

Performance Dashboard

Q2 FY2022

Q2 Dashboard: executive summary

During the second quarter of FY22, WaTech's State Data Center (SDC) [Colocation services](#) (supporting agency server farms) experienced noticeable growth over Q1. We added 13 new enclosures, resulting in an additional \$12,500 in revenue.

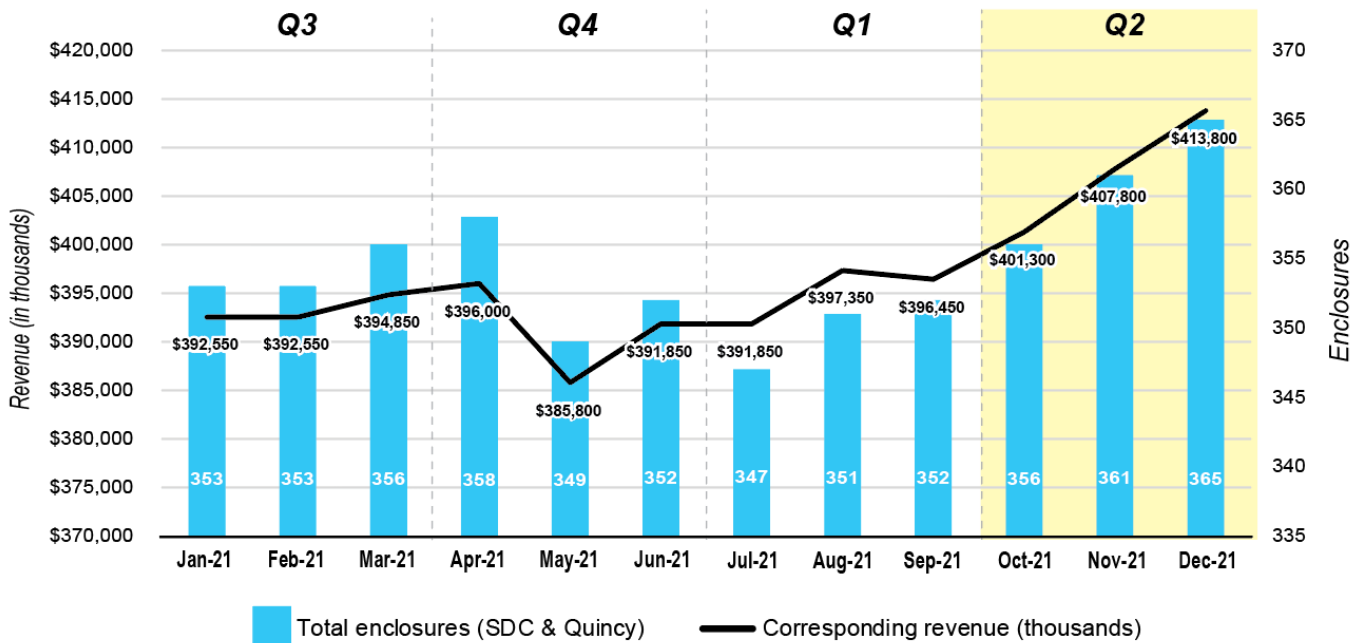
Our [Support Center](#) operations saw service ticket requests increase by 8% during Q2. This increase was moderated by the implementation of a SAW chatbot in mid-December 2021, which has shown promise effectively triaging ticket requests.

[Cloud Services](#) continues its overall trend of continued growth as customer agencies migrate from WaTech's hosted on-premises SharePoint to SharePoint Online. Shared Services Email and Skype for Business continued to see declines in anticipation of being decommissioned June 2022.

SDC Colocation

WaTech added 13 new enclosures in Q2 (a 160% increase over Q1). Q2 revenues totaled approximately \$12,500 (approximately a 170% increase over Q1).

Colocation enclosure count and revenue*



*Figures represent the most accurate data available at the time of publication. As more accurate data become available, the figures will be updated in future reports.

Support Center

Service ticket requests increased by 8%

The number of created tickets increased from 47,576 in Q1 to 51,523 in Q2.

Most of the uptick in tickets can be attributed to Washington residents filing exemptions with the Employment Security Division (ESD) and inquiring about their claims. WaTech also supported many residents with challenges they faced when multi-factor authentication (SMS text or email verification) was enabled on the SecureAccess Washington (SAW) portal (secure front door for residents to access public facing services).

Closed service tickets increased by 8%; Implementation of SAW chatbot in December 2021 is reducing ticket requests

The number of closed tickets experienced an increase from 47,470 in Q1, to 51,610 in Q2.

In December 2021, WaTech implemented chatbot technology to assist customers who click on the “get help” button of the SecureAccess Washington (SAW) portal. The chatbot walks customers through common issues and provides recommendations giving them the ability to problem solve on demand. If the chatbot cannot resolve their issue, they are routed to a ticket submission form for further assistance from WaTech’s Support Center.

Since implementation of the chatbot, service ticket requests are decreasing. This in turn frees up support technicians’ time that was spent responding to simple requests (like login issues) and rerouting service tickets meant for other state agencies.

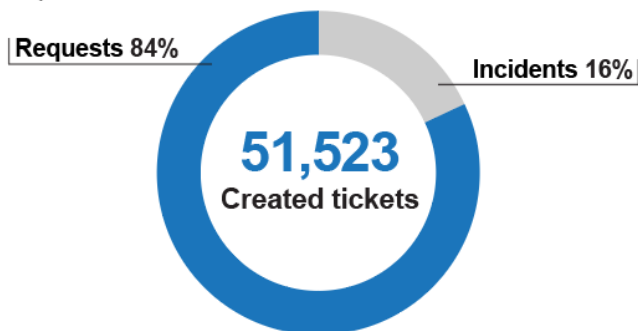
Support Center: Tickets created versus tickets closed

A ticket is created whenever an incident or issue is reported to the WaTech Support Center by phone or email. These charts reflect the number of tickets **created or closed** during the reporting period.

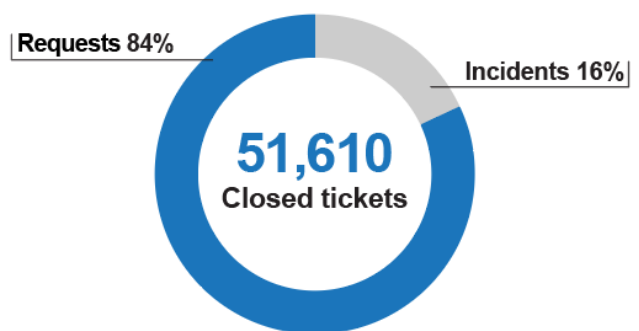
Incident – An unplanned interruption to or reduction in the quality of a WaTech service.

Request – A request from a user/customer for information, advice, standard change to, or for access to a WaTech service.

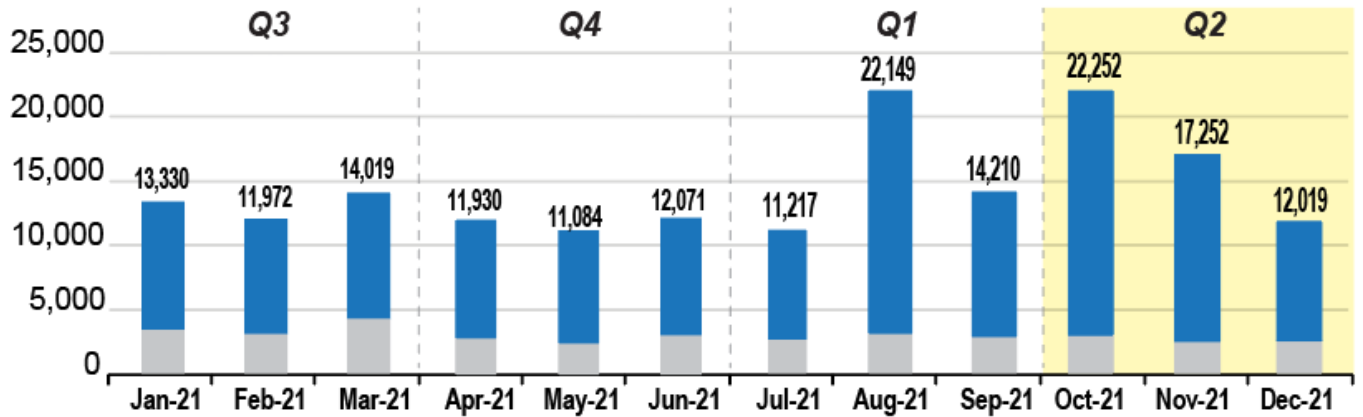
Q2



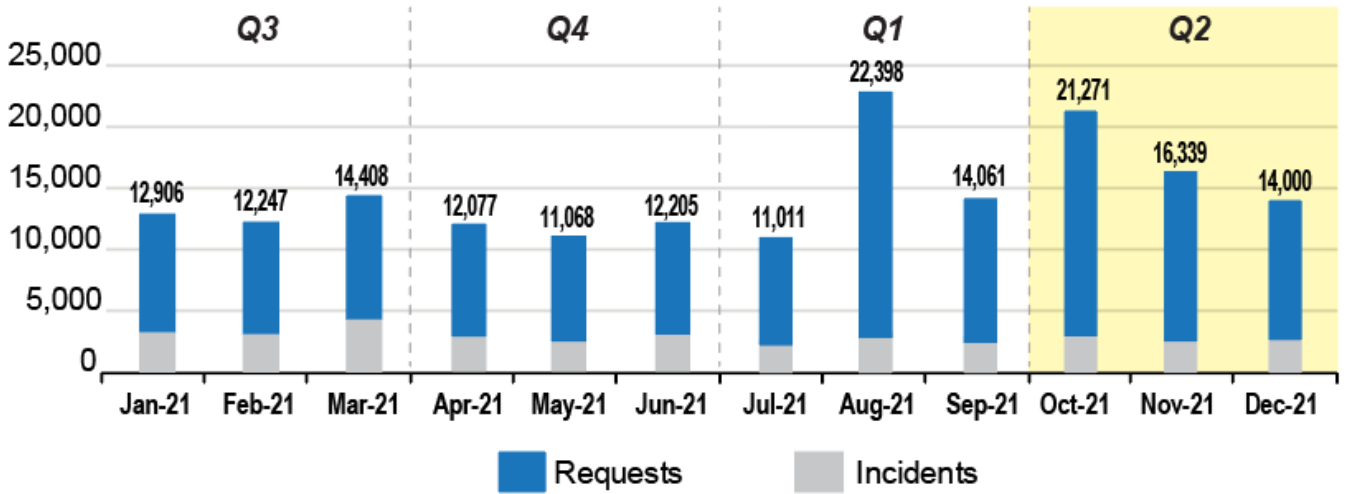
Q2



Tickets Created* – Trend



Tickets Closed* – Trend



*Includes tickets for both incidents and requests

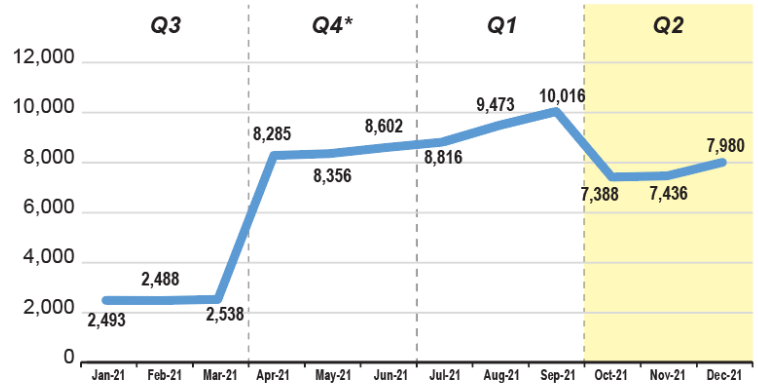
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Cloud Services

The SharePoint Online Sites chart represents the number of Microsoft Teams sites managed by agencies within the tenant.

Q2 experienced a decrease in users over Q1. However, SharePoint Online will continue to grow due to agencies migrating off the WaTech hosted on-premises SharePoint, which will be decommissioned June 30, 2022. The growth of users will vary (i.e., some quarters will be higher/lower than others) but the overall trend is increasing.

SharePoint Online Site users

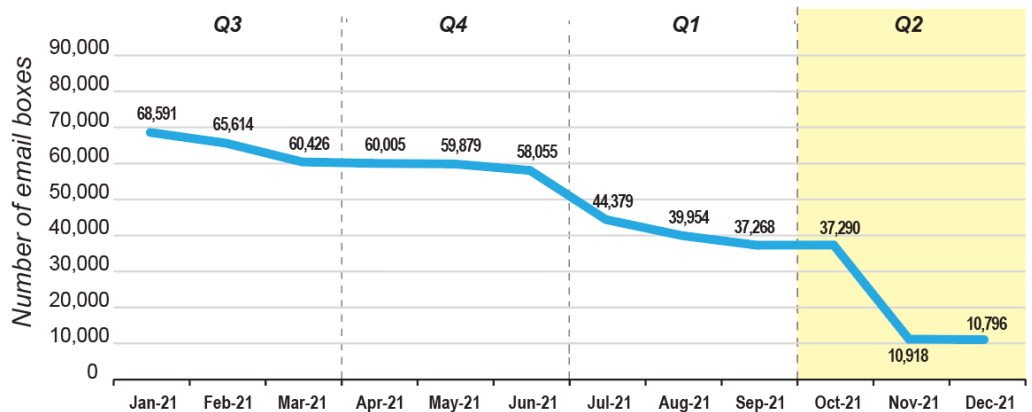


*Starting Q4 FY21, reporting was changed from tracking Usage data to User Count data, which may result in higher- or lower-than-normal figures compared to previous quarters.

Shared Services Email and Skype for Business declining due to decommissioning on June 30, 2022

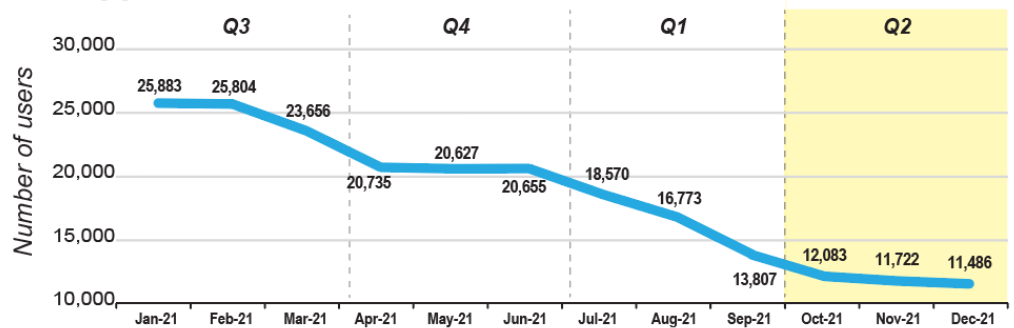
Shared Services Email includes email delivery, security and records retention. The number of mailboxes WaTech provides to customer agencies has been declining as more customers migrate to Exchange Online within the Enterprise Shared Tenant.

Shared Services Email



Skype for Business connects people on their PC or mobile devices via instant messaging, voice and video. The number of users for this service has been declining due to agencies migrating to Teams.

Skype for Business users



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For more information, please contact:

Vickie Sheehan
Communications Director
Washington Technology Solutions
vickie.sheehan@watech.wa.gov
360-407-8788