



Executive Summary Report

Description: This report shows the health of the delivered Managed Services.

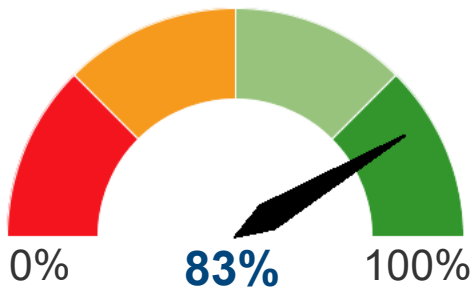
Create Date: 01 APR 2024 15:47 (PDT)

Sites: EGIA (Electric & Gas Industry Association)

Devices: 108

SUMMARY

The Overall score represents the overall health of the network. The score is influenced by the results of different services that are delivered below.



Services Delivered	Score
Asset Management	97%
Monitoring	85%
Patch Management	84%
Software Management	57%
Antivirus	96%
Average Score	83%

Asset Management

The Asset Management score represents the capability of the network to function as is required by today's standards. Compliancy checks are made against the device to ensure devices meet the set criteria. Included in the checks are Warranty Status, Disk Capacity, Memory Capacity and if the Operating system is still supported.

Monitoring

The Monitoring score is influenced by the open monitoring alerts for the network. The total number of open alerts influence the score, a higher priority is reflected by a increased weight in the calculation. A lower score means that issues are seen but have not yet been resolved.

Patch Management

Regularly installing Microsoft Updates is essential for keeping the network secure. The Patch Management score represents the current state of Microsoft Updates in the network.

Software Management

Keeping commonly used 3rd party software applications updated significantly helps keeping the network secure. Attackers often try to exploit security vulnerabilities in these applications. This score indicates the compliance level of the managed devices.

Antivirus

An Antivirus product on all devices is essential for keeping the network protected against malware and other threats. The Antivirus Score represents if the Antivirus solution is installed, running and up to date on all devices.

Proactive Maintenance

Any network requires proactive maintenance to ensure its availability, security and performance. The report contains a list of regularly scheduled automated activities. No score is calculated based on these activities.

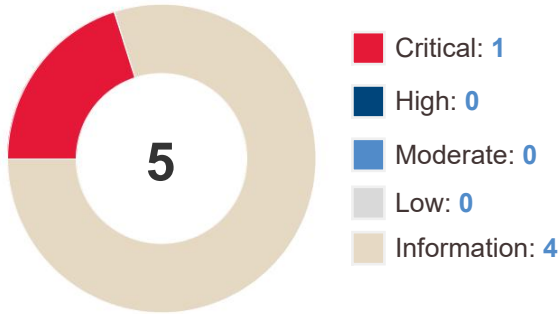
ASSET MANAGEMENT (97%)

Device Type	Total Managed	Added Last 30 Days
Laptop	82	0
Desktop	23	1
Server	3	0
Total	108	1

Device Health Check	Passed	Failed	Score
Devices must have at least 15% free space on System Drive	104	4	96%
Devices must have at least 3.8 GB of memory installed	104	4	96%
Windows Devices OS must be supported by Microsoft <i>Unsupported devices are those running Windows 8.1 and under or Windows Server 2008 R2 and under.</i>	105	1	99%
Device must be within warranty	0	0	100%
Average			97%

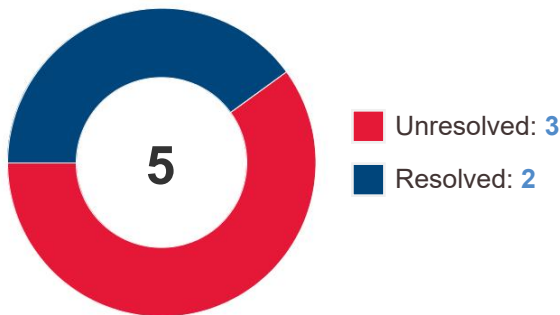
MONITORING (85%)

Total Alerts by Priority



Alert Priority	Raised	Resolved	Unresolved	Score
Critical	1	1	0	100%
High	0	0	0	100%
Moderate	0	0	0	100%
Low	0	0	0	100%
Information	4	1	3	25%
Average				85%

Total Alerts by Device Type



Device Type	Raised	Resolved	Unresolved
Laptop	1	1	0
Desktop	0	0	0
Server	4	1	3
Total	5	2	3

Top 5 Servers by Alerts

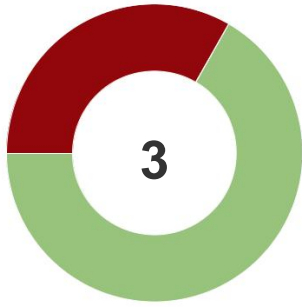
Device Name	Description	Critical	High	Moderate	Low	Information
EGIADC01W	EGIADC01W	0	0	0	0	2
EGIADC01	EGIADC01	0	0	0	0	1
EGIAFS	EGIAFS	0	0	0	0	1

Top 5 Other Devices by Alerts

Device Name	Description	Critical	High	Moderate	Low	Information
DESKTOP-MBO3O7M	Jeff Revlett	1	0	0	0	0
donica-win10lap	DONICA-WIN10LAP	0	0	0	0	0
DESKTOP-TTVCVIO	Justine Miller	0	0	0	0	0
DESKTOP-9081018	Edgar Gonzalez	0	0	0	0	0
DESKTOP-32N6G74	AccountingPC	0	0	0	0	0

PATCH MANAGEMENT (84%)

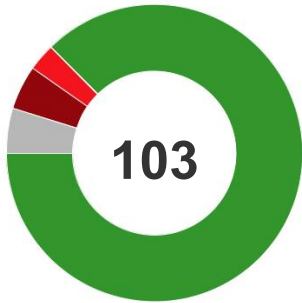
Server Patch Status



- Fully Patched: 0
- Approved Pending: 2
- Install Error: 0
- Reboot Required: 0
- No Data: 1
- No Policy: 0

Total	Fully Patched	Score
3	0	0%

Workstation Patch Status

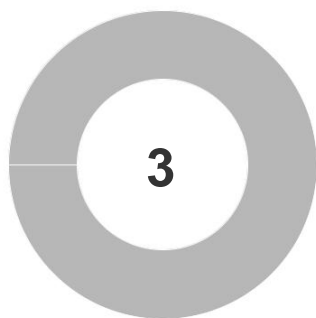


- Fully Patched: 90
- Approved Pending: 0
- Install Error: 0
- Reboot Required: 3
- No Data: 5
- No Policy: 5

Total	Fully Patched	Score
103	90	87%

SOFTWARE MANAGEMENT (57%)

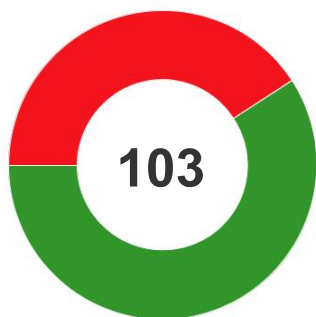
Server Software Status



- Compliant: 0
- Not Compliant: 0
- Unmanaged: 3

Total	Compliant	Score
3	0	0%

Workstation Software Status

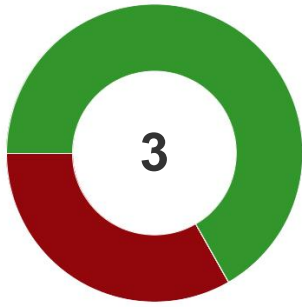


- Compliant: 61
- Not Compliant: 42
- Unmanaged: 0

Total	Compliant	Score
103	61	59%

ANTIVIRUS (96%)

Server Antivirus Status



- Running and Up to Date: 2
- Not up to date: 0
- Not Running: 0
- Not Detected: 1

Total	Up to date	Not up to date	Not Running	Score
3	2	0	0	66%

Workstation Antivirus Status



- Running and Up to Date: 98
- Not up to date: 1
- Not Running: 2
- Not Detected: 0

Total	Up to date	Not up to date	Not Running	Score
101	98	1	2	97%

PROACTIVE MAINTENANCE

Scheduled Recurring Jobs	Schedule	Number of Components
Lock Server on Splashtop Disconnect	InitialAuditSchedule	1
EGIA Server GP2 Reboot	MonthlyDowSchedule	1