



Service Level Agreement Dashboard September 2012

Availability Exchange 2010



1. 9/23/12- September Monthly Windows Updates (Exchange 2010 Servers)

Message Filtering

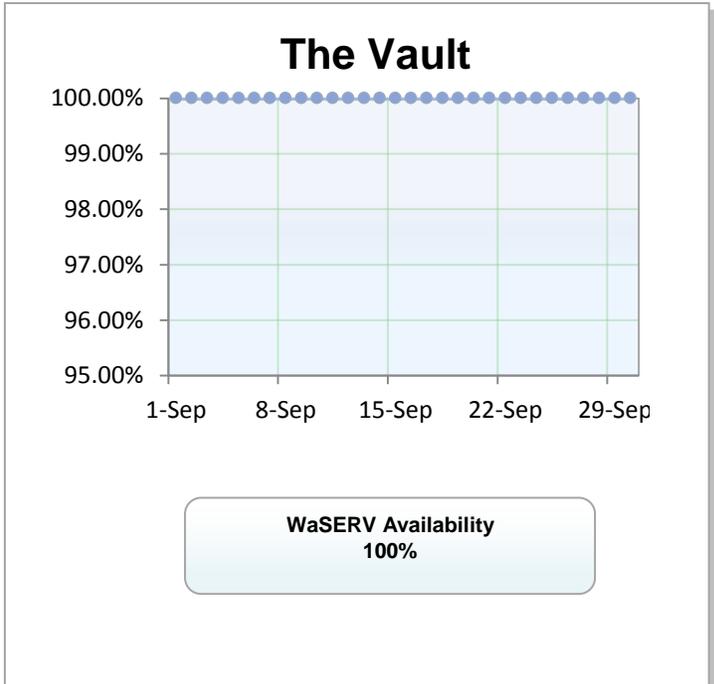
Category	Items
Volume of email traffic	17,794,575
Blocked messages from internet	17,414,417
Viruses detected	414

IronPort Availability 100%

Secure Email Service

Secure Email Availability 100%

The Vault





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	5		
Commission on African American Affairs	4	710	3	1	2	
Commission on Asian Pacific American Affairs	4	693	4	2		
Commission on Hispanic Affairs	4	1469	2	4		
Commission on Salaries	2	176	2			
Consolidated Technology Services	332	67275			3	1
Department of Agriculture	879	59814	1048	630	1	
Department of Archaeology and Historic Preservation	35	5850	43	133		
Department of Commerce						
Department of Corrections	9220	920632	6653	2096	4	2
Department of Early Learning	301	59626	407	435	2	1
Department of Ecology	1947	542739	3		2	
Department of Enterprise Services	1304	129644	938	727	4	3
Department of Financial Institutions	337	35469	488	1026	1	
Department of Fish and Wildlife	1836	223412	2422	3930	4	
Department of General Administration	69	1860				
Department of Health			1			
Department of Information Services	223	17553	989			
Department of Labor & Industries	3422	235283	4298	2063	1	
Department of Licensing	2930	126197	2151	183	2	1
Department of Natural Resources					1	
Department of Personnel	130	7795				
Department of Revenue	1308	103027	1234	377		
Department of Retirement Systems	365	26520	296	45		
Department of Services for the Blind	164	14578	95	94	1	
Department of Social and Health Services	19035	3183506		987	88	
Department of Veterans Affairs	570	31479	784	116		
Economic and Revenue Forecast Council						
Employment Security Department	3009	219753	4049	1721	2	
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	1501	146379	1271	191	3	
Human Rights Commission	41	2248	52	27	1	
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	8	912	12	3		
Military Department	523	46509	461	129		1
Office of Administrative Hearings	270	17137	257	12		
Office of the Chief Information Officer						
Office of Civil Legal Aid	5	407	2	1		
Office of Financial Management	652	71269	732	762		1
Office of the Governor						
Office of the Insurance Commissioner			378	294		2
Office of Minority and Women's Business Enterprises	25	13240				
Office of the State Treasurer	97	6560	66	8	1	
Others	66	371			10	
Recreation and Conservation Funding Board	99	11618	77	173	1	
State Board of Accountancy	14	2292				
State Conservation Commission			617			
State Investment Board	115	21849	104	172		
State Parks & Recreation Commission						
Traffic Safety Commission	36	3922	20	5		
Transportation Improvement Board	15	1214	10	1		
Utilities and Transportation Commission	263	82603			1	
Washington State School Directors	41	3355	42	18		
Washington State Lottery	196	44168	12			
Whatcom County						
Total	51453	6495275	30063	16378	135	12

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	181	129
Number of tickets closed within 24 hours	74	
Percentage of tickets closed within 24 hours	47%	
Continuous Improvement		
Number of requests for change	12	
Number of approved requests for change	12	
Number of successfully completed requests for change	3	

*INFRA ticket anomalies removed to reflect more accurate average