



Service Level Agreement Dashboard October 2011

Availability

Exchange 2010



1. October 16 –Sunday 7:00am – 11:30am. 4.5 hours. Scheduled Maintenance.
2. October 25 3:00pm – 4:21pm 81 minutes OIR 950 – Users intermittently get HTTP 403 error when attempting OWA login *

Message Filtering

Category	Items
Volume of email traffic	18,936,601
Blocked messages from internet	15,825,337
Viruses detected	128

IronPort Availability
100%

The Vault



1. Planned equipment upgrade, 10/25/2011 at 6pm

WaSERV Availability
99.87%



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	127				
Commission on Asian Pacific American Affairs	4	1,399				
Commission on Hispanic Affairs	4	1,006				
Commission on Salaries	1	18				
Department of Agriculture	37	4,085	881	386	2	1
Department of Archaeology and Historic Preservation			36	97		1
Department of Corrections			1,981	1,200		3
Department of Early Learning	289	34,387	344	297	3	
Department of Ecology	1,887	295,155				
Department of Financial Institutions			441	809		2
Department of Fish and Wildlife			2,111	2,569		
Department of General Administration						
Department of Information Services	861	284,273	709	346	3	1
Department of Labor & Industries			3,870	1,396		
Department of Licensing	6	324			1	
Department of Personnel						
Department of Revenue	39	7,503		2	2	
Department of Retirement Systems	355	47,916		2	2	
Department of Services for the Blind			91	71		
Department of Social and Health Services	1,409	70,753	562	898	1	
Department of Veterans Affairs			655	82		
Employment Security Department	39	2,988	336	85	1	
Environmental Hearings Office	21	1,570				
Fire Commissioner's Association	6	1,278				
Governor's Office of Indian Affairs	5	876				
Health Care Authority	1,449	169,091				
Human Rights Commission			45	20		
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board			8	2		
Office of Administrative Hearings	264	21,709			3	
Office of The Attorney General					1	
Office of Civil Legal Aid	3	740				
Office of Financial Management			528	478		1
Office of the Insurance Commissioner			337	214	1	1
Office of Minority and Women's Business Enterprises	17	3,040				



Shared Services Email Project

Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Mailbox Size (MB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Recreation and Conservation Funding Board	99	5,832	72	151	1	
State Board of Accountancy	16	999				
State Investment Board			9	13		
Traffic Safety Commission	30	4,066				
Transportation Improvement Board	14	1,905				
Utilities and Transportation Commission	245	55,290			2	
Washington State Historical Society						1
Washington State School Directors Association	19	1,174	27	9		2
Washington State Lottery	204	25,882				
Total	7,327	1,043,386	13,043	9,127	24	13

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	1,468	785
Number of tickets closed within 24 hours	7	
Percentage of tickets closed within 24 hours	19%	
Continuous Improvement		
Number of requests for change	61	
Number of approved requests for change	61	
Number of successfully completed requests for change	31	

*INFRA ticket anomalies removed to reflect more accurate average.

Quarterly customer satisfaction survey results reported separately