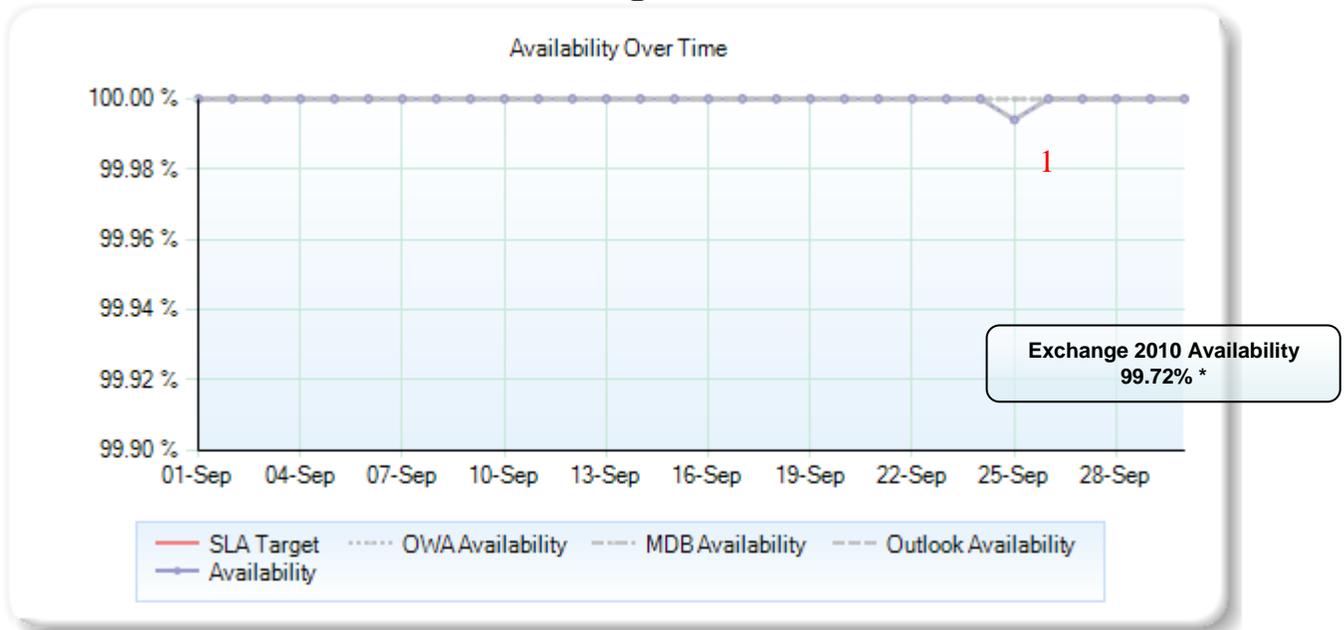




Service Level Agreement Dashboard September 2011

Availability

Exchange 2010



1. September 25, 8:15–10:07am – OIR 933 - Hub Transport Server in the Exchange 2010 Environment lost registration in DNS.*

* Partial impact to users sending and receiving between 2010 and 2003 environments.

Message Filtering

Category	Items
Volume of email traffic	12,713,061
Blocked messages from internet	10,348,537
Viruses detected	111

IronPort Availability
100%

The Vault



1. N/A

WaSERV Availability
100%



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	59				
Commission on Asian Pacific American Affairs	4	984				
Commission on Hispanic Affairs	4	981				
Commission on Salaries	1	27				
Department of Agriculture			870	358		
Department of Archaeology and Historic Preservation			36	96		
Department of Corrections			1,962	1,137		3
Department of Early Learning			342	286		
Department of Ecology	1,858	255,553			4	
Department of Financial Institutions			439	765		2
Department of Fish and Wildlife			2,068	2,431		
Department of General Administration					1	
Department of Information Services	851	279,260	709	345		
Department of Labor & Industries			3,815	1,355		
Department of Licensing	2	193				
Department of Personnel					1	
Department of Revenue	21	429				
Department of Retirement Systems	354	44,358			4	
Department of Services for the Blind			91	70		
Department of Social and Health Services	417	32,175	547	897		
Department of Veterans Affairs			644	79		
Employment Security Department	21	1,313	250	75		
Environmental Hearings Office	21	1,313				
Fire Commissioner's Association	6	1,077				
Governor's Office of Indian Affairs	5	768				
Health Care Authority	1,431	147,520			5	
Human Rights Commission			45	19		
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board			8	2		
Office of Administrative Hearings	262	19,094				
Office of Civil Legal Aid	3	921				
Office of Financial Management			520	463		
Office of the Insurance Commissioner			333	206		
Office of Minority and Women's Business Enterprises	17	2,738				



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			72	149		
State Board of Accountancy	16	930				
State Investment Board			9	13		
Traffic Safety Commission	30	4,115				
Transportation Improvement Board	14	2,022				
Utilities and Transportation Commission	244	47,855			2	
Washington State School Directors Association			27	9		
Washington State Lottery	205	22,585			1	
Total	5,791	866,180	12,787	8,755	18	5

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	879 minutes	
Number of tickets closed within 24 hours	3	
Percentage of tickets closed within 24 hours	13%	
Continuous Improvement		
Number of requests for change	21	
Number of approved requests for change	21	
Number of successfully completed requests for change	14	

*INFRA ticket anomalies removed to reflect more accurate average.

Quarterly customer satisfaction survey results reported separately