

MANAGED SERVICES
MONTHLY ACTIVITY REPORT
Executive Summary
February 2011

Omniholdings

Network Health	Summary of Services
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96
Overall Score

A score of above 90% is what we are going for, anything below that needs to be remediated

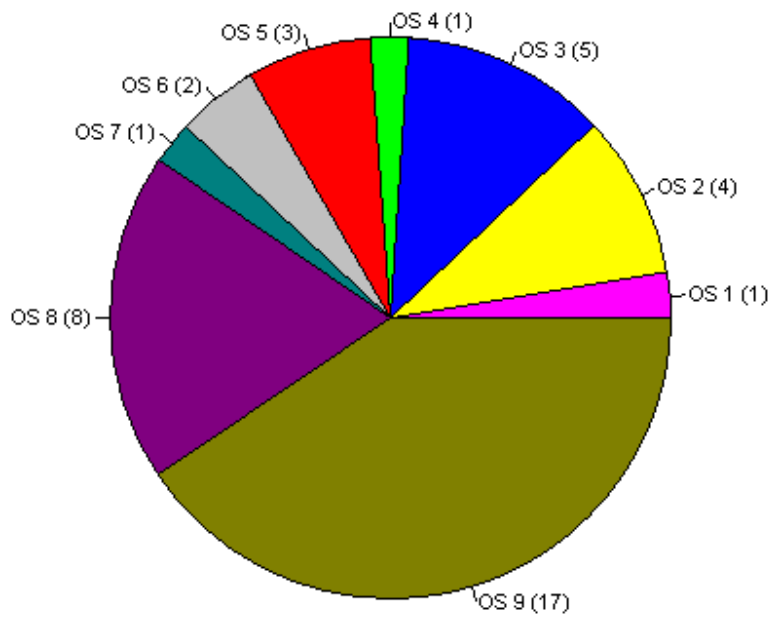
Servers	
Score	Metric
	Availability
	CPU Utilization
100	Paging File Utilization
100	Patches
100	Anti-Virus
Workstations	
Score	Metric
100	Patches
100	Adequate Disk Space
68	Anti-Virus

[Please see the Definitions section to understand the Network Score](#)

- **System Management:**
 - **1** Servers
 - **41** Workstations
 - **0** Firewall
 - **0** Switch
- Anti-Virus definitions are up to date on **29** out of **42** machines.
- We removed **155** instances of Spyware files and programs from the workstations.
- Temporary files slow down a PC's performance. We removed **5.72 GB** of temporary files from the workstations.
- We installed **286** Security Updates across your environment and **41** Security Updates are under review.

Make a note of this summary as it will be included in the bomb report. We need to get the Anti-virus definitions updated on these PC's!

Server/Workstation Operating System Graph



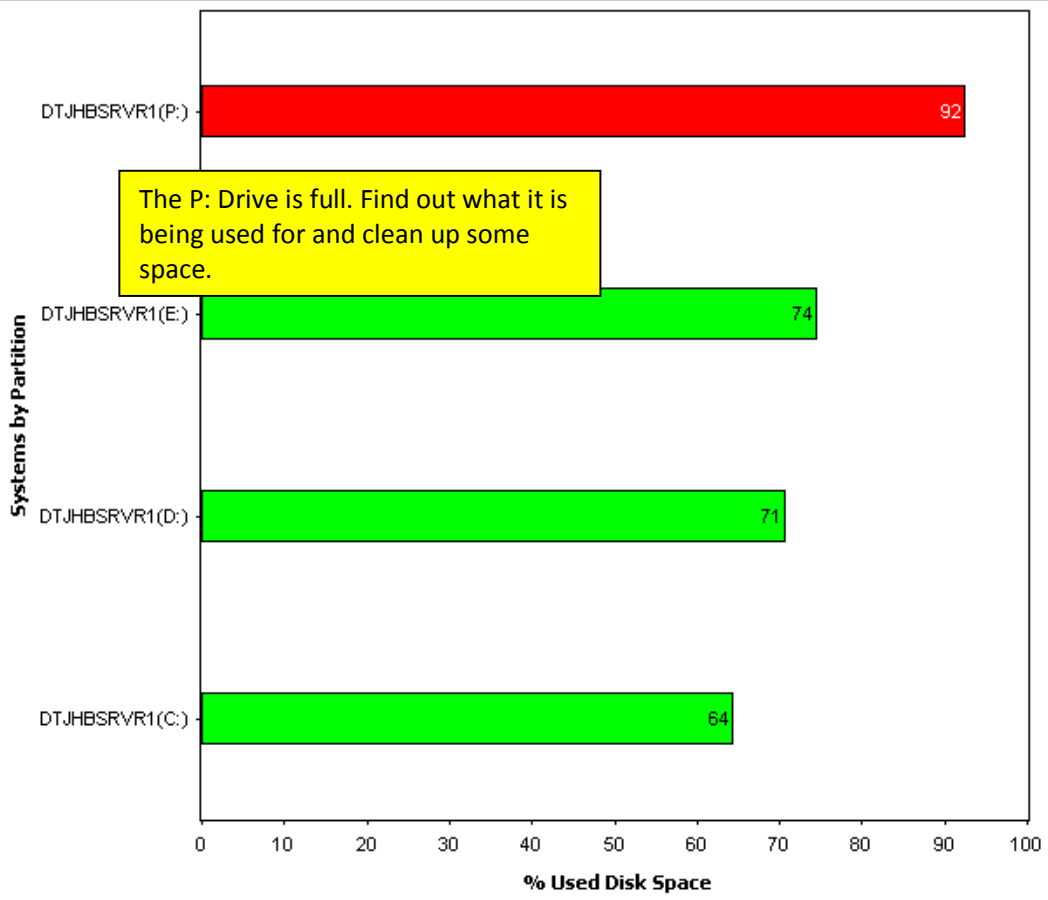
Legend	
OS 1	Microsoft Windows 7 Home Basic
OS 2	Microsoft Windows 7 Professional
OS 3	Microsoft Windows 7 Ultimate
OS 4	Microsoft Windows Server 2008 Standard FE(Service Pack 2)
OS 5	Microsoft Windows Vista Business(Service Pack 2)
OS 6	Microsoft Windows Vista Home Basic(Service Pack 2)
OS 7	Microsoft Windows XP Home Edition(Service Pack 2)
OS 8	Microsoft Windows XP Professional(Service Pack 2)
OS 9	Microsoft Windows XP Professional(Service Pack 3)

Server Performance

Server Name	CPU Utilization	Memory Utilization	Page File (Swap) Utilization	Disk Usage	Availability	Overall Score
See the Definitions section for an explanation of Overall Score. Percentages in red have exceeded the Good threshold.						
DTJHBSRVR1	5.73	85.07	0.01	37.69	100.00	84.00

The server is running high on its memory utilization. Make a note of this and investigate why. Try and see if there are usage patterns, specific apps hogging the memory etc. You will need to remote in to the server to find out what is going on.

Server Disk



Top 10 Workstations with Low Disk Space			Top 10 Workstations with Spyware	
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System Name	Volume Name	Free Space MB
No Data Found		

Make a note of the Top 5 users with the most Spyware and mention it in the bomb report.

System Name	# of Threats Removed
USER-PC	40
DT-DETECTSEC	28
PRAM	22
DT-BONITA	21
HANSIE	20
DT-HILARYF	8
DT-JOHND	5
ARNOLD	4
ACCOUNTS	2
JIMKIRWIN-PC	2

Top 10 Workstations with Missing Security Patches	
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System Name	# of Missing Patches
HOME-D5D63A8AC9	61
USER-PC	25
JIMKIRWIN-PC	15
LAPTOP	15
ANDRE	11
ACCOUNTS	11
DT-PIETS	11
DT-MICHAEL-HOME	5
HOME-DAIP52H23K	5
DT-JOHND	0

We need to find out why these security patches are not being deployed.

Network Health			Definitions
Understanding Server Availability			<ul style="list-style-type: none"> • Availability: How much time your servers were available on the network. The lower the percentage the more down time you are experiencing. • CPU Utilization: This is a measure of how hard your servers are working. The higher the percentage the harder your server is working. • Paging File Utilization: This is a measure of how much the servers are using the hard disk to swap memory. The higher the percentage might indicate that it is time for a memory upgrade. • Patches: This represents the percentage of all security patches that have been approved for deployment. • Adequate Disk Space: This represents the percentage of workstations that do not have low disk space. • Anti-Virus: This represents the percentage of systems with up to date Anti-Virus definitions.
Availability	Score	Description	
95-100%	100	Excellent	
90-94%	80	Good	
85-94%	50	Fair	
51-84%	25	Sub Standard	
0-50%	0		
Understanding the Performance Score Report			
CPU Utilization	Score	Description	
0-50%	100	Excellent	
51-60%	80	Good	
61-70%	60	Fair	
71-80%	40	Sub Standard	
81-90%	20	Consider Upgrade	
91-100%	0	Upgrade Needed	

Next, Select "Executive Report PDF"



Select the Word Document for the site as you may want to edit this Document Slightly.

Site name	Latest Generated PDFs / DOCS	History
AD-HOC	No System Found for February	
Alltech	No System Found for February	
DE-TECT Unit Inspection	February-2011	
Enviro Waste	February-2011	
EPPA	No System Found for February	
IHP Consulting	February-2011	
Imbuyiso Consulting and Collections PtyLtd	No System Found for February	
Impala Nursery	No System Found for February	
IRBA	February-2011	
Kallvest ptyLtd	Not available for February	
Lidonga Group Holdings	February-2011	
Lidonga Group Tech	No System Found for February	
Louis Allen	No System Found for February	
Macromed	February-2011	
Meoqa Candv	February-2011	

This is a much more detailed report that we need to go through and see if we can pick up trends and the root cause of problems.

An example of this report follows. My comments are highlighted.

MANAGED SERVICES
MONTHLY ACTIVITY REPORT
February 2011

Omniholdings

This document provides DE-TECT Unit Inspection Management Team with a detailed service report provided by Omniholdings for February 2011.

The following sections are included :

PREVENTIVE MAINTENANCE ACTIVITY

This report details the preventive maintenance work carried out for computers where the DPMA is installed. Desktop computing represents a substantial investment for today's businesses. Regular preventive maintenance keeps the desktop environment secure against internet attacks. The following preventive maintenance activities are carried out at regular intervals :

- Antivirus updates: Checks whether the desktop has the latest antivirus definition updates. Antivirus programs must update themselves regularly to stay effective against new viruses.
- Spyware management: Removes spy-ware that can slow down your computer, displays annoying pop-up ads, changes Internet settings, or uses your private information without your consent.
- Temporary file deletion: Removes unused files from your system allowing Windows to run faster and free up valuable hard disk space.

SECURITY PATCH MANAGEMENT ACTIVITY

There have been several widely publicized attacks and vulnerabilities related to Microsoft software. Many organizations with proactive Microsoft patch management in place were not affected by these attacks or vulnerabilities. They acted on information Microsoft made available previous to the attacks. This report provides information regarding the Microsoft security patch update process carried out at your site along the status of security hot-fixes.

BACKUP MONITORING

Backup operations are complex and volatile making it difficult for companies to understand their true backup success rate, and more importantly, their recoverability. As a result, companies are exposed to substantial business risk from lost data, leaving their IT departments scrambling to identify, troubleshoot and remediate sources of failure between backup windows. This report provides a concise summary regarding the backup success, backup failures, root causes for failure and backup performance.

SERVER MONITORING

This report provides information regarding the health of your servers. Server health monitoring identifies and eliminates conditions that could compromise server productivity. This report documents a server's core health parameters in a concise and simple layout without going into technical details. Servers are very important to a business environment. This report displays how fast servers respond and server availability.

DEVICE MONITORING

This report provides information regarding devices setup under Device monitoring (SNMP and ICMP). It shows device availability and a response time analysis i.e., the average response time for the device. Additionally, the report provides an interface utilization analysis i.e., for inbound and outbound traffic of the devices under monitoring.

WORK STATUS

This report provides a detailed summary of work performed at your location for all desktop and server machines. Each service request is documented with a non technical description, the time taken to resolve the issue, and if the service request required an on-site visit.

OVERVIEW OF DEVICES UNDER MANAGEMENT

System Classification

Total Servers	Total Devices	Total Desktops
1	0	41

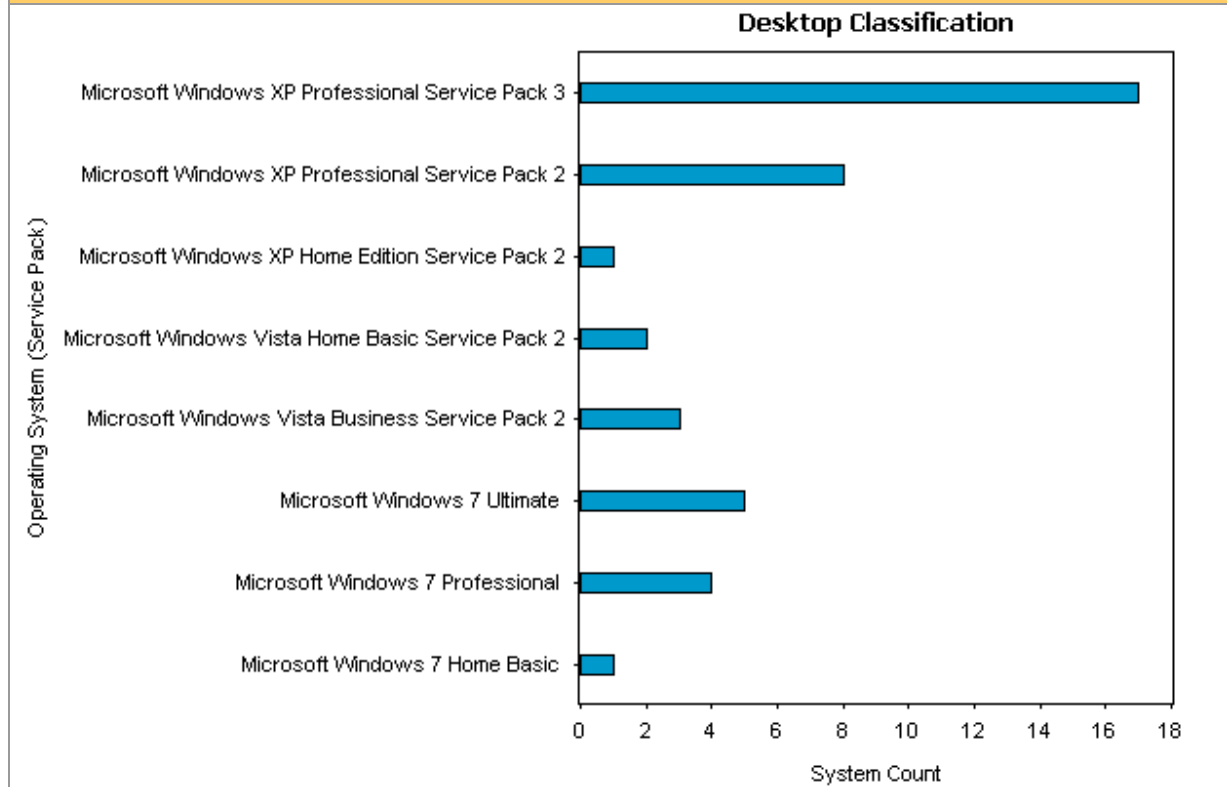
Server Details

Server Name	IP Address	Operating System	Service Pack
DTJHBSRVR1	192.168.1.1	Microsoft Windows Server 2008 Standard FE	Service Pack 2

Desktop Details

Operating System	Service Pack	System Count
Microsoft Windows 7 Home Basic		1
Microsoft Windows 7 Professional		4
Microsoft Windows 7 Ultimate		5
Microsoft Windows Vista Business	Service Pack 2	3
Microsoft Windows Vista Home Basic	Service Pack 2	2
Microsoft Windows XP Home Edition	Service Pack 2	1
Microsoft Windows XP Professional	Service Pack 2	8
Microsoft Windows XP Professional	Service Pack 3	17

Desktop Operating System Service Pack Graph



PREVENTIVE MAINTENANCE ACTIVITY - ANTIVIRUS UPDATES

Description

Checks whether the desktop has the latest antivirus definition updates. Antivirus programs must update themselves regularly to stay effective against new viruses.

■ Success ■ Failure ■ Not Supported / Not Installed ■ Info Not Available

SERVER

System / Day	IP Address	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28
DTJHBSRVR1	192.168.1.1	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■

DESKTOP

System / Day	IP Address	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28
ACCOUNTS	10.0.0.22	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
ANDRE	41.26.99.42	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
ARNOLD	10.107.20.217	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DT-ARNOLD	192.168.1.106	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DT-BONITA	192.168.1.28	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DT-DETECTSEC	192.168.0.10	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DT-GAYLENER	192.168.1.31	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DT-HENRYK	192.168.0.101	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DT-HILARYF	192.168.1.35	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DT-HILDAM	192.168.1.103	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DT-JIM	192.168.1.111	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DT-JOHNND	192.168.1.40	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DT-JOSEPHINEM	192.168.1.27	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DT-LIANDI	192.168.1.102	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DT-LINDEL	192.168.1.33	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DT-LINDEWS	192.168.1.53	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DT-MANOLIC	192.168.1.100	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DT-MICHAEL-HOME	192.168.1.41	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DT-PHILLYNB	192.168.1.107	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DT-RALPHV	192.168.1.48	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DT-SANDRAW	192.168.1.30	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DT-SECUNDA	192.168.0.222	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DT-SPARE	192.168.1.42	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DT-STEPHAN2	192.168.1.25	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DT-SUZETTE	192.168.1.38	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DT-TANYAV	192.168.1.104	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■

Why are these updates failing? Is the PC still active on the portal?

Why are these updates failing? Is the PC still active on the portal?

PREVENTIVE MAINTENANCE ACTIVITY - ANTIVIRUS UPDATES - List of Systems where Antivirus found to be Not Supported

Category	System Name	IP Address	Antivirus Found
DESKTOP	ARNOLD	10.107.20.217	
DESKTOP	DT-DETECTSEC	192.168.0.10	
DESKTOP	DT-HENRYK	192.168.0.101	avast! Antivirus
DESKTOP	DT-MICHAEL-HOME	192.168.1.41	
DESKTOP	DT-PIETS	41.14.22.147	
DESKTOP	DT-SECUNDA	192.168.0.222	
DESKTOP	HOME-DAIP52H23K	41.16.100.19	
DESKTOP	LAPTOP	41.14.3.149	AVG Free 8.5
DESKTOP	SHALENE-PC	41.19.241.115	

List of Antivirus supported	
Vendor	Version
AVG 7.5	
AVG Free Edition	
BitDefender Business Client	11.0.16
BitDefender File Server	3.1.63
CA eTrustAntivirus	7.1
CA eTrustITM Agent	8.1
CA eTrustITMAgent	8.0
McAfee Managed VirusScan	
McAfee VirusScan	4.5
McAfee VirusScan Enterprise	7.0
McAfee VirusScan Enterprise	7.1
McAfee VirusScan Enterprise	8.0
Norton AntiVirus	10.0
Norton AntiVirus	14.0
Norton AntiVirus 2001	
Norton AntiVirus 2002	8.0
Norton AntiVirus 2003	9.0
Norton AntiVirus 2004	10.0
Norton AntiVirus 2005	11.5
Norton AntiVirus 2006	12.0
Norton AntiVirus 2006	12.2
Norton AntiVirus Corporate Edition	7.6
Norton AntiVirus Corporate Edition	7.5
Norton AntiVirus Corporate Edition	7.6
Symantec AntiVirus	0.1

List of Antivirus supported	
Vendor	Version
Symantec AntiVirus	8.0
Symantec AntiVirus	8.1
Symantec AntiVirus	8.1
Symantec AntiVirus	10.0
Symantec AntiVirus	9.0
Trend Micro Client/Server Security Agent	7.6
Trend Micro OfficeScan Client	8.0
Trend Micro PC-cillin Internet Security 12	
Trend Micro PC-cillin Internet Security 14	
Trend Micro PC-cillin Internet Security 2005	
Trend Micro PC-cillin Internet Security 2006	
Trend Micro PC-cillin Internet Security 2007	

PREVENTIVE MAINTENANCE ACTIVITY - ANTIVIRUS UPDATES - List of Systems where Antivirus found Missing		
Category	System Name	IP Address
DESKTOP	ARNOLD	10.107.20.217
DESKTOP	DT-DETECTSEC	192.168.0.10
DESKTOP	DT-HENRYK	192.168.0.101
DESKTOP	DT-MICHAEL-HOME	192.168.1.41
DESKTOP	DT-PIETS	41.14.22.147
DESKTOP	DT-SECUNDA	192.168.0.222
DESKTOP	HOME-DAIP52H23K	41.16.100.19
DESKTOP	LAPTOP	41.14.3.149
DESKTOP	SHALENE-PC	41.19.241.115

List of Antivirus searched during the scanning process
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AVG 7.5

AVG Anti-Virus

AVG Free

AVG Free Edition

BitDefender 8 Free Edition

BitDefender Antivirus

BitDefender Business Client

BitDefender Client

BitDefender for File Servers

BitDefender Free Edition

BitDefender Internet Security

BitDefender Security for Windows Servers
--

BitDefender Total Security

CA eTrust Antivirus

CA eTrustITM Agent

ClamWin Free Antivirus

Command Antivirus

eScan Corporate for MailScan

eScan Corporate for windows

ETrust EZ Antivirus

eTrust InoculateIT

EZ Antivirus

F-Prot

F-Secure

GFI MailSecurity for Exchange/SMTP

List of Antivirus searched during the scanning process

Kaspersky Anti-Virus
Kaspersky Internet Security
McAfee Managed VirusScan
McAfee SecurityCenter
McAfee Total Protection Agent Service
McAfee Total Protection for Small Business
McAfee Virus
McAfee VirusScan Enterprise
NOD32 Antivirus
Norton Antivirus
Norton Internet Security
Norton Security Centre
Panda
PC-cillin 2003
Server Protect Information Server
ServerProtect Normal Server
Sophos Anti-Virus
Symantec AntiVirus
Symantec Client Security
Trend Micro Antivirus
TREND MICRO Client/Server Security Agent
Trend Micro OfficeScan Client
Trend Micro OfficeScan Corporate Edition
Trend Micro PC-cillin Internet Security
Trend PC-cillin

List of Antivirus searched during the scanning process

VirusBuster

PREVENTIVE MAINTENANCE ACTIVITY - SPYWARE MANAGEMENT

Description

Spyware management removes spyware that can slow down your computer, displays annoying pop-up ads, changes Internet settings, or uses your private information without your consent.

Note :- Blank data represents information not available.

■ Severe ■ High ■ Elevated ■ Moderate ■ Low (highest threat found for the week)

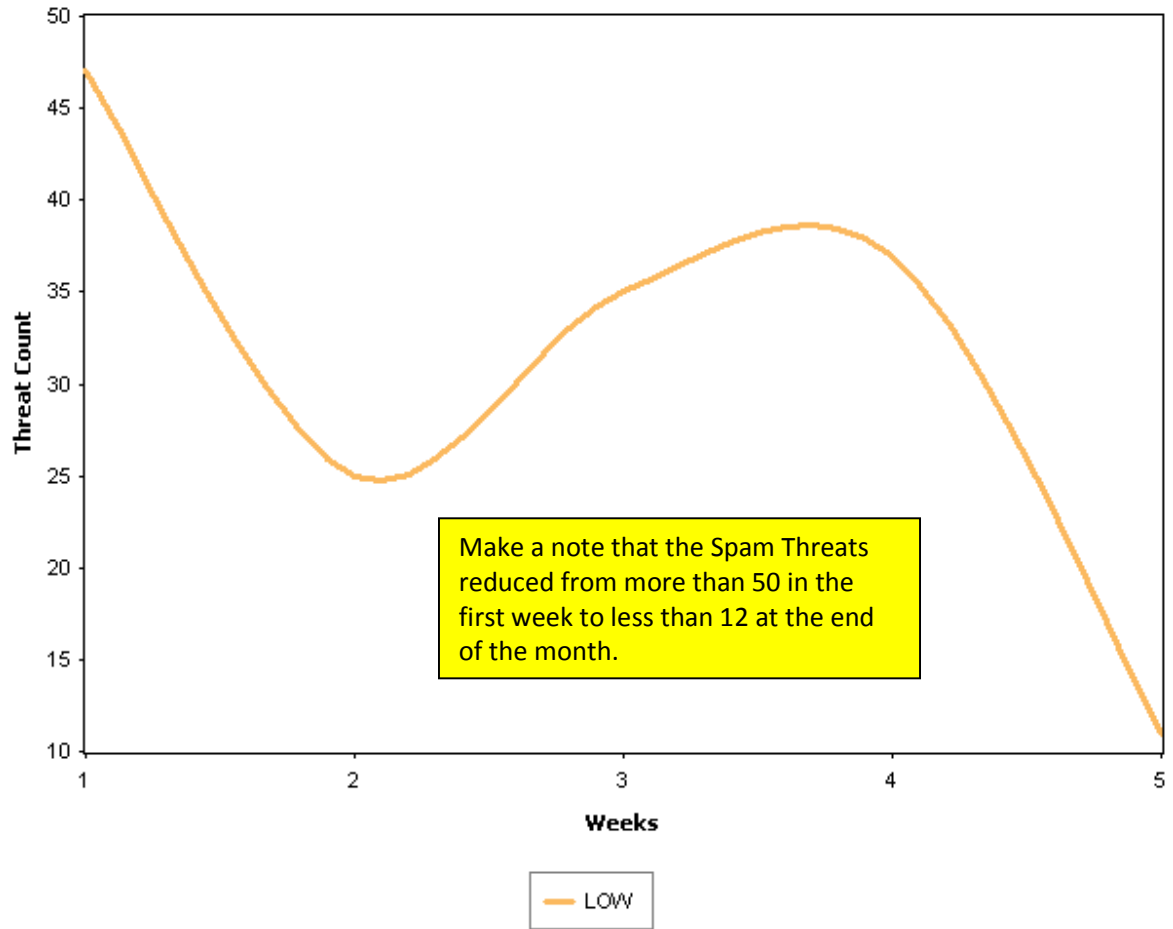
System / Week	IP Address	Week 1 (2/1/2011 to 2/5/2011)	Week 2 (2/6/2011 to 2/12/2011)	Week 3 (2/13/2011 to 2/19/2011)	Week 4 (2/20/2011 to 2/26/2011)	Week 5 (2/27/2011 to 2/28/2011)
ACCOUNTS	10.0.0.22	2 ■	0	0	0	0
ANDRE	41.26.99.42	0	0	0	0	0
ARNOLD	10.107.20.217		1 ■	3 ■	0	
DT-ARNOLD	192.168.1.106	0	0	0	0	0
DT-BONITA	192.168.1.28	10 ■	1 ■	0	8 ■	2 ■
DT-DETECTSE C	192.168.0.10	5 ■	7 ■	9 ■	5 ■	2 ■
DT-GAYLENE R	192.168.1.31	0	0	1 ■	0	0
DT-HENRYK	192.168.0.101	0	0	0	0	
DT-HILARYF	192.168.1.35	3 ■	0	1 ■	2 ■	2 ■
DT-HILDAM	192.168.1.103	0	0	0	0	0
DT-JIM	192.168.1.111	0	0	0	0	0
DT-JOHNND	192.168.1.40	1 ■	1 ■	3 ■	0	0
DT-JOSEPHIN EM	192.168.1.27	0	0	0	0	0
DT-LIANDI	192.168.1.102	0	0	0		
DT-LIANDI	192.168.1.102				0	0
DT-LINDEL	192.168.1.33	0				
DT-LINDEWS	192.168.1.53					
DT-MANOLIC	192.168.1.100	0	0	0	0	0
DT-MICHAEL- HOME	192.168.1.41	0	0	0	0	0
DT-PHILLYNB	192.168.1.107		0	0	0	0
DT-PIETS	41.14.22.147	0	0	0	0	
DT-RALPHV	192.168.1.48	0	1 ■	0	0	0
DT-SANDRAW	192.168.1.30	0	0	0	0	0
DT-SECUNDA	192.168.0.222		0	0	0	0
DT-SPARE	192.168.1.42	0	0	0	0	0
DT-	41.19.149.					

STEPHAN	94					
DT-STEPHAN2	192.168.1.25	0	0	0	0	0
DT-SUZETTE	192.168.1.38					
DT-TANYAV	192.168.1.104	0	0	0	0	0
DT-TRAINING PC	192.168.1.46				1 ■	0

PREVENTIVE MAINTENANCE ACTIVITY - SPYWARE MANAGEMENT						
■ Severe ■ High ■ Elevated ■ Moderate ■ Low (highest threat found for the week)						
System / Week	IP Address	Week 1 (2/1/2011 to 2/5/2011)	Week 2 (2/6/2011 to 2/12/2011)	Week 3 (2/13/2011 to 2/19/2011)	Week 4 (2/20/2011 to 2/26/2011)	Week 5 (2/27/2011 to 2/28/2011)
HANSIE	41.19.165.245	18 ■		0	2 ■	0
HOME-D5D63A8AC9	192.168.0.6					
HOME-DAIP52H23K	41.16.100.19					
JIMKIRWIN-PC	41.18.50.133		0	1 ■	1 ■	
LAPTOP	41.14.3.149					
PRAM	10.0.0.100	8 ■	4 ■	7 ■	3 ■	0
SEAL	41.15.20.123	0	0	0	0	0
SHALENE-PC	41.19.241.115					
USER-3E30C2622A	192.168.0.40	0	0	0	0	0
USER-PC	41.19.112.226		10 ■	10 ■	15 ■	5 ■
YOUR-8493D1B982	0.0.0.0					
Total		47	25	35	37	11

PREVENTIVE MAINTENANCE ACTIVITY - SPYWARE THREAT LEVEL ANALYSIS					
■ Severe ■ High ■ Elevated ■ Moderate ■ Low					
Threat / Week	Week 1 (2/1/2011 to 2/5/2011)	Week 2 (2/6/2011 to 2/12/2011)	Week 3 (2/13/2011 to 2/19/2011)	Week 4 (2/20/2011 to 2/26/2011)	Week 5 (2/27/2011 to 2/28/2011)
■ LOW	47	25	35	37	11

Threat Level Analysis



PREVENTIVE MAINTENANCE ACTIVITY - SPYWARE THREAT NAME ANALYSIS						
Threat Name / Week	Threat Type	Week 1 (2/1/2011 to 2/5/2011)	Week 2 (2/6/2011 to 2/12/2011)	Week 3 (2/13/2011 to 2/19/2011)	Week 4 (2/20/2011 to 2/26/2011)	Week 5 (2/27/2011 to 2/28/2011)
Burstmedia	Cookies				1	
CasaleMedia	Cookies			1	1	
DoubleClick	Targets,Cookies	19	11	14	9	2
FastClick	Cookies	8				
Fraud.Sysguard	Malware	5				
FunWebProducts	PUPS,PUPSC,Spysware		4	4	6	2
HitBox	Targets,Cookies	2				
Mediaplex	Targets,Cookies	3		3		1
MyWay.MyWebSearch	PUPS,PUPSC		6	6	9	3
Right Media	Cookies	8	3	5	10	3
Statcounter	Targets,Cookies		1		1	
WebTrends live	Targets,Cookies	2		1		
Zedo	Targets,Cookies			1		

PREVENTIVE MAINTENANCE ACTIVITY - WINDOWS TEMPORARY FILE DELETION

Description

Windows temporary file deletion: Removes unused files from your system allowing Windows to run faster and free up valuable hard disk space.

Note:- Blank data represents information not available.

Number : Temp File Deleted count Size : Freed Space

System / Week	IP Address	Week 1 (2/1/2011 to 2/5/ 2011)	Week 2 (2/6/2011 to 2/12/ 2011)	Week 3 (2/13/2011 to 2/19/ 2011)	Week 4 (2/20/2011 to 2/26/ 2011)	Week 5 (2/27/2011 to 2/28/ 2011)
ACCOUNTS	10.0.0.22	2520 19.38 MB	2482 45.55 MB	2627 36.32 MB	2024 38.66 MB	
ANDRE	41.26.99.42	103 8.58 MB	45 463.32 KB	1143 15.36 MB	1070 5.48 MB	
ARNOLD	10.107.20.217		4729 378.12 MB	5862 101.84 MB	0 0.00 Byte	
DT-ARNOLD	192.168.1.106	256 54.77 MB	836 11.91 MB	3549 105.35 MB	4116 54.25 MB	
DT-BONITA	192.168.1.28	5096 80.47 MB	6212 47.28 MB	2433 25.64 MB	12902 117.43 MB	
DT-DETECTSE C	192.168.0.10	2468 170.62 MB	5750 185.34 MB	5641 174.10 MB	1662 124.14 MB	
DT-GAYLENE R	192.168.1.31	1353 19.20 MB	1159 7.89 MB	2578 18.95 MB	2793 13.55 MB	
DT-HENRYK	192.168.0.101	5196 88.34 MB	4571 97.24 MB	2753 46.55 MB	2750 70.66 MB	
DT-HILARYF	192.168.1.35	2722 33.12 MB	1213 13.46 MB	1629 23.64 MB	6557 122.94 MB	
DT-HILDAM	192.168.1.103	305 7.25 MB	434 20.06 MB	401 8.85 MB	455 7.70 MB	
DT-JIM	192.168.1.111	1364 14.19 MB	817 44.50 MB	1469 15.91 MB	1696 15.97 MB	
DT-JOHN D	192.168.1.40	3258 59.79 MB	4720 92.58 MB	3473 34.54 MB	581 63.74 MB	
DT-JOSEPHIN EM	192.168.1.27	329 42.06 MB	641 53.19 MB	1897 65.03 MB	1129 96.33 MB	
DT-LIANDI	192.168.1.102	2715 170.85 MB	1226 23.53 MB	1493 11.70 MB	1700 37.79 MB	
DT-LINDEL	192.168.1.33	31 5.34 MB				
DT-LINDEWS	192.168.1.53		1829 105.30 MB	296 19.76 MB	497 13.22 MB	
DT-MANOLIC	192.168.1.100	936 16.66 MB	687 13.79 MB	122 8.22 MB	376 6.67 MB	
DT-MICHAEL- HOME	192.168.1.41	416 42.37 MB	194 2.27 MB	224 2.09 MB	611 33.36 MB	
DT-PHILLYNB	192.168.1.107		32 5.33 MB	17 15.67 KB	1 220.00 Byte	
DT-PIETS	41.14.22.147	1585 25.08 MB	634 30.05 MB	601 3.56 MB	420 7.04 MB	
DT-RALPHV	192.168.1.48	96 6.28 MB	95 6.23 MB	119 8.89 MB	1391 219.23 MB	
DT-SANDRAW	192.168.1.30	150 2.35 MB	52 1.01 MB	32 708.64 KB		167 5.48 MB
DT-SECUNDA	192.168.0.222		5840 66.00 MB	3487 39.17 MB	4973 42.60 MB	
DT-SPARE	192.168.1.42	42 13.00 MB	21 152.42 KB	37 6.62 MB	6 778.00 Byte	
DT-STEPHAN2	192.168.1.25	11 96.47 KB	26 256.94 KB	25 240.94 KB	24 224.94 KB	
DT-	192.168.1.		24	24	112	

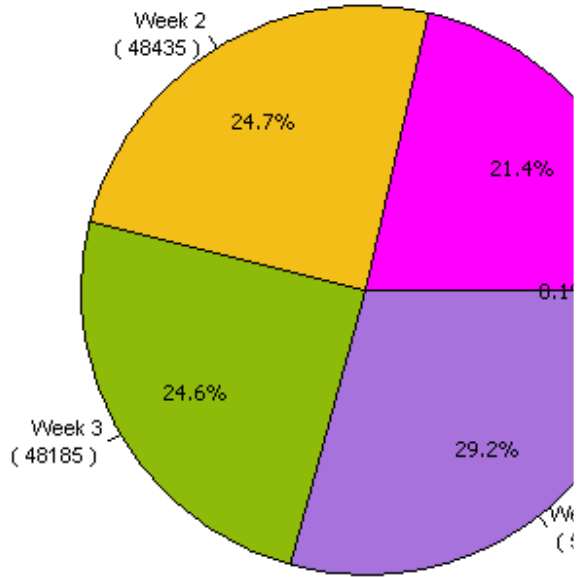
SUZETTE	38		54.08 KB	107.33 KB	3.20 MB	
DT-TANYAV	192.168.1.104	381 63.61 MB	348 27.65 MB	310 22.63 MB	563 36.90 MB	
DT-TRAINING PC	192.168.1.46				2746 966.60 MB	
HANSIE	41.19.165.245	44 16.29 MB		28 1.64 MB	25 3.00 MB	
HOME-DAIP52H23K	41.16.100.19	88 3.09 MB	49 2.44 MB	62 1.08 MB	54 10.54 MB	

PREVENTIVE MAINTENANCE ACTIVITY - WINDOWS TEMPORARY FILE DELETION

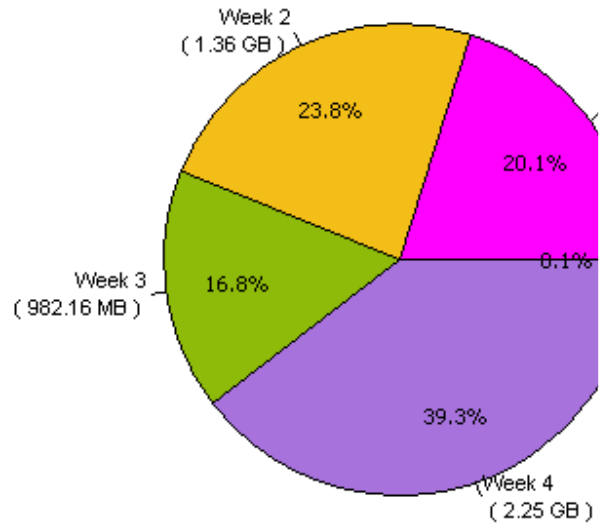
Number : Temp File Deleted count Size : Freed Space

System / Week	IP Address	Week 1 (2/1/2011 to 2/5/2011)	Week 2 (2/6/2011 to 2/12/2011)	Week 3 (2/13/2011 to 2/19/2011)	Week 4 (2/20/2011 to 2/26/2011)	Week 5 (2/27/2011 to 2/28/2011)
JIMKIRWIN-PC	41.18.50.133	267 8.18 MB	242 4.24 MB	216 24.12 MB	197 16.29 MB	
PRAM	10.0.0.100	1422 17.18 MB	707 14.52 MB	1461 14.64 MB	2401 52.20 MB	
SEAL	41.15.20.123	5892 127.88 MB	1392 73.57 MB	996 24.88 MB	1137 15.53 MB	
SHALENE-PC	41.19.241.115	313 34.84 MB		751 16.50 MB	2077 103.75 MB	
USER-3E30C2622A	192.168.0.40	2540 24.55 MB	1420 15.31 MB	1941 32.12 MB	70 500.67 KB	
USER-PC	41.19.112.226			23 1.08 MB	35 496.98 KB	
YOUR-8493D1B982	0.0.0.0		8 58.97 KB		23 265.30 KB	
Total		41899 1.15 GB	48435 1.36 GB	48185 982.16 MB	57174 2.25 GB	167 5.48 MB

Files Deleted



Freed Space

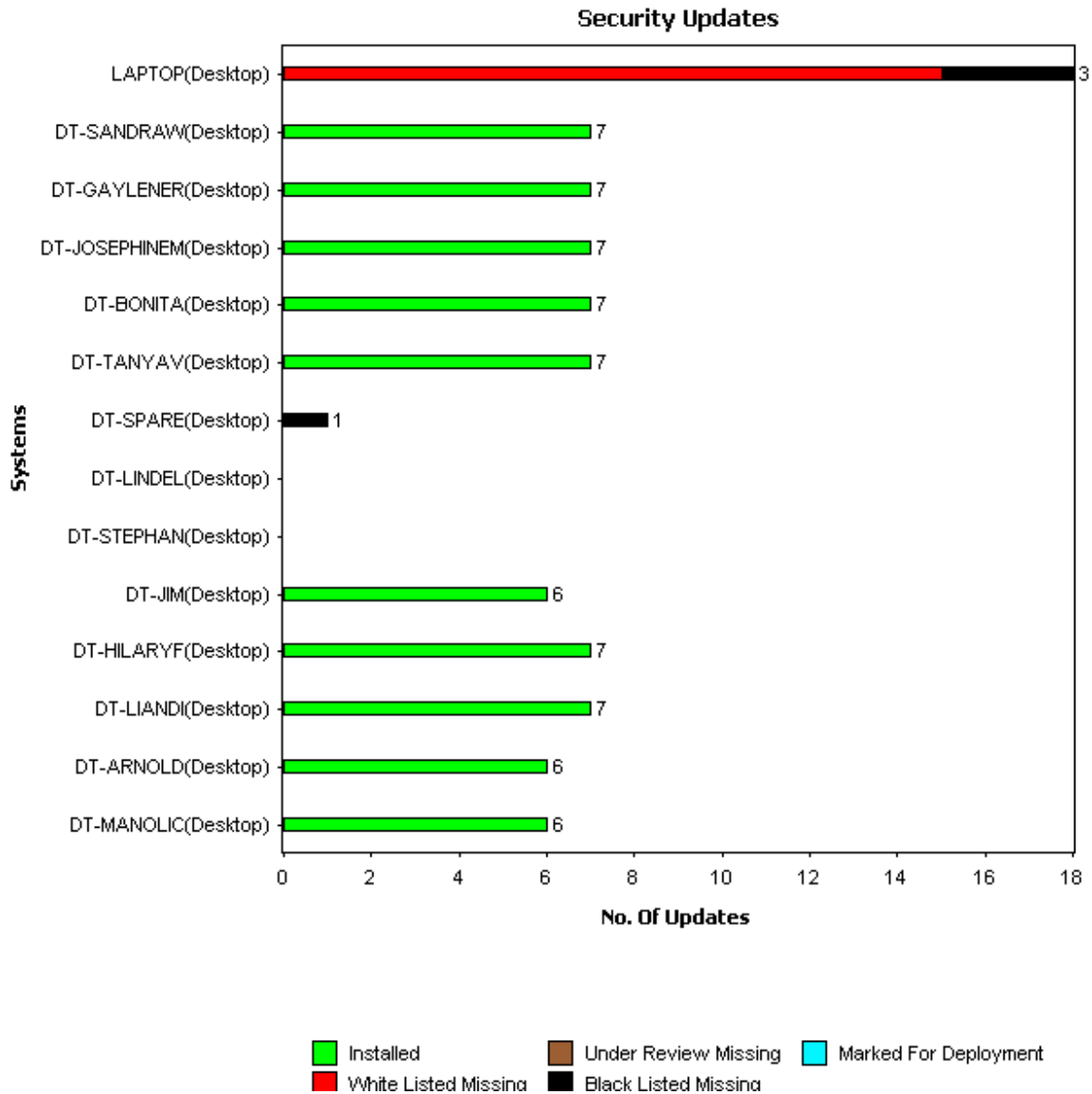


SECURITY UPDATES

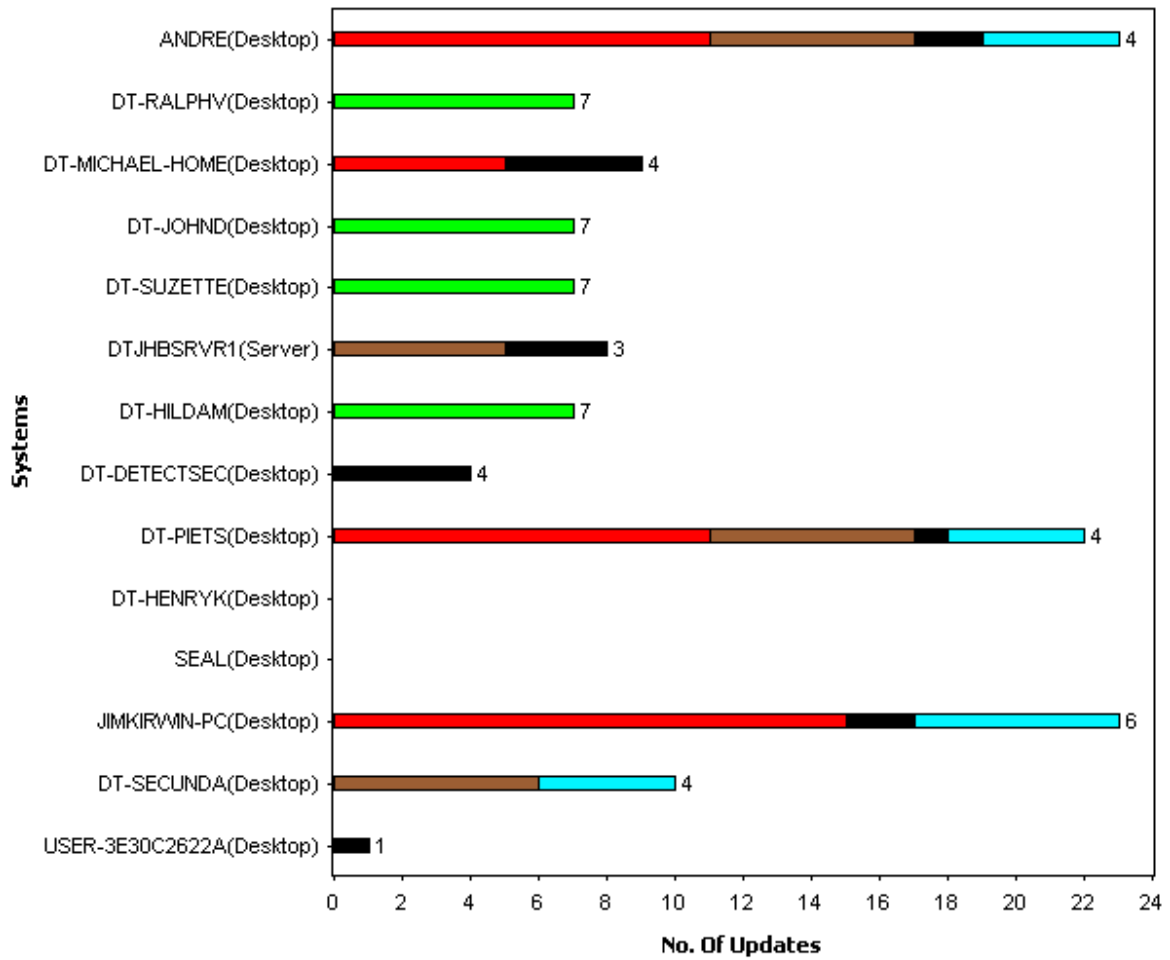
Description

There have been several widely publicized attacks and vulnerabilities related to Microsoft software. Many organizations with proactive Microsoft Patch management in place were not affected by these attacks, because they acted on information that Microsoft made available previous to the attacks. This report provides information about the security update process carried at your site along with the status of the security hot-fix implementation.

Note :- Blank column in graph represent there are no Missing Security Updates found for these month.

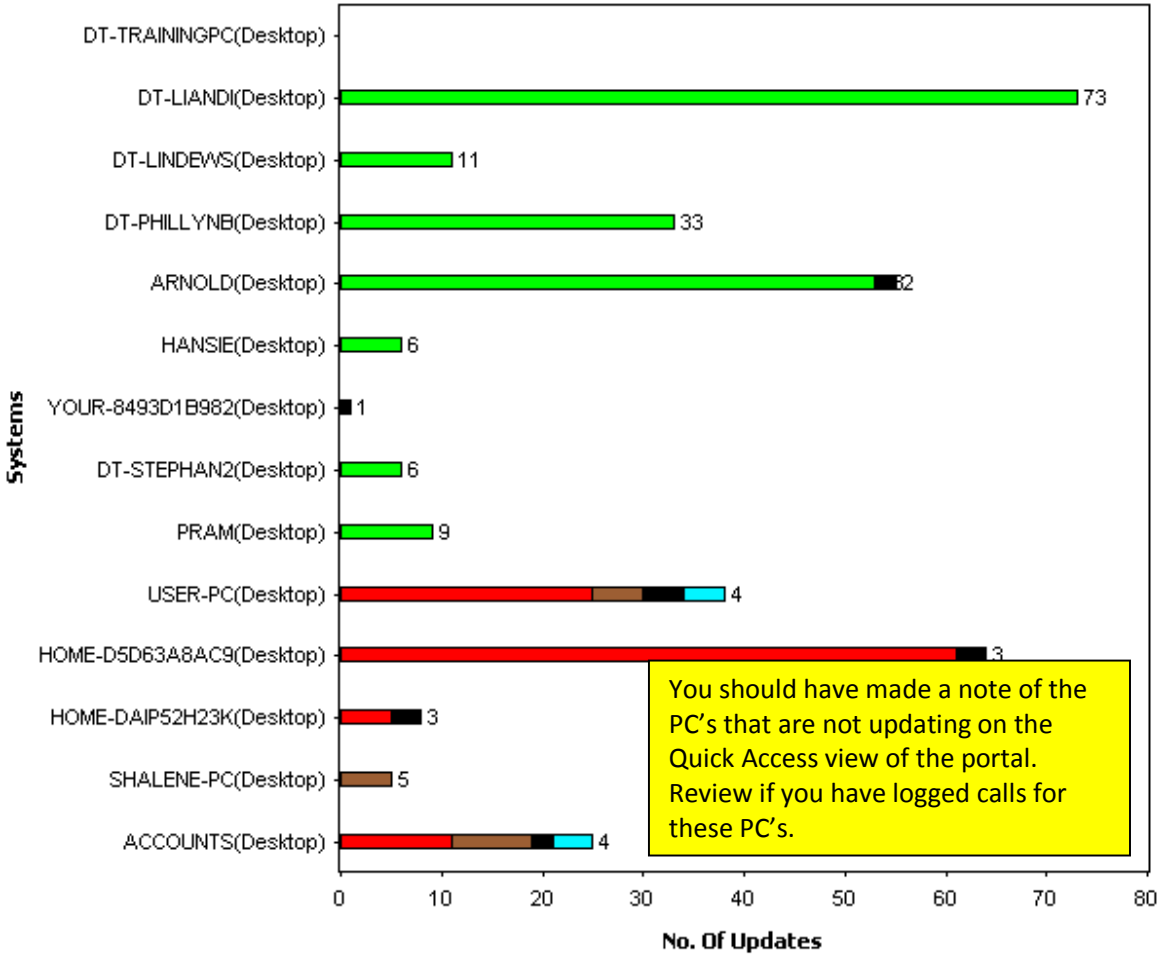


Security Updates



■ Installed ■ Under Review Missing ■ Marked For Deployment
■ White Listed Missing ■ Black Listed Missing

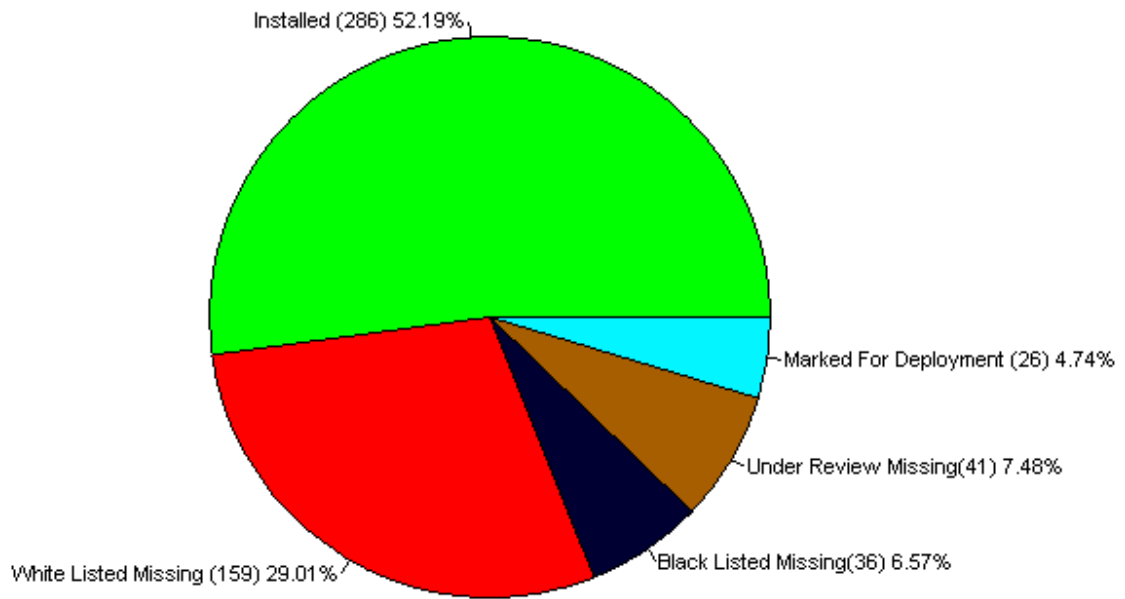
Security Updates



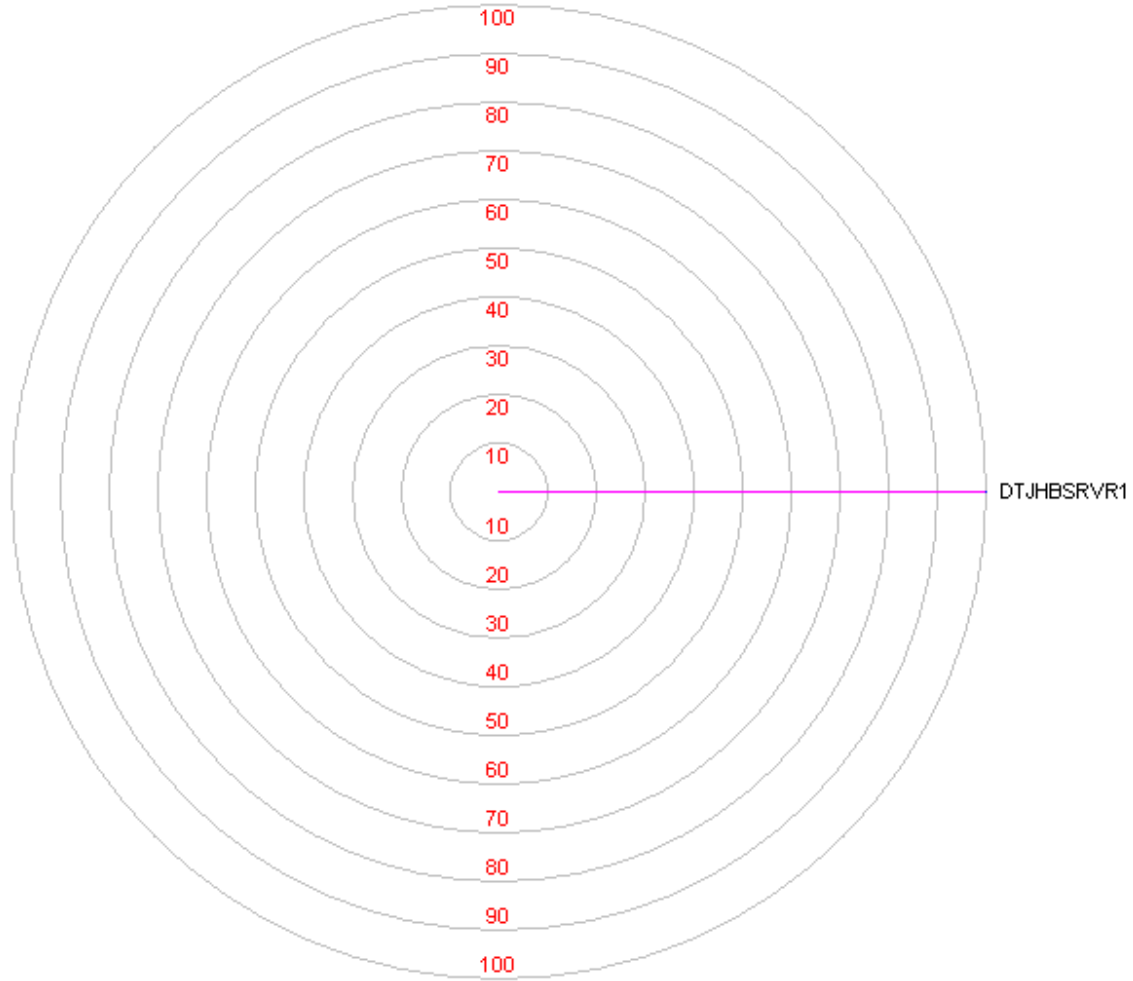
You should have made a note of the PC's that are not updating on the Quick Access view of the portal. Review if you have logged calls for these PC's.

- Installed
- White Listed Missing
- Under Review Missing
- Black Listed Missing
- Marked For Deployment

SECURITY UPDATES - OVERALL ANALYSIS OF SECURITY UPDATES



UP TIME ANALYSIS

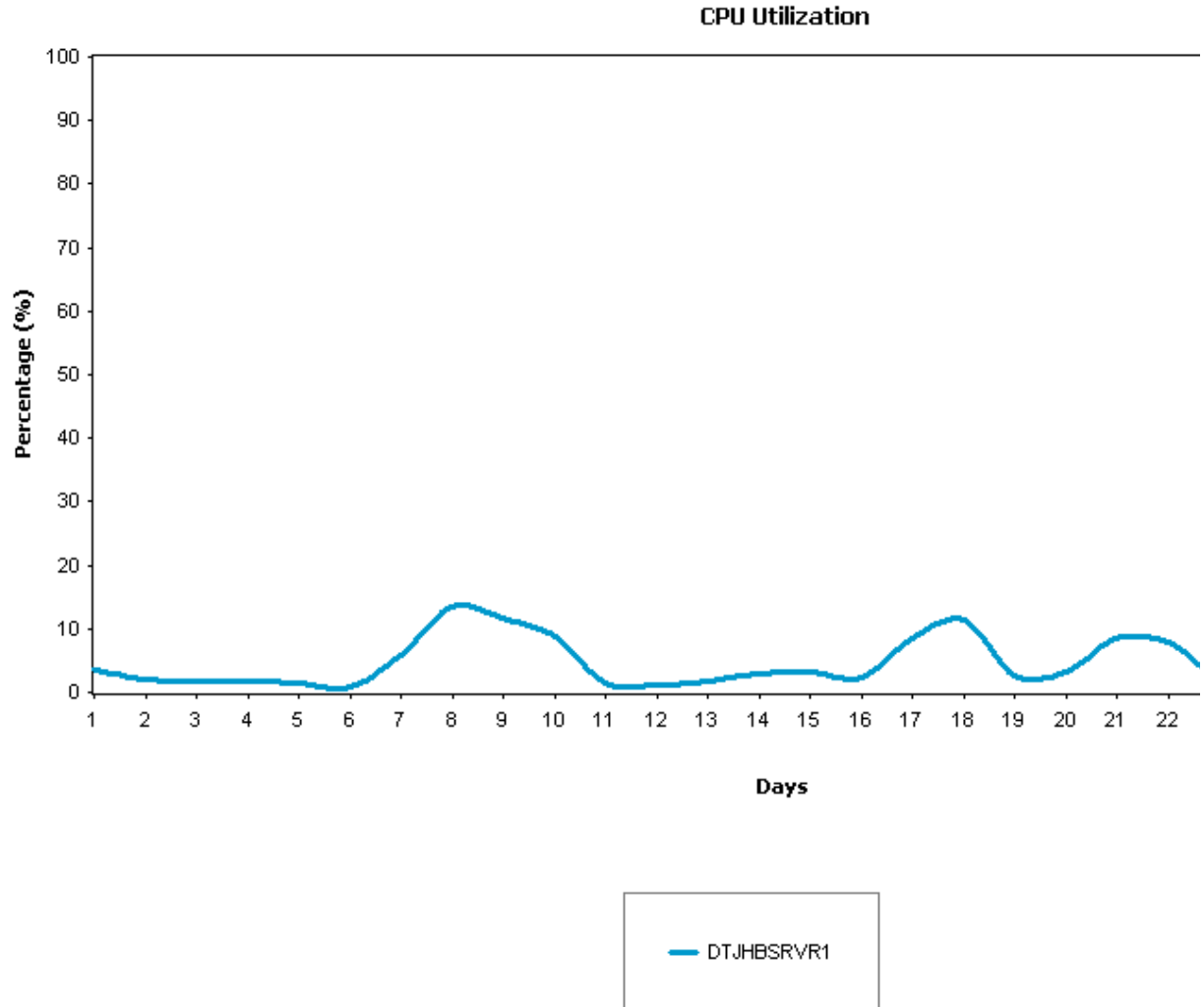


AVAILABILITY		
Device Name	IP Address	Availability (%)
DTJHBSRVR1	192.168.1.1	100.00

SERVER MONITORING - CPU UTILIZATION ACROSS MONITORED SERVERS

Description

A server that's too busy may be unable to satisfactorily respond to client requests. That translates into unhappy users. The simplest measure of a system's busyness is monitoring and measuring processor time, which measures the total utilization of your processor by all running processes. Consistent processor utilization above 80% needs to be investigated.

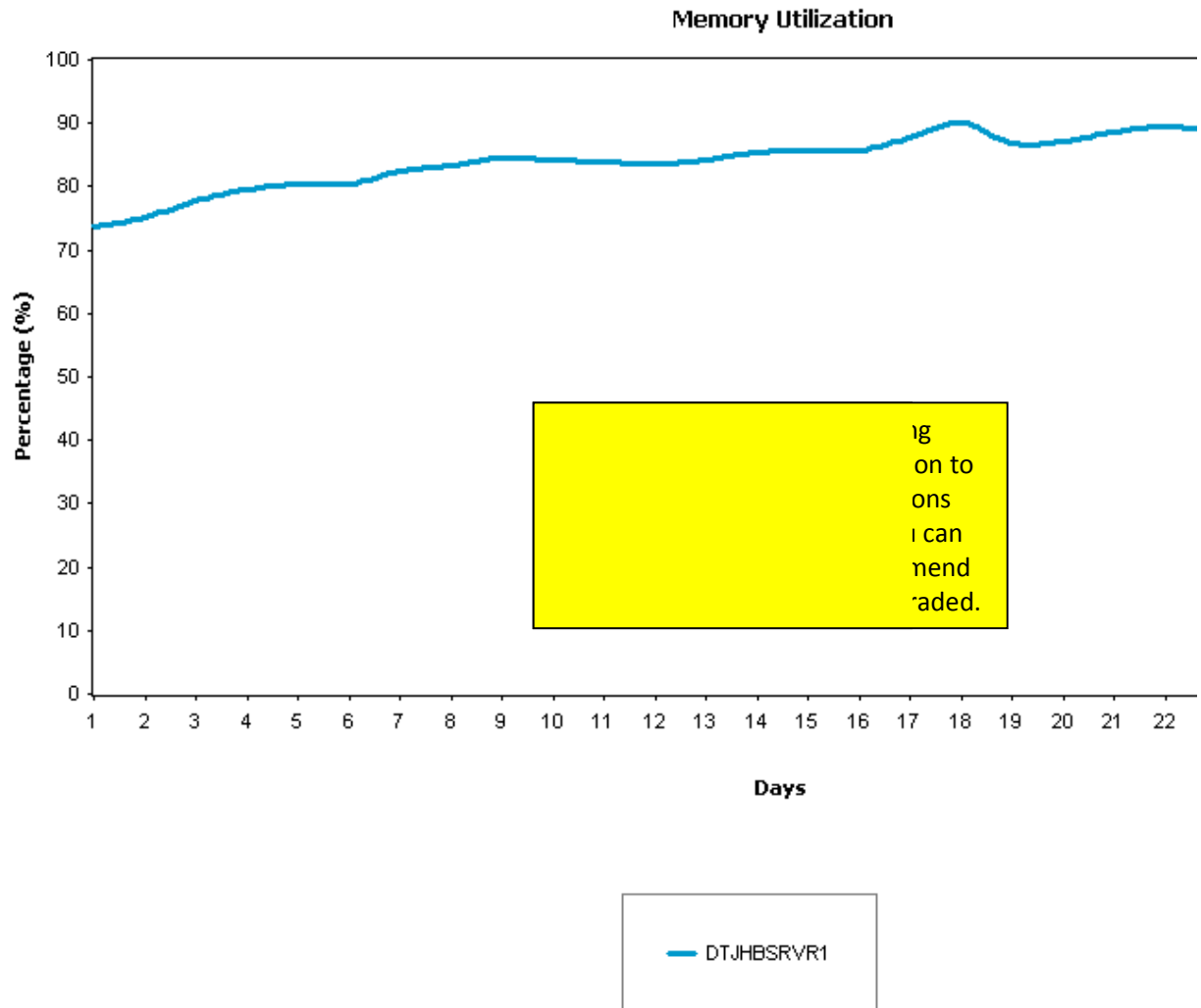


CPU Utilization					
✔ Good ⚠ Warning ✘ Error					
Device Name	IP Address	Min (%)	Max (%)	Average (%)	
DTJHBSRVR1	192.168.1.1	1.00	14.64	5.73	✔

SERVER MONITORING - MEMORY UTILIZATION ACROSS MONITORED SERVERS

Description

The utilization of memory can be a difficult resource to interpret. Some application such as Microsoft Exchange Server and Microsoft SQL Server will use as much physical memory as is available, so when viewing Memory Utilization on these devices, Page file (Swap) utilization is more indicative of issues. Overall, excessively high utilization of both physical memory and Swap indicates a need for memory upgrades in the servers.



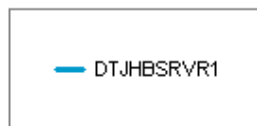
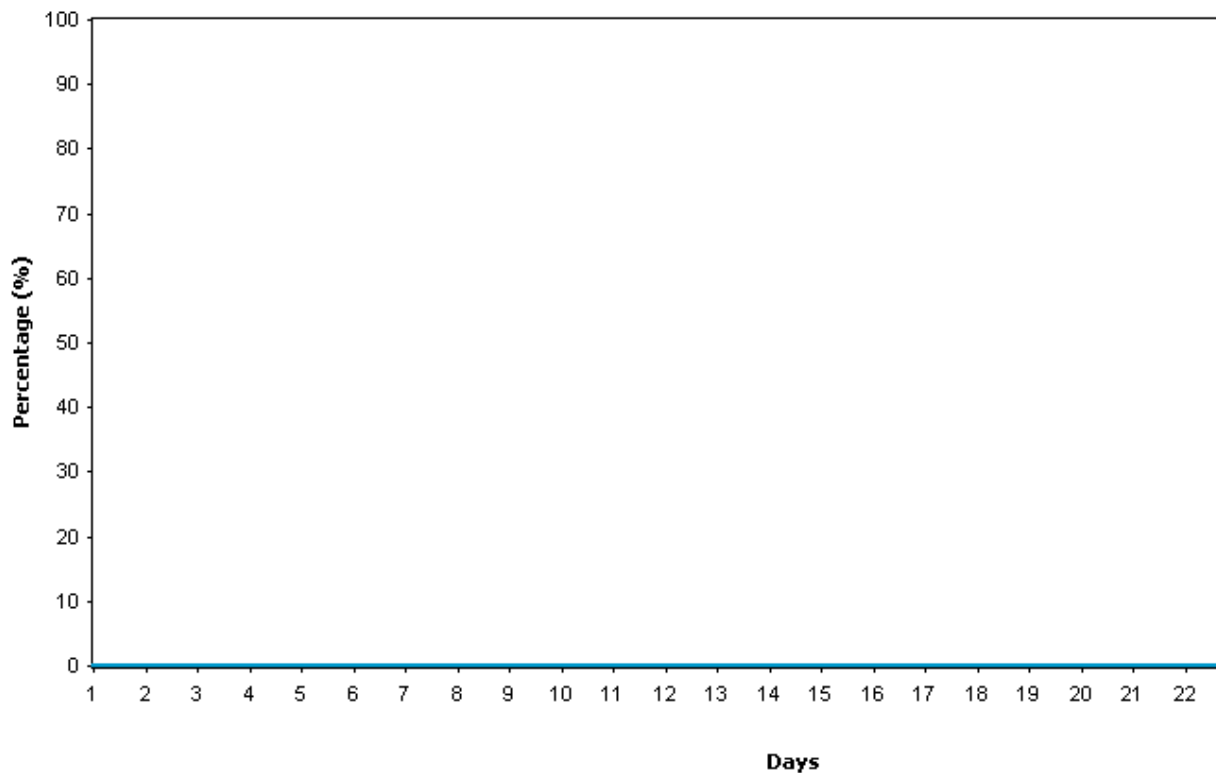
Memory Utilization					
✔ Good ⚠ Warning ✘ Error					
Device Name	IP Address	Min (%)	Max (%)	Average (%)	
DTJHBSRVR1	192.168.1.1	73.57	92.45	85.07	✔

SERVER MONITORING - PAGE FILE (SWAP) UTILIZATION ACROSS MONITORED SERVERS

Description

Virtual memory / paging is a system where computer code and data can be swapped to and from a file on the hard drive. This allows the operating system to use more memory than what is available in physical memory. Unused 'pages' of computer memory can be swapped to the page file (or swap file), and then Windows can allocate the memory that was swapped to other programs. Windows makes efficient use of virtual memory. For example, if a program is sitting in the background in an idle state, Windows will automatically move the program's unused code and data memory pages to the page file. Then, when the program becomes active again, Windows loads the code and data back. Paging frees up physical memory on the system and lets more processes execute. When a process needs code or data that was swapped to the hard disk, the system puts that code or data back into physical memory and transfers other information to the hard disk if necessary. Too much page swapping will induce load on the disk I/O as transferring data from disk to RAM is expensive.

Page File (Swap) Utilization

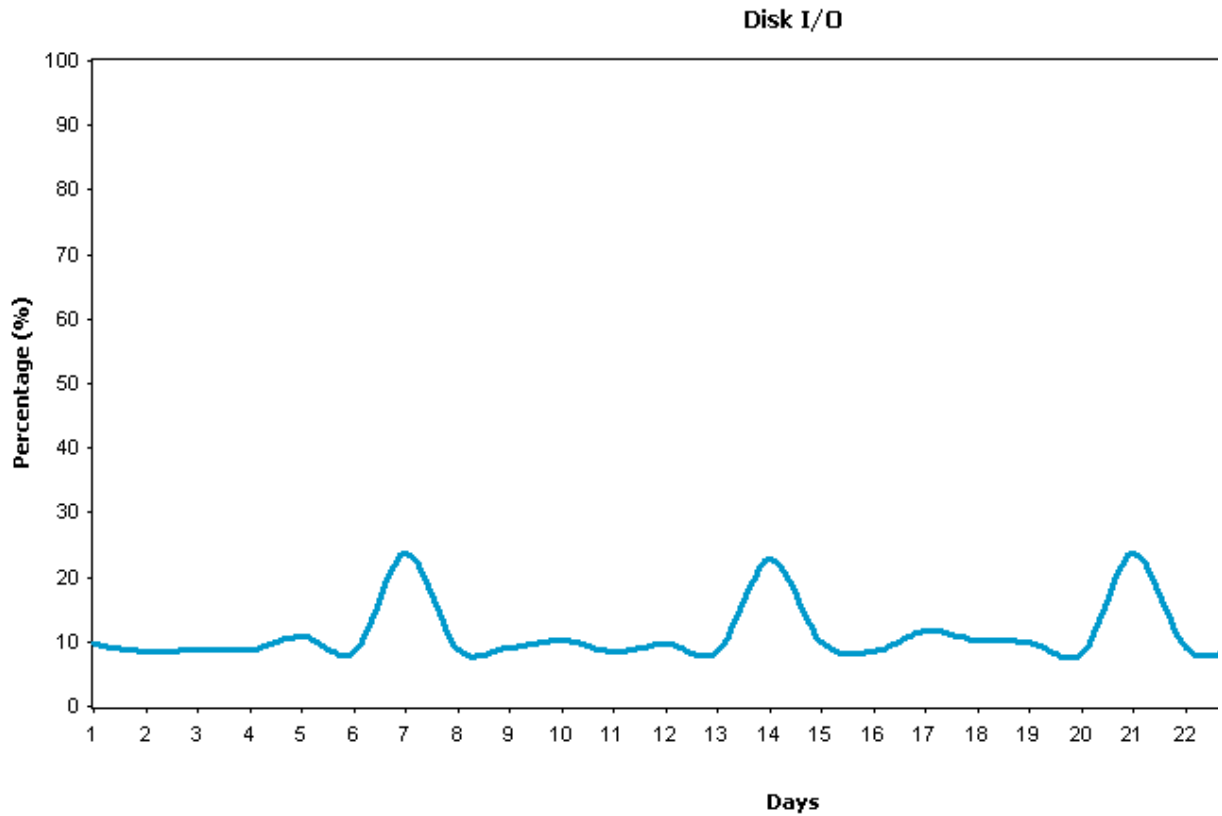


Page File (Swap) Utilization					
✔ Good ⚠ Warning ✘ Error					
Device Name	IP Address	Min (%)	Max (%)	Average (%)	
DTJHBSRVR1	192.168.1.1	0.00	0.08	0.01	✔

SERVER MONITORING - DISK I/O ACROSS MONITORED SERVERS

Description

Monitoring Disk I/O shows you what percentage of the time the hard disk is busy. An average value of 90% or above indicates that the hard disk can't keep up with the demand. This could be due to a hard disk that is too slow, or it could be caused by excessive paging.



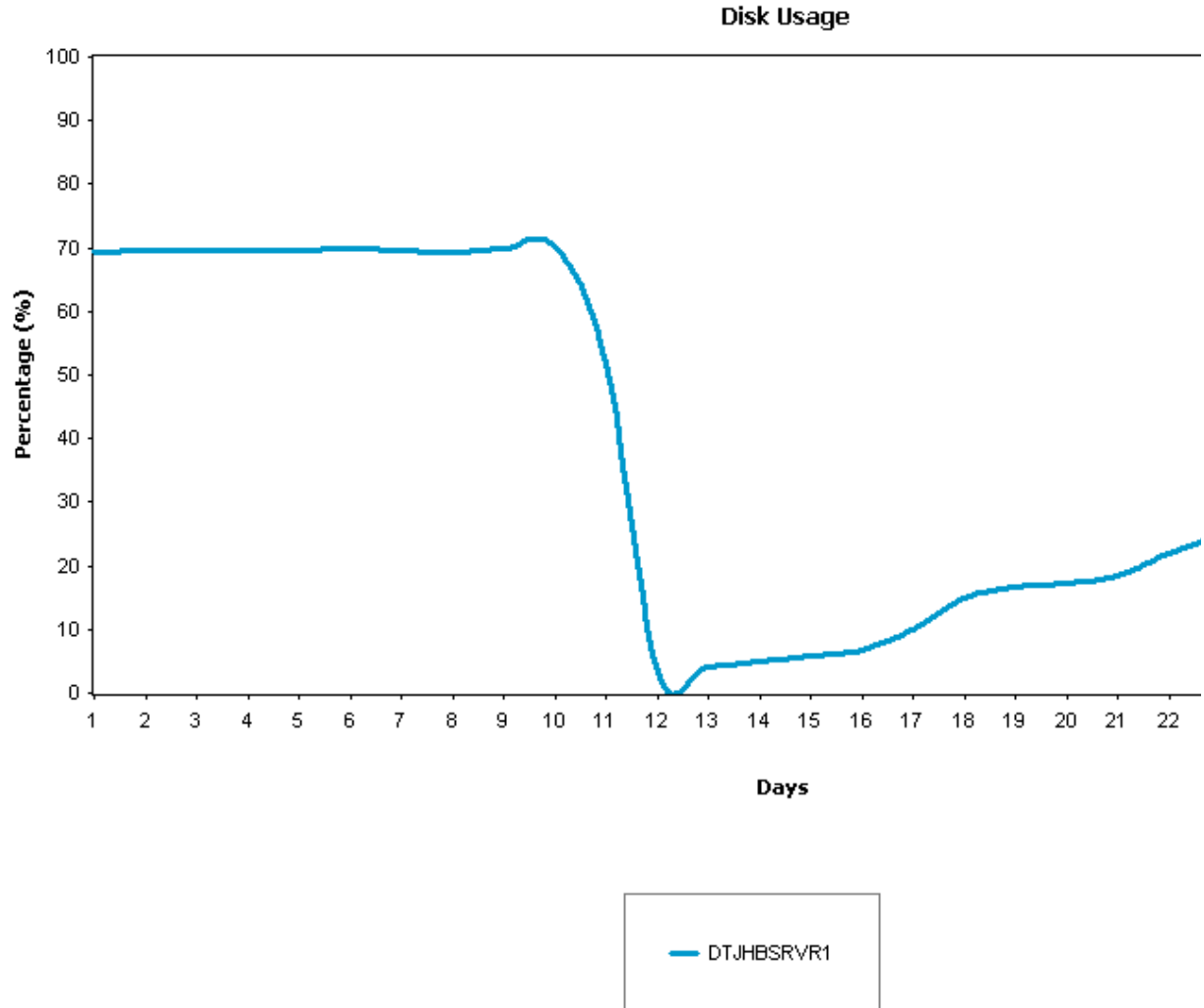
Disk I/O					
✔ Good ⚠ Warning ✘ Error					
Device Name	IP Address	Min (%)	Max (%)	Average (%)	
DTJHBSRVR1	192.168.1.1	7.99	25.06	11.31	✔✔

SERVER MONITORING - DISK USAGE ACROSS MONITORED SERVERS

Description

Low free space means upcoming problems, like the inability to receive mail (for mail servers) or the inability to store new files (for file servers). Shortage on disk space does not (necessarily) come in an instant.

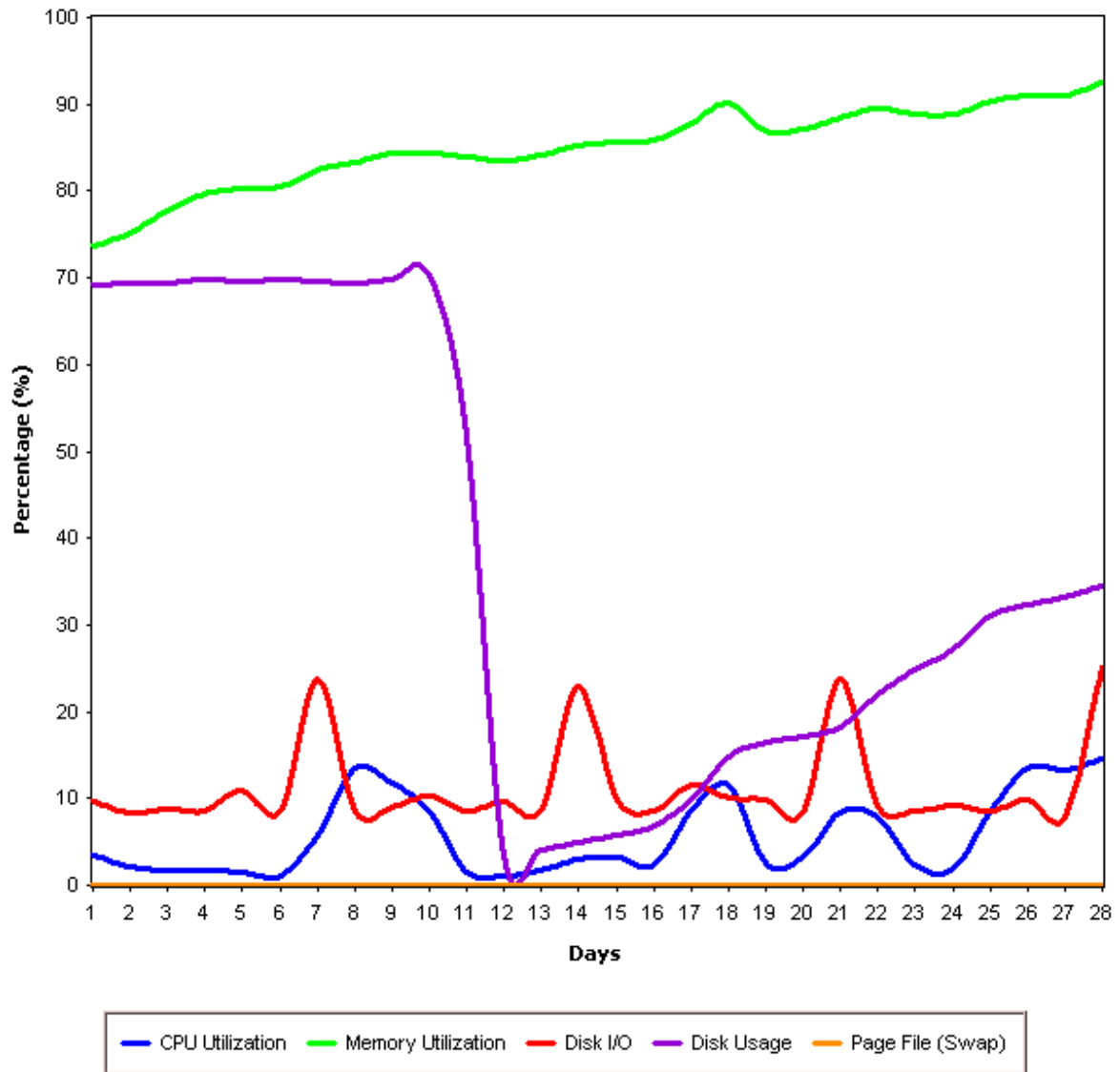
Typically, free space decreases by a little every day. The consolidated disk usage graph gives a snapshot of space utilization across all servers for the monitored time frame.



Disk Usage					
✔ Good ⚠ Warning ✘ Error					
Device Name	IP Address	Min (%)	Max (%)	Average (%)	
DTJHBSRVR1	192.168.1.1	3.34	70.24	37.69	✔

PERFORMANCE ANALYSIS OF INDIVIDUAL SERVERS

Performance Monitoring for DTJHBSRVR1



Resource Name : DTJHBSRVR1					
Day/Category	CPU Utilization (%)	Memory Utilization (%)	Disk I/O (%)	Disk Usage (%)	Page File (Swap) Utilization (%)
Feb - 1	3.44	73.57	9.64	69.27	0.00
Feb - 2	2.04	75.14	8.45	69.47	0.00
Feb - 3	1.69	77.70	8.82	69.48	0.00
Feb - 4	1.82	79.63	8.66	69.73	0.00
Feb - 5	1.49	80.40	10.84	69.69	0.00
Feb - 6	1.00	80.47	8.54	69.87	0.00
Feb - 7	5.78	82.42	23.67	69.67	0.00
Feb - 8	13.41	83.32	8.67	69.41	0.00
Feb - 9	11.74	84.42	8.95	69.90	0.00
Feb - 10	8.64	84.32	10.38	70.24	0.00
Feb - 11	1.57	83.86	8.55	51.86	0.00
Feb - 12	1.15	83.51	9.63	3.34	0.00
Feb - 13	1.66	84.17	8.48	4.06	0.00
Feb - 14	2.97	85.32	22.92	4.89	0.00
Feb - 15	3.16	85.61	9.80	5.71	0.00
Feb - 16	2.37	85.79	8.46	6.81	0.00
Feb - 17	8.57	87.76	11.61	9.89	0.02
Feb - 18	11.53	90.14	10.13	14.78	0.08
Feb - 19	2.52	86.92	9.91	16.56	0.00
Feb - 20	3.16	87.06	8.33	17.20	0.00
Feb - 21	8.39	88.50	23.80	18.28	0.01
Feb - 22	7.88	89.44	9.16	21.89	0.06
Feb - 23	2.36	88.84	8.48	24.88	0.00
Feb - 24	1.95	88.88	9.28	27.14	0.00
Feb - 25	8.64	90.32	8.57	31.15	0.00
Feb - 26	13.45	90.91	9.95	32.40	0.00
Feb - 27	13.34	90.96	7.99	33.26	0.00
Feb - 28	14.64	92.45	25.06	34.45	0.00

Please save these reports (if you made any changes to them) and add them to j:\projects\Client Name\Bomb Report\Month_Year folder. Now it's time to complete our Bomb Report. I am combining Envirowaste and Detect's report in one, please do not do this! This is an example only! The Legends of the Bomb Report Mean:


















Huge Problem/Cause for Concern/Risk – Immediate Action Required (That's why we call it the bomb report)



Minor issue that is pending remediation



All OK!

Comments	Issues/Concerns	Desired Result
<h2>Server</h2>		
	Server Paging File Error Occurred	The server hard drive reported a paging file error on the 16 th March 2011.
	Server Room	The server room is warm.
	Backups are not running successfully	External hard drive was removed and the backups are not completing.
	Server Performance	Server Memory Utilisation growing steadily and is on 85% currently. All unnecessary apps were uninstalled but memory utilization is still on 79 %.
	All Windows Patches up to Date.	
<h2>Workstations</h2>		
	Backups	Backups need to be set up on critical laptops.
	Spyware	JO-ANNE1, GILL-HP, CISCA-PC high number of spyware items
	Workstations are not all fully updated	Updates need to be rolled out to all PC's.
	Bittorrent Client	Torrent Client on Elize.
	Workstation Performance	All Workstation Performance indicators within normal parameters.
<h2>Network</h2>		
	Backup ADSL line faulty	The line is faulty.
	iBurst	We could use the iBurst as an additional backup.
<h2>Disaster Planning</h2>		
	None	No DR Plan in place. Need to discuss.
<h2>Security</h2>		
	Firewall installed and working	
	Spyware Threat Levels has seen a significant decrease	Spyware threat levels have decreased from 48 per week to 12 a week.
		Decrease threat levels further and educate clients on Spyware.

comments are added by our Level II

An Overall Score of 96% was achieved for Your Site.