



State of Washington ESINET SLA report

June 16, 2016

Making Connections that Matter®

Summary

- Total PSAPs Live
- Total Carriers Live
- Open Items

ESInet Service Unavailability

- Month/Year: (SLA Value)
- SLA met: (Yes/No)
 - If No, RCA Summary:

 - If No, SLA Credit provided:

Ingress to Egress Call Delivery

- Month/Year: (SLA Value)
- SLA met: (Yes/No)
 - If No, RCA Summary:

 - If No, SLA Credit provided:

Log Processing

- Month/Year: (SLA Value)
- SLA met: (Yes/No)
 - If No, RCA Summary:

 - If No, SLA Credit provided:

Vulnerability to Single Point of Failure

- Month/Year: (SLA Value)
- SLA met: (Yes/No)
 - If No, RCA Summary:

 - If No, SLA Credit provided:

Emergency Call Delivery Accuracy

- Month/Year: (SLA Value)
- SLA met: (Yes/No)
 - If No, RCA Summary:

 - If No, SLA Credit provided:

Call Quality

- Month/Year: (SLA Value)
- SLA met: (Yes/No)
 - If No, RCA Summary:

 - If No, SLA Credit provided:

Scheduled Downtime

- Month/Year: (SLA Value)
- SLA met: (Yes/No)
 - If No, RCA Summary:

 - If No, SLA Credit provided:

Continuous Monitoring of Critical Functions

- Month/Year: (SLA Value)
- SLA met: (Yes/No)
 - If No, RCA Summary:

 - If No, SLA Credit provided:

LVF Public Portals

- Month/Year: (SLA Value)
- SLA met: (Yes/No)
 - If No, RCA Summary:

 - If No, SLA Credit provided:

Alarm to Trouble Ticket Interval

- Month/Year: (SLA Value)
- SLA met: (Yes/No)
 - If No, RCA Summary:

 - If No, SLA Credit provided:

Trouble Ticket to Dispatch Interval

- Month/Year: (SLA Value)
- SLA met: (Yes/No)
 - If No, RCA Summary:

 - If No, SLA Credit provided:

Notifications

- Month/Year: (SLA Value)
- SLA met: (Yes/No)
 - If No, RCA Summary:

 - If No, SLA Credit provided:

Notifications

- Month/Year: (SLA Value)
- SLA met: (Yes/No)
 - If No, RCA Summary:


 - If No, SLA Credit provided:

Database Update

- Month/Year: (SLA Value)
- SLA met: (Yes/No)
 - If No, RCA Summary:

 - If No, SLA Credit provided:

Contact Us

 Name
Title
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