



## Executive Summary Report

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

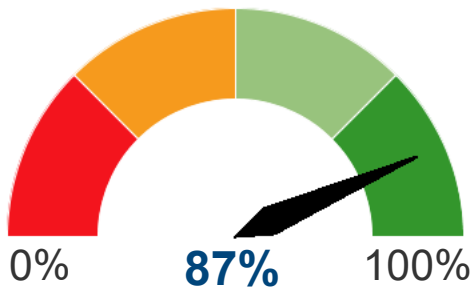
**Create Date:** 01 JUN 2025 15:48 (PDT)

**Sites:** EGIA (Electric & Gas Industry Association)

**Devices:** 82

## 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	98%
Monitoring	95%
Patch Management	83%
Software Management	66%
Antivirus	93%
Average Score	87%

### 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.

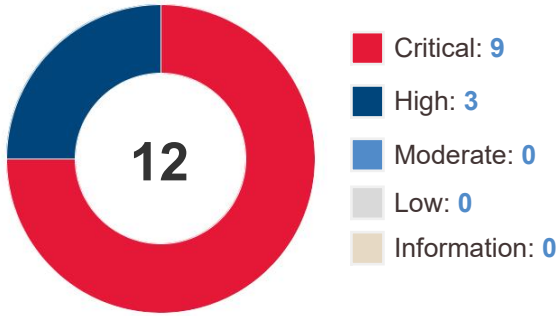
**ASSET MANAGEMENT (98%)**

Device Type	Total Managed	Added Last 30 Days
Laptop	68	3
Desktop	12	0
Server	2	0
<b>Total</b>	<b>82</b>	<b>3</b>

Device Health Check	Passed	Failed	Score
Devices must have at least 15% free space on System Drive	79	3	96%
Devices must have at least 3.8 GB of memory installed	82	0	100%
Windows Devices OS must be supported by Microsoft <i>Unsupported devices are those running Windows 8.1 and under or Windows Server 2012/2012R2 and under.</i>	76	1	98%
Device must be within warranty	0	0	100%
<b>Average</b>			<b>98%</b>

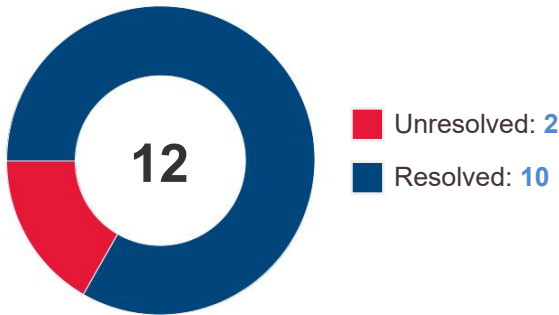
**MONITORING (95%)**

Total Alerts by Priority



Alert Priority	Raised	Resolved	Unresolved	Score
Critical	9	7	2	77%
High	3	3	0	100%
Moderate	0	0	0	100%
Low	0	0	0	100%
Information	0	0	0	100%
<b>Average</b>				<b>95%</b>

Total Alerts by Device Type



Device Type	Raised	Resolved	Unresolved
Laptop	2	0	2
Server	10	10	0
Desktop	0	0	0
<b>Total</b>	<b>12</b>	<b>10</b>	<b>2</b>

Top 5 Servers by Alerts

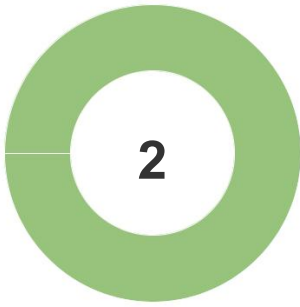
Device Name	Description	Critical	High	Moderate	Low	Information
EGIADC01	EGIADC01	7	3	0	0	0
EGIAFS	EGIAFS	0	0	0	0	0

Top 5 Other Devices by Alerts

Device Name	Description	Critical	High	Moderate	Low	Information
DESKTOP-TQH2330	Sharon Mccrary	1	0	0	0	0
EGIA-LAP-600	Tim Williamson	1	0	0	0	0
EGIA-LAP-479	Jessica Madrigal	0	0	0	0	0
DESKTOP-7SNR5EB	Tuan Le	0	0	0	0	0
DESKTOP-GGDICHM	Amber Karcich	0	0	0	0	0

## PATCH MANAGEMENT (83%)

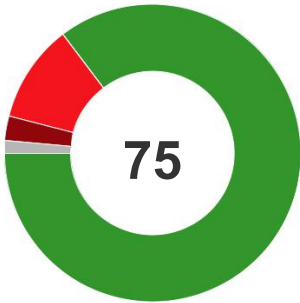
### Server Patch Status



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

Total	Fully Patched	Score
2	0	0%

### Workstation Patch Status

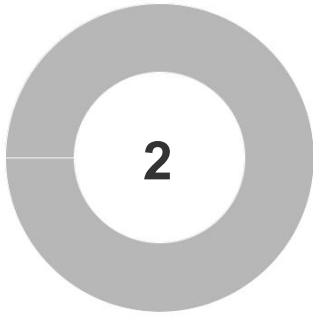


- Fully Patched: 64
- Approved Pending: 0
- Install Error: 0
- Reboot Required: 8
- No Data: 2
- No Policy: 1

Total	Fully Patched	Score
75	64	85%

## SOFTWARE MANAGEMENT (66%)

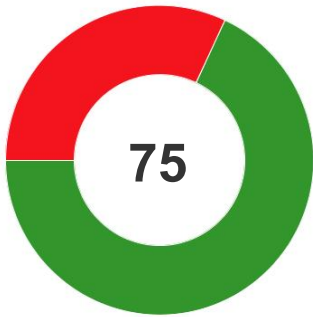
### Server Software Status



- Compliant: 0
- Not Compliant: 0
- Unmanaged: 2

Total	Compliant	Score
2	0	0%

### Workstation Software Status

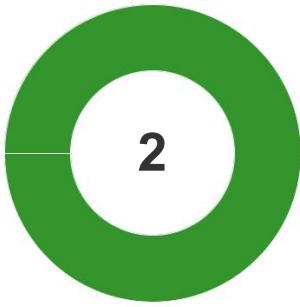


- Compliant: 51
- Not Compliant: 24
- Unmanaged: 0

Total	Compliant	Score
75	51	68%

## ANTIVIRUS (93%)

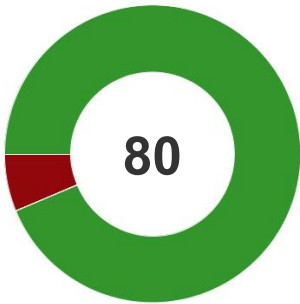
### Server Antivirus Status



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

Total	Up to date	Not up to date	Not Running	Score
2	2	0	0	100%

### Workstation Antivirus Status



- Running and Up to Date: 75
- Not up to date: 0
- Not Running: 0
- Not Detected: 5

Total	Up to date	Not up to date	Not Running	Score
80	75	0	0	93%

**PROACTIVE MAINTENANCE**

Scheduled Recurring Jobs	Schedule	Number of Components
Lock Server on Splashtop Disconnect	InitialAuditSchedule	1
EGIA Server GP2 Reboot	MonthlyDowSchedule	1
Win10 no upgrade	DailySchedule	1