



## Service Level Agreement Dashboard October 2013 Availability Exchange 2010



1. 9/4
2. 9/22
3. 9/24
4. 9/27

### Message Filtering

Category	Items
Volume of email traffic	49,590,648
Blocked messages from internet	42,671,018
Viruses detected	8,210

**IronPort Availability**  
100%

### Secure Email Service

**Secure Email Availability**  
99.9%

### 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 for Volunteer Firefighters and Reserve Officers	8	398	5	2		
Caseload Forecast Council	13	708	11	16		
Commission on African American Affairs	4	826	3	3		
Commission on Asian Pacific American Affairs	4	468	7	6		
Commission on Hispanic Affairs	7	1258	4	9	1	
Commission on Salaries	1	54	2			
Consolidated Technology Services	404	85840	1096		5	
Department of Agriculture	950	69593	1175	989	3	
Department of Archaeology and Historic Preservation	39	6514	48	187		
Department of Commerce	515	51612	420			
Department of Corrections	9668	874295	11156	5100	9	2
Department of Early Learning	335	69179	465	649	1	
Department of Ecology	2019	599505	3		2	
Department of Enterprise Services	1718	218980	1270	1620	3	1
Department of Financial Institutions	345	39910	528	1275	3	
Department of Fish and Wildlife	2006	268289	2768	5450	2	
Department of Health	8	1	1		1	
Department of Labor & Industries	3515	306474	4756	3025	1	
Department of Licensing	3017	199889	2381	455	3	
Department of Natural Resources	1888	471466			2	
Department of Revenue	1418	158262	1388	871		1
Department of Retirement Systems	360	39324	340	124		
Department of Services for the Blind	177	19408	104	130	1	
Department of Social and Health Services	20609	4902645	767	571	24	
Department of Veterans Affairs	582	43854	892	177		
Economic and Revenue Forecast Council						
Employment Security Department	2573	250381	4511	3100	1	1
Environmental and Land Use Hearings Office	26	2641	18	3		
Fire Commissioner's Association	7	2751	6	4		
Governor's Office of Indian Affairs	3	748	2	4		
Health Care Authority	1482	240315	1563	742		



Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Human Rights Commission	45	3922	55	40	1	
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	11	1272	15	6		
Liquor Control Board	6	4	2			
Military Department	546	59079	540	513	1	3
Office of Administrative Hearings	286	26830	296	46	1	
Office of Civil Legal Aid	5	481	1	2		
Office of Financial Management	811	104780	867	1038		1
Office of the Insurance Commissioner			418	420	1	
Office of the Attorney General	398	77175	346	737	4	1
Office of the State Treasurer	100	10219	68	52		1
Others	76	11491	11		21	
Public Employment Relations Commission	43	15167				
Recreation and Conservation Funding Board	101	15098	79	219		1
State Board of Accountancy	19	4157	2		1	
State Investment Board	117	25495	110	272		
Traffic Safety Commission	36	5626	24	17		
Transportation Improvement Board	13	1583	12	7		
Utilities and Transportation Commission	308	103559			2	
Washington State Gambling Commission	221	32574				
Washington State Lottery	197	9090	226	29		
Washington State School Directors	48	5794	44	36		
<b>Total</b>	<b>57088</b>	<b>9438984</b>	<b>38806</b>	<b>27946</b>	<b>97</b>	<b>12</b>

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	206	87
Number of tickets closed within 24 hours	51	
Percentage of tickets closed within 24 hours	47%	
<b>Continuous Improvement</b>	11	
Number of successfully completed requests for change	7	

\*INFRA ticket anomalies removed to reflect more accurate average