

MANAGED SERVICES
MONTHLY ACTIVITY REPORT
Executive Summary
October 2009

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**Managed Services
Monthly Activity Report Executive Summary
October 2009**

Network Health		Summary of Services	
97 Overall Score	Servers		<ul style="list-style-type: none"> • System Management: <ul style="list-style-type: none"> ○ 6 Servers ○ 15 Workstations ○ 4 Firewall ○ 1 Switch • Anti-Virus definitions are up to date on 21 out of 21 machines. • We removed 247 instances of Spyware files and programs from the workstations. • Temporary files slow down a PC's performance. We removed 3.88 GB of temporary files from the workstations. • We installed 109 Security Updates across your environment and 265 Security Updates are under review.
	Score	Metric	
	80	Availability	
	100	CPU Utilization	
	100	Paging File Utilization	
	100	Patches	
	100	Anti-Virus	
	Workstations		
	Score	Metric	
	100	Patches	
100	Adequate Disk Space		
100	Anti-Virus		

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

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BACKUP MONITORING - VERITAS BACKUP JOB ANALYSIS (Success / Failure)

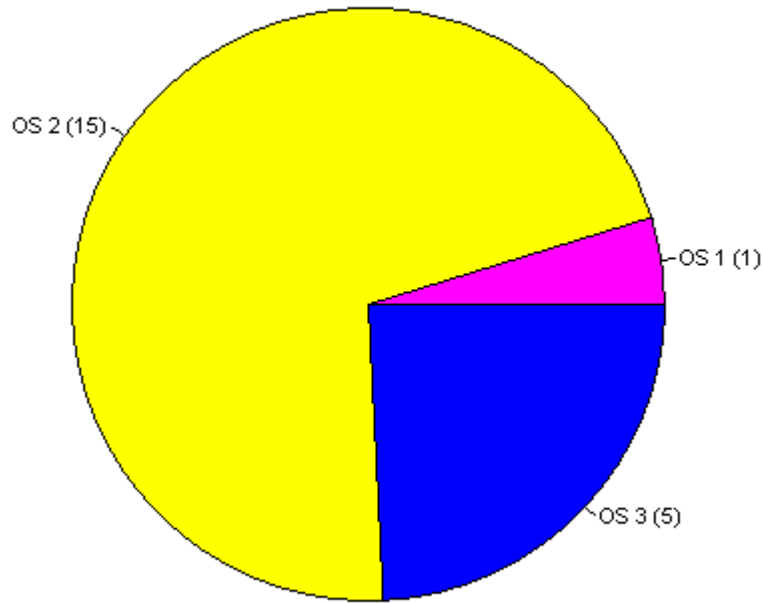
Description

The complexity and volatility of backup operations make it difficult for companies to understand their true backup success rate, and more importantly, the recoverability of their data. As a result, companies are exposed to substantial business risk from lost data, leaving their IT departments scrambling to identify, troubleshoot and remedy sources of failure before the next backup window. The purpose of this report is to provide a concise document about the backup success, failures, root causes and performance.

■ Success ■ Failed ■ Cancelled																															
Server Name SERVER (IP Address: 10.0.1.9)																															
Job Name	Days																														
	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	29	30	31
Nightly Backup	■	■			■	■	■	■	■			■	■	■	■	■			■	■	■	■	■			■	■	■	■	■	

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Server/Workstation Operating System Graph



Legend	
OS 1	Microsoft Windows XP Professional(Service Pack 2)
OS 2	Microsoft Windows XP Professional(Service Pack 3)
OS 3	Microsoft(R) Windows(R) Server 2003, Standard Edition(Service Pack 2)

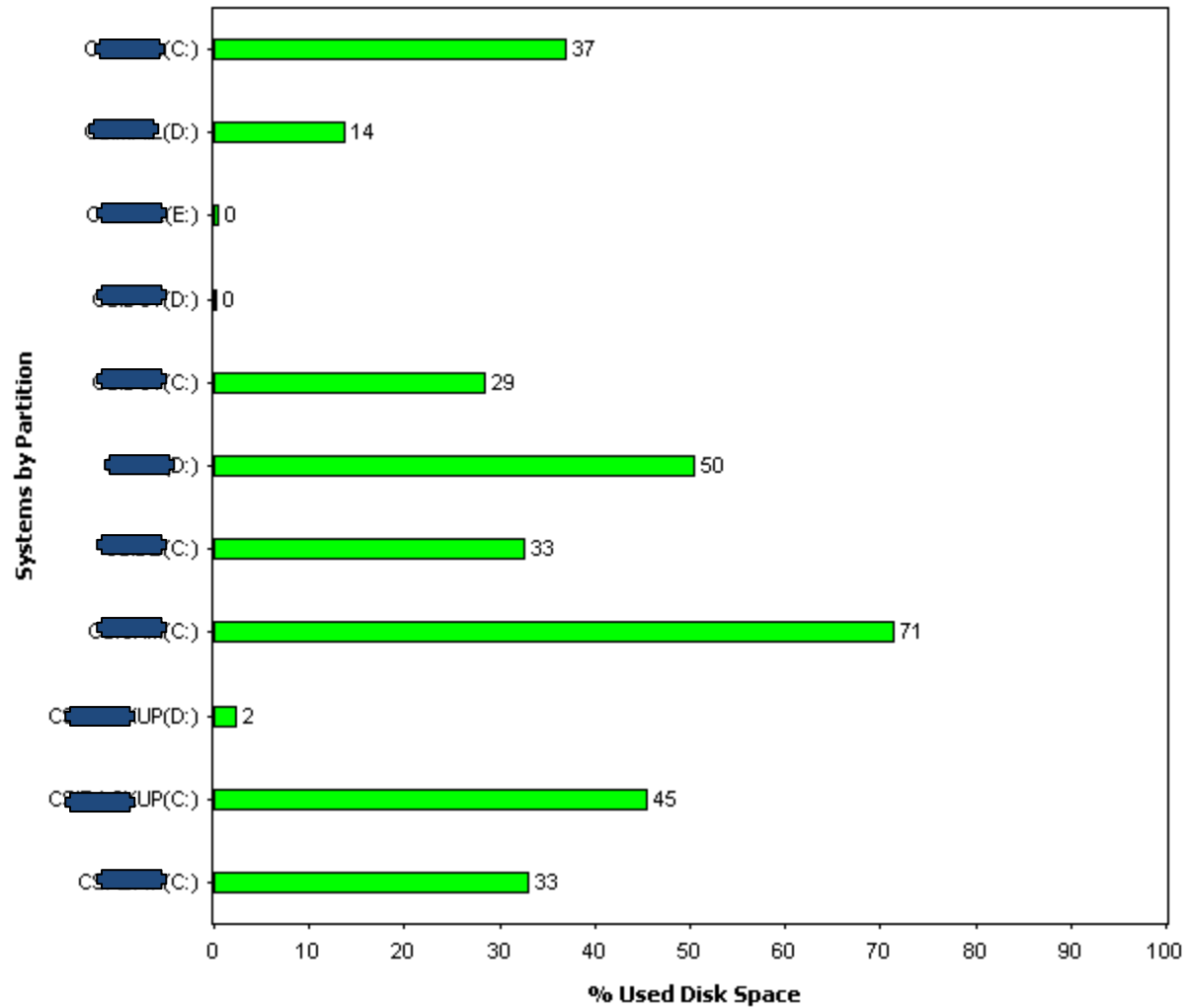
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Server Performance						
Server Name	CPU Utilization	Memory Utilization	Page File (Swap) Utilization	Disk Usage	Availability	Overall Score
See the Definitions section for an explanation of Overall Score. Percentages in red have exceeded the Good threshold.						
SERVER	9.25	70.46	29.05	9.89	100.00	88.00
SERVER	1.39	29.10	0.00	8.83	100.00	100.00
SERVER	5.88	32.46	1.37	38.25	100.00	100.00
SERVER	7.31	79.71	1.94	5.03	100.00	88.00
SERVER	0.21	22.74	2.17	4.88	100.00	100.00
SERVER	0.78	84.78	3.56	15.01	100.00	84.00

Device Performance		
Device Name	Availability	Overall Score
See the Definitions section for an explanation of Overall Score. Percentages in red have exceeded the Good threshold.		
10.0.1.11	0.00	0.00
10.0.1.13	99.72	100.00
10.0.1.18	98.81	100.00
10.0.1.19	93.55	80.00
10.0.1.1	100.00	100.00

Server Disk

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Top 10 Workstations with Low Disk Space

Top 10 Workstations with Spyware

Confidential Information

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System Name	Volume Name	Free Space MB	System Name	# of Threats Removed
No Data Found			DESKTOP	202
			DESKTOP	39
			DESKTOP	6
			DESKTOP	0
			DESKTOP	0
			DESKTOP	0
			DESKTOP	0
			DESKTOP	0
			DESKTOP	0
			DESKTOP	0
			DESKTOP	0

Top 10 Workstations with Missing Security Patches

System Name	# of Missing Patches
DESKTOP	7
DESKTOP	0
DESKTOP	0
DESKTOP	0
DESKTOP	0
DESKTOP	0
DESKTOP	0
DESKTOP	0
DESKTOP	0
DESKTOP	0

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DESKTOP	0
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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	