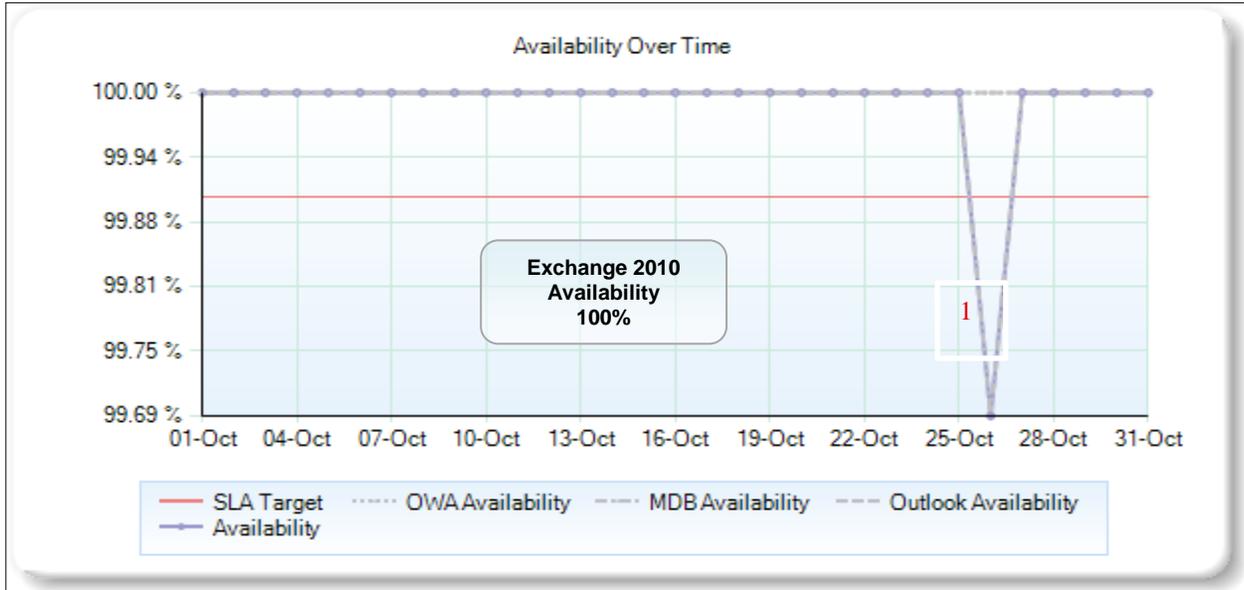




Service Level Agreement Dashboard October 2012

Availability Exchange 2010



1. 10/26/12- Hardware failure that impacted customers

Message Filtering

Category	Items
Volume of email traffic	35,887,725
Blocked messages from internet	35,380,510
Viruses detected	809

IronPort Availability
100%

Secure Email Service

Secure Email Availability
100%

The Vault



WaSERV 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	7	174	5	1		
Caseload Forecast Council	13	543	11	7		
Commission on African American Affairs	4	710	3	1		
Commission on Asian Pacific American Affairs	4	693	4	3	1	
Commission on Hispanic Affairs	4	1469	2	4		
Commission on Salaries	2	176	2			
Consolidated Technology Services	326	67275			3	
Department of Agriculture	879	59814	1055	652	1	
Department of Archaeology and Historic Preservation	35	5850	43	136		
Department of Commerce						
Department of Corrections	9304	920632	7472	2294	9	
Department of Early Learning	307	59626	412	449	1	1
Department of Ecology	1949	542739	3		3	
Department of Enterprise Services	1324	129644	950	848	5	1
Department of Financial Institutions	340	35469	496	1043	4	
Department of Fish and Wildlife	1835	223412	2431	4004	3	
Department of General Administration	68	1860				
Department of Health			1		1	
Department of Information Services	214	17553	995			
Department of Labor & Industries	3433	235283	4324	2132		
Department of Licensing	2951	126197	2165	196	3	
Department of Natural Resources					1	
Department of Personnel	128	7795				
Department of Revenue	1322	103027	1241	389	1	
Department of Retirement Systems	364	26520	299	51	1	
Department of Services for the Blind	165	14578	95	97	1	
Department of Social and Health Services	19143	3183506		998	46	
Department of Veterans Affairs	584	31479	795	119		
Economic and Revenue Forecast Council						
Employment Security Department	3017	219753	4077	1834	4	
Environmental and Land Use Hearings Office	24	1135	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	1811	6	2		
Governor's Office of Indian Affairs	5	499	2	2		
Health Care Authority	1481	146379	1274	224	6	
Human Rights Commission	43	2248	52	28	2	
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	8	912	12	4	1	
Military Department	531	46509	462	144	3	
Office of Administrative Hearings	292	17137	258	13		
Office of the Chief Information Officer						
Office of Civil Legal Aid	5	407	2	1	1	
Office of Financial Management	664	71269	743	763		1
Office of the Governor						
Office of the Insurance Commissioner			381	303	1	1
Office of Minority and Women's Business Enterprises	25	13240				
Office of the State Treasurer	100	6560	66	10	1	1
Others	66	371	11		15	
Recreation and Conservation Funding Board	98	11618	77	176	4	
State Board of Accountancy	15	2292				
State Conservation Commission			620			
State Investment Board	113	21849	104	179		
State Parks & Recreation Commission						
Traffic Safety Commission	37	3922		5	2	
Transportation Improvement Board	13	1214	10	2		
Utilities and Transportation Commission	265	82603	20			
Washington State School Directors	41	3355	42	19		
Washington State Lottery	191	44168	12		1	
Whatcom County						
Total	51746	6495275	31051	17135	125	5

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	120	101
Number of tickets closed within 24 hours	68	
Percentage of tickets closed within 24 hours	57%	
Continuous Improvement		
Number of requests for change	20	
Number of approved requests for change	20	
Number of successfully completed requests for change	15	

*INFRA ticket anomalies removed to reflect more accurate average