rebuilding databases, no users impacted
3. 11/25/12 Change request 191454
4. 11/29/12 Rebuilding databases, no users impacted

### Message Filtering

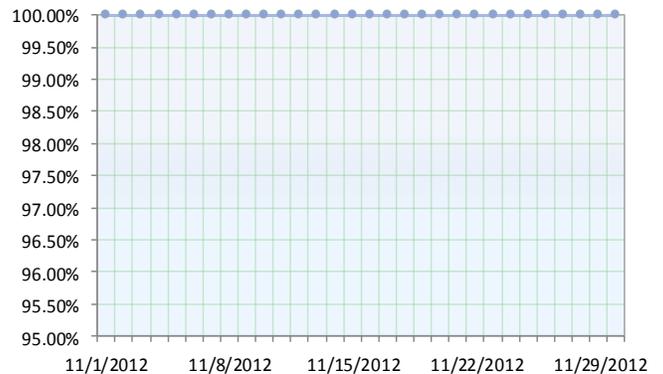
Category	Items
Volume of email traffic	39,171,211
Blocked messages from internet	38,706,449
Viruses detected	407

**IronPort Availability 100%**

### Secure Email Service

**Secure Email Availability 100%**

### The Vault



**WaSERV Availability 100%**



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## 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	188	5	1	1	
Caseload Forecast Council	13	987	11	9		
Commission on African American Affairs	4	635	3	1		
Commission on Asian Pacific American Affairs	4	948	4	3		
Commission on Hispanic Affairs	4	882	2	5		
Commission on Salaries	2	130	2			
Consolidated Technology Services	324	68046			10	2
Department of Agriculture	887	59701	1059	682	3	
Department of Archaeology and Historic Preservation	35	5733	43	140		
Department of Commerce						
Department of Corrections	9340	942975	8439	2578	5	
Department of Early Learning	314	59815	417	469	2	
Department of Ecology	1942	572499	3		2	
Department of Enterprise Services	1346	142704	963	943	4	
Department of Financial Institutions	349	40896	498	1064	3	
Department of Fish and Wildlife	1870	233265	2472	4114	7	
Department of General Administration	67	1782				
Department of Health			1		2	
Department of Information Services	107	7727	999			
Department of Labor & Industries	3452	244740	4364	2225	4	
Department of Licensing	2947	130654	2171	223	3	
Department of Natural Resources					1	
Department of Personnel	126	7991			1	
Department of Revenue	1211	100135	1246	407	3	
Department of Retirement Systems	364	31707	301	59		
Department of Services for the Blind	163	15582	95	100	2	
Department of Social and Health Services	19311	3448653		1011	33	
Department of Veterans Affairs	560	34687	800	124	3	
Economic and Revenue Forecast Council						
Employment Security Department	2993	229802	4093	1989	2	1
Environmental and Land Use Hearings Office	24	1516	16	2		



Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Fire Commissioner's Association	7	1721	6	2		
Governor's Office of Indian Affair	5	543	2	2		
Health Care Authority	1477	161859	1280	285	6	
Human Rights Commission	43	2115	52	29		
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	8	650	12	4		
Military Department	533	50107	467	163	1	
Office of Administrative Hearings	293	20782	260	15		
Office of the Chief Information Officer						
Office of Civil Legal Aid	5	415	2	1		
Office of Financial Management	682	83840	752	796	1	
Office of the Governor						1
Office of the Insurance Commissioner			383	313		
Office of Minority and Women's Business Enterprises	23	13280				
Office of the State Treasurer	99	6429	66	12	3	1
Others	64	194	11		16	
Recreation and Conservation Funding Board	98	14910	77	179	1	
State Board of Accountancy	15	2525				
State Conservation Commission			621			
State Investment Board	113	22725	104	188	2	
State Parks & Recreation Commission						
Traffic Safety Commission	38	4616	20	6	1	
Transportation Improvement Board	12	1333	10	3		
Utilities and Transportation Commission	270	85682			3	
Washington State School Directors	43	4237	42	20	2	
Washington State Lottery	193	46292	12		1	
Whatcom County						
<b>Total</b>	<b>51787</b>	<b>6908635</b>	<b>32186</b>	<b>18167</b>	<b>128</b>	<b>5</b>

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	155	
Number of tickets closed within 24 hours	63	
Percentage of tickets closed within 24 hours	40%	
<b>Continuous Improvement</b>		
Number of requests for change	12	
Number of approved requests for change	12	
Number of successfully completed requests for change	10	

\*INFRA ticket anomalies removed to reflect more accurate average