



Executive Summary Report

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

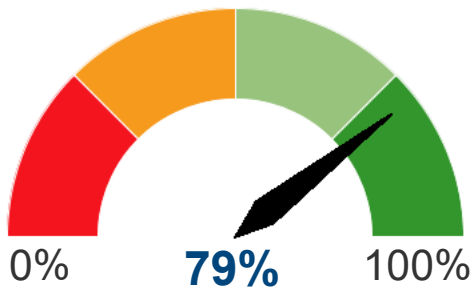
Create Date: 01 OCT 2024 15:47 (PDT)

Sites: EGIA (Electric & Gas Industry Association)

Devices: 89

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 | 96% |
| Patch Management | 90% |
| Software Management | 18% |
| Antivirus | 95% |
| Average Score | 79% |

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.

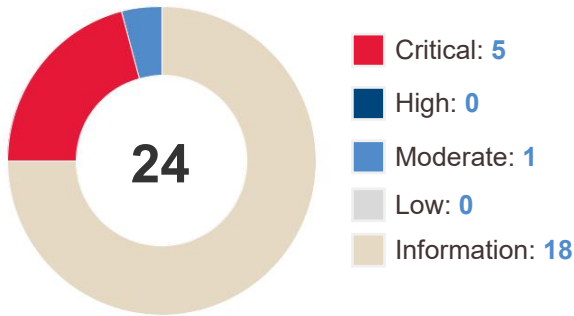
ASSET MANAGEMENT (98%)

| Device Type | Total Managed | Added Last 30 Days |
|--------------|---------------|--------------------|
| Laptop | 70 | 5 |
| Desktop | 17 | 0 |
| Server | 2 | 0 |
| Total | 89 | 5 |

| Device Health Check | Passed | Failed | Score |
|--|--------|--------|------------|
| Devices must have at least 15% free space on System Drive | 86 | 3 | 96% |
| Devices must have at least 3.8 GB of memory installed | 89 | 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> | 84 | 1 | 98% |
| Device must be within warranty | 0 | 0 | 100% |
| Average | | | 98% |

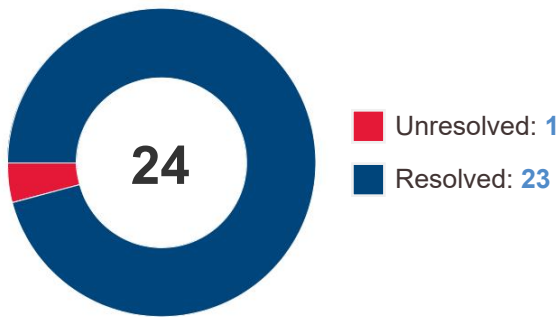
MONITORING (96%)

Total Alerts by Priority



| Alert Priority | Raised | Resolved | Unresolved | Score |
|----------------|--------|----------|------------|------------|
| Critical | 5 | 4 | 1 | 80% |
| High | 0 | 0 | 0 | 100% |
| Moderate | 1 | 1 | 0 | 100% |
| Low | 0 | 0 | 0 | 100% |
| Information | 18 | 18 | 0 | 100% |
| Average | | | | 96% |

Total Alerts by Device Type



| Device Type | Raised | Resolved | Unresolved |
|--------------|-----------|-----------|------------|
| Laptop | 19 | 18 | 1 |
| Server | 5 | 5 | 0 |
| Desktop | 0 | 0 | 0 |
| Total | 24 | 23 | 1 |

Top 5 Servers by Alerts

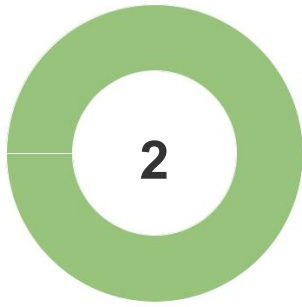
| Device Name | Description | Critical | High | Moderate | Low | Information |
|-------------|-------------|----------|------|----------|-----|-------------|
| EGIADC01 | EGIADC01 | 3 | 0 | 0 | 0 | 1 |
| EGIAFS | EGIAFS | 1 | 0 | 0 | 0 | 0 |

Top 5 Other Devices by Alerts

| Device Name | Description | Critical | High | Moderate | Low | Information |
|-----------------|--------------------|----------|------|----------|-----|-------------|
| DESKTOP-RF16GPG | Jessica Betancourt | 0 | 0 | 0 | 0 | 16 |
| DESKTOP-LED9AGJ | Scott Killian | 1 | 0 | 1 | 0 | 0 |
| DESKTOP-T7AR3DV | Bob Larkin | 0 | 0 | 0 | 0 | 1 |
| EGIA-LAP-488 | Brenda Whitmer | 0 | 0 | 0 | 0 | 0 |
| EGIA-PC-481 | Madison Disney | 0 | 0 | 0 | 0 | 0 |

PATCH MANAGEMENT (90%)

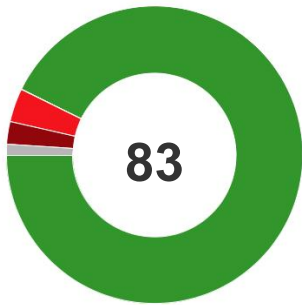
Server Patch Status



- 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

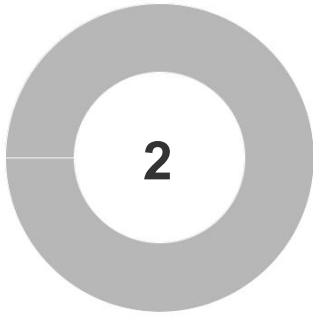


- Fully Patched: 77
- Approved Pending: 0
- Install Error: 0
- Reboot Required: 3
- No Data: 2
- No Policy: 1

| Total | Fully Patched | Score |
|-------|---------------|-------|
| 83 | 77 | 92% |

SOFTWARE MANAGEMENT (18%)

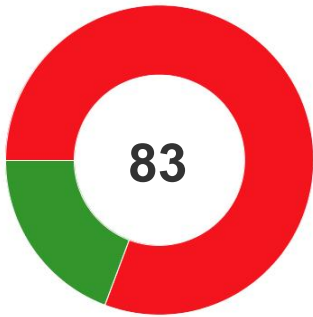
Server Software Status



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

| Total | Compliant | Score |
|-------|-----------|-------|
| 2 | 0 | 0% |

Workstation Software Status

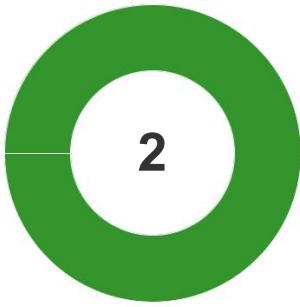


- Compliant: 16
- Not Compliant: 67
- Unmanaged: 0

| Total | Compliant | Score |
|-------|-----------|-------|
| 83 | 16 | 19% |

ANTIVIRUS (95%)

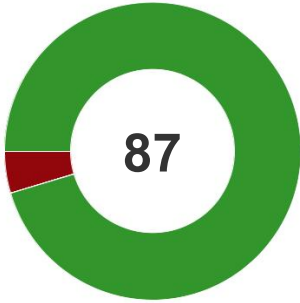
Server Antivirus Status



- 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: 83
- Not up to date: 0
- Not Running: 0
- Not Detected: 4

| Total | Up to date | Not up to date | Not Running | Score |
|-------|------------|----------------|-------------|-------|
| 87 | 83 | 0 | 0 | 95% |

PROACTIVE MAINTENANCE

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