



This document represents information generated by Network Elites' systems, used by Network Elites support staff and client management staff on a daily basis to evaluate client IT infrastructure condition and performance, and presented to Network Elites' clients on a monthly basis as a standard management report.

[These are extracts from actual client reports, sanitized to maintain confidentiality.]

MANAGED SERVICES MONTHLY ACTIVITY REPORT May 2010

This document provides Healthcare Management Team with a detailed service report provided by Network Elite Services Inc for May 2010. 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
10	0	55

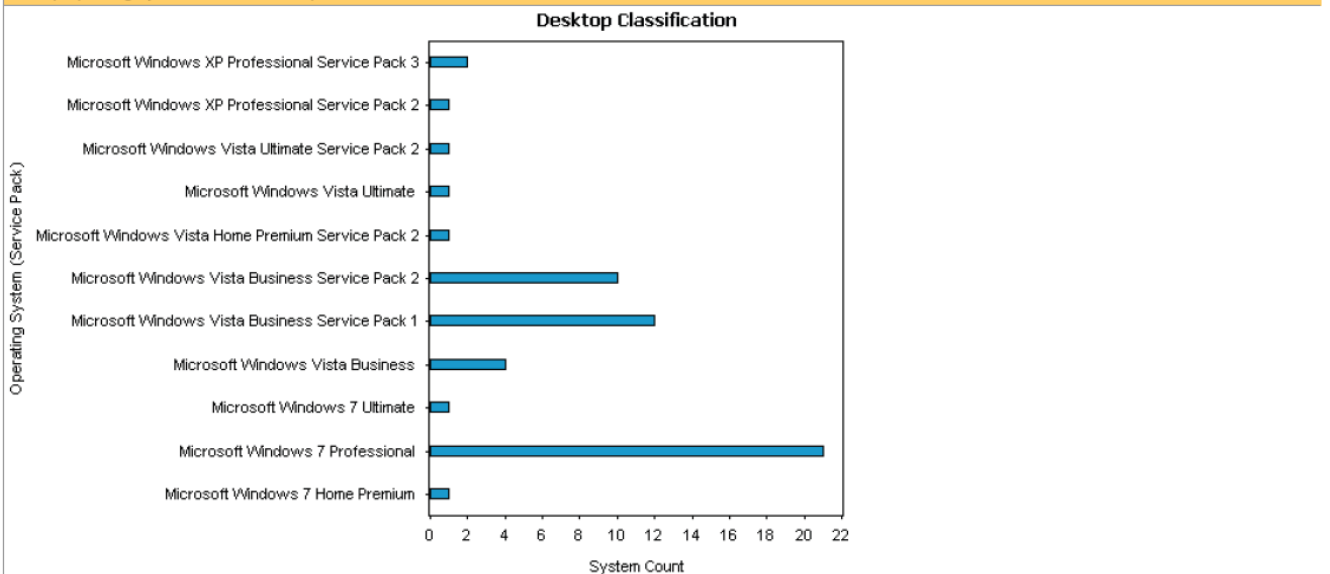
Server Details

Server Name	IP Address	Operating System	Service Pack
HC1	192.168.1.10	Microsoft(R) Windows(R) Server 2003, Standard Edition	Service Pack 1
HC10	192.168.0.30	Microsoft Windows Server 2008 Standard	Service Pack 1
HC11	192.168.0.32	Microsoft Windows Server 2008 Standard	Service Pack 2
HC12	192.168.0.101	Microsoft Windows Server 2008 Standard	Service Pack 1
HC13	192.168.0.102	Microsoft Windows Server 2008 Standard	Service Pack 1
HC14	192.168.0.107	Microsoft Windows Server 2008 Standard	Service Pack 2
HC15	192.168.0.115	Microsoft Windows Server 2008 Standard	Service Pack 1
HC16	192.168.0.133	Microsoft Windows Server 2008 R2 Standard	
HC3	192.168.0.28	Microsoft(R) Windows(R) Server 2003, Standard Edition	Service Pack 2
RVR	192.168.0.12	Microsoft(R) Windows(R) Server 2003, Standard Edition	Service Pack 2

Desktop Details

Operating System	Service Pack	System Count
Microsoft Windows 7 Home Premium		1
Microsoft Windows 7 Professional		21
Microsoft Windows 7 Ultimate		1
Microsoft Windows Vista Business		4
Microsoft Windows Vista Business	Service Pack 1	12
Microsoft Windows Vista Business	Service Pack 2	10

Desktop Operating System Service Pack Graph



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)

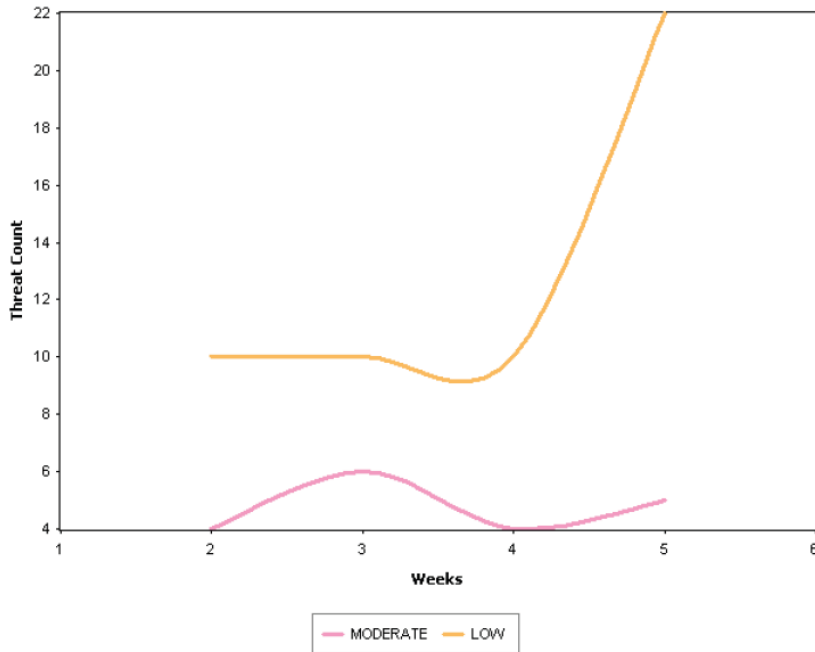
System / Week	IP Address	Week 1 (5/1/2010 to 5/1/2010)	Week 2 (5/2/2010 to 5/8/2010)	Week 3 (5/9/2010 to 5/15/2010)	Week 4 (5/16/2010 to 5/22/2010)	Week 5 (5/23/2010 to 5/29/2010)	Week 6 (5/30/2010 to 5/31/2010)
CREGISTER	192.168.0.106						
LP-00025	192.168.0.56						
LP-00033	192.168.1.68						
WS-00063	192.168.0.97						
WS-00064	192.168.0.98						
WS-00065	192.168.0.88						
WS-00069A	192.168.0.55		10 ■	10 ■	10 ■	10 ■	

PREVENTIVE MAINTENANCE ACTIVITY - SPYWARE THREAT LEVEL ANALYSIS

■ Severe ■ High ■ Elevated ■ Moderate ■ Low

Threat / Week	Week 1 (5/1/2010 to 5/1/2010)	Week 2 (5/2/2010 to 5/8/2010)	Week 3 (5/9/2010 to 5/15/2010)	Week 4 (5/16/2010 to 5/22/2010)	Week 5 (5/23/2010 to 5/29/2010)	Week 6 (5/30/2010 to 5/31/2010)
■ MODERATE		4	6	4	5	
■ LOW		10	10	10	22	

Threat Level Analysis



PREVENTIVE MAINTENANCE ACTIVITY - SPYWARE THREAT NAME ANALYSIS

Threat Name / Week	Threat Type	Week 1 (5/1/2010 to 5/1/2010)	Week 2 (5/2/2010 to 5/8/2010)	Week 3 (5/9/2010 to 5/15/2010)	Week 4 (5/16/2010 to 5/22/2010)	Week 5 (5/23/2010 to 5/29/2010)	Week 6 (5/30/2010 to 5/31/2010)
eCommerce	Dialer		4	6	4	5	
MyWay.MyWebSearch	PUPS,PUPSC		10	10	10	10	
WebBuyingAssistant	Cookies,Trojans					9	
Win32.Sober	Dialer					3	

PREVENTIVE MAINTENANCE ACTIVITY - WINDOWS TEMPORARY FILE DELETION

Description

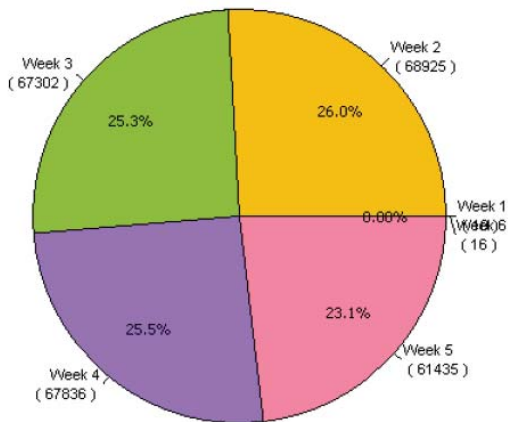
Windows temporary file deletion: Removes unused files from your system allowing Windows to run faster and free up valuable hard disk space.

Note:- Blank data represents information not available.

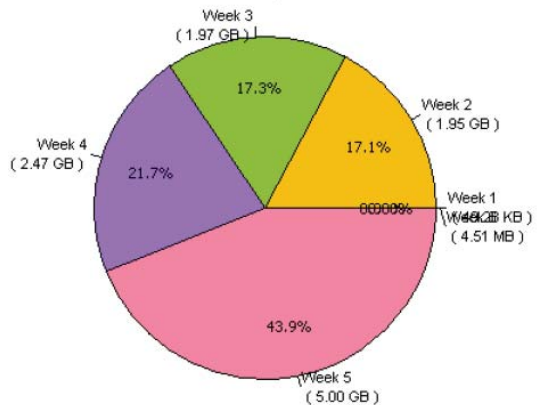
Number : Temp File Deleted count Size : Freed Space

System / Week	IP Address	Week 1 (5/1/2010 to 5/1/2010)	Week 2 (5/2/2010 to 5/8/2010)	Week 3 (5/9/2010 to 5/15/2010)	Week 4 (5/16/2010 to 5/22/2010)	Week 5 (5/23/2010 to 5/29/2010)	Week 6 (5/30/2010 to 5/31/2010)
CREGISTER	192.168.0.106		8 194.00 KB	8 194.00 KB	8 145.32 KB	6 72.79 KB	
LP-00025	192.168.0.56	1 828.00 Byte	479 31.68 MB	195 9.56 MB	857 34.47 MB	998 24.30 MB	2 1.62 KB
LP-00033	192.168.1.68		2904 54.69 MB	4089 66.90 MB	4267 88.06 MB	2814 63.80 MB	
LP-00034	192.168.0.49		1525 42.34 MB	298 18.32 MB	2052 65.77 MB	1217 38.44 MB	
LP-00035	192.168.1.2			26 177.67 KB	25 170.73 KB	21 123.45 KB	
WS-00043	192.168.0.125		2028 94.32 MB	1897 85.26 MB	2289 86.26 MB	2089 85.85 MB	
WS-00045	192.168.0.93		1090 54.81 MB	990 45.82 MB	1011 48.18 MB	1011 46.36 MB	
WS-00049	192.168.0.89		3 10.86 KB				
WS-00050	192.168.0.47		3593 63.46 MB	3075 43.01 MB	2911 43.31 MB	2757 52.95 MB	
WS-00051	192.168.0.70		1909 85.59 MB	1859 68.12 MB	2190 88.80 MB	1987 85.27 MB	
WS-00052	192.168.0.78		2793 54.54 MB	2346 55.64 MB	2723 57.45 MB		
WS-00053	192.168.0.80		4 97.00 KB	4 97.00 KB	8 12.79 MB		
WS-00054	192.168.0.62		2097 79.56 MB	2026 68.25 MB	2134 69.34 MB		
WS-00060	192.168.0.86		2865 123.31 MB	2342 107.05 MB	3277 163.63 MB	3487 106.56 MB	

Files Deleted



Freed Space

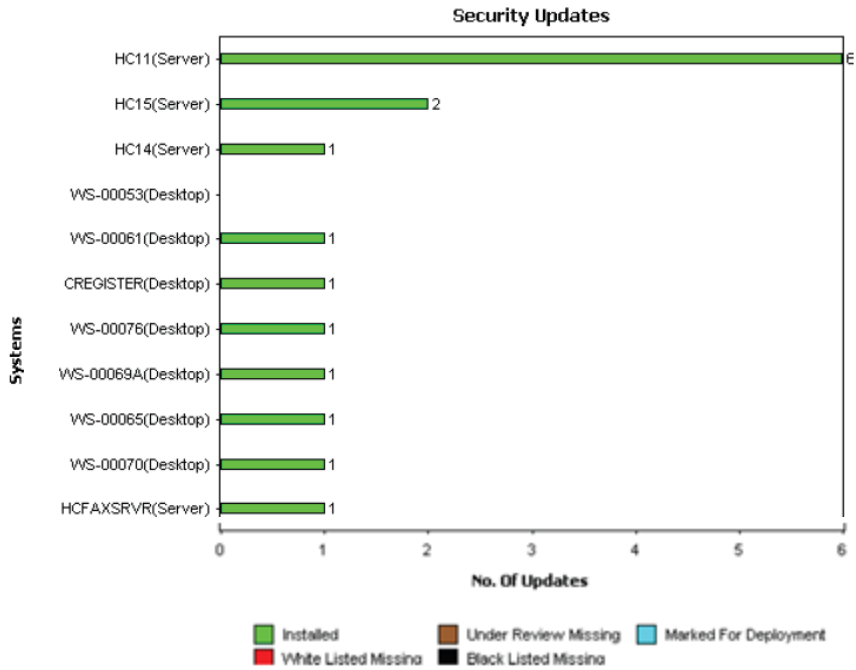


SECURITY UPDATES

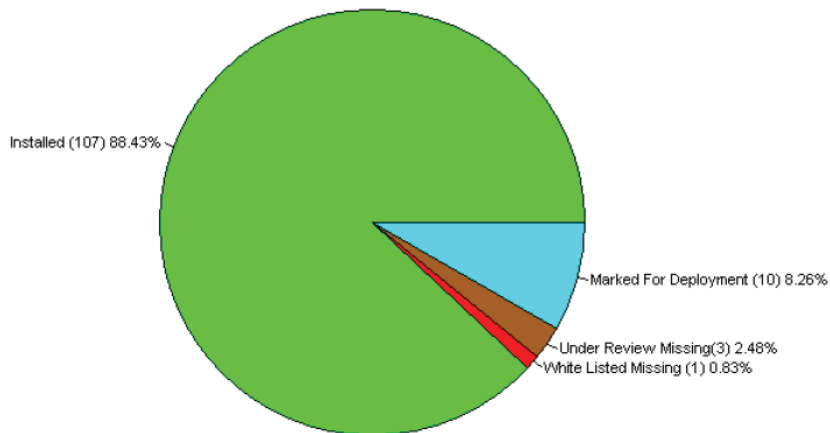
Description

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 - OVERALL ANALYSIS OF SECURITY UPDATES



BACKUP MONITORING - 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.

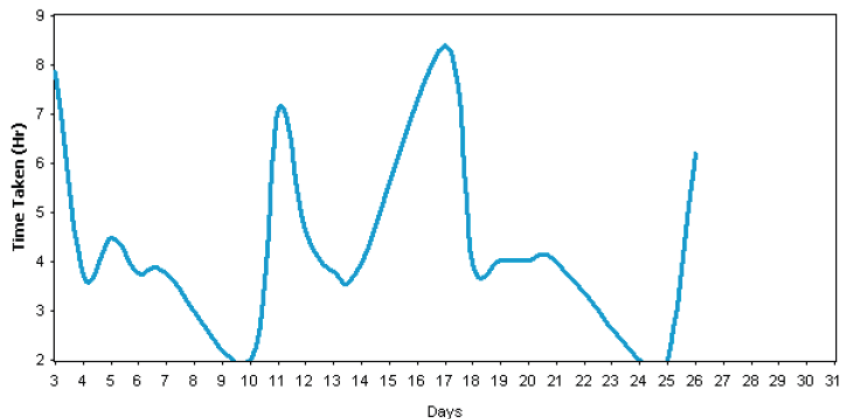
■ Success ■ Failed ■ Cancelled

Server Name C12 (IP Address: 192.168.0.101)

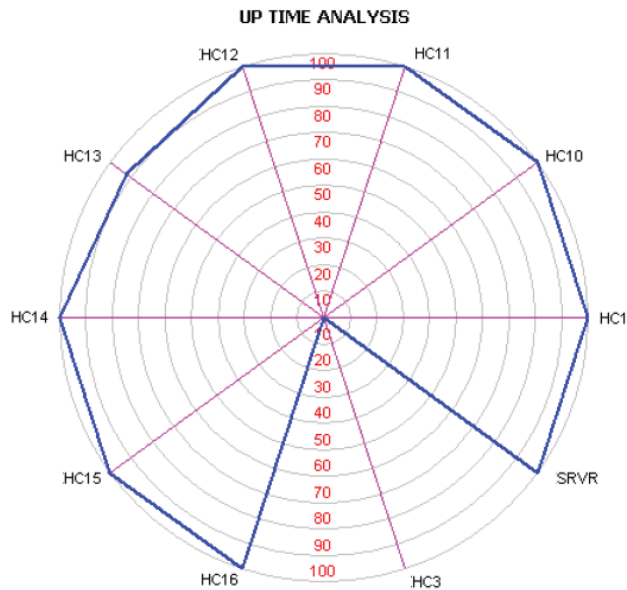
Job Name	Days																															
	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
Daily Backup			■	■	■	■	■			■	■	■	■	■			■	■	■	■	■			■	■	■						

BACKUP MONITORING - BACKUP JOB TIME ANALYSIS

Time Analysis graph for HC12



CRITICAL SERVER/DEVICES AVAILABILITY OVERVIEW - UPTIME CHART



AVAILABILITY

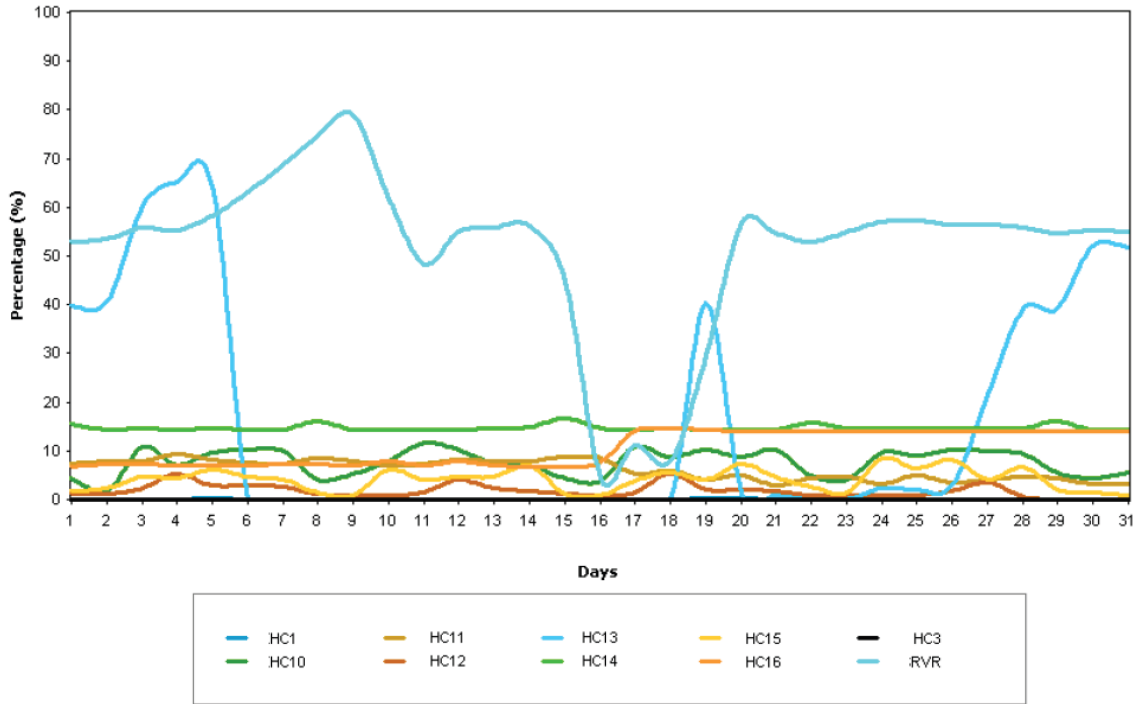
Device Name	IP Address	Availability (%)
HC1	192.168.1.10	100.00
HC10	192.168.0.30	99.97
HC11	192.168.0.32	99.92
HC12	192.168.0.101	99.90
HC13	192.168.0.102	92.62
HC14	192.168.0.107	100.00
HC15	192.168.0.115	99.96
HC16	192.168.0.133	99.81
HC3	192.168.0.28	0.00
RVR	192.168.0.12	99.94

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



CPU Utilization

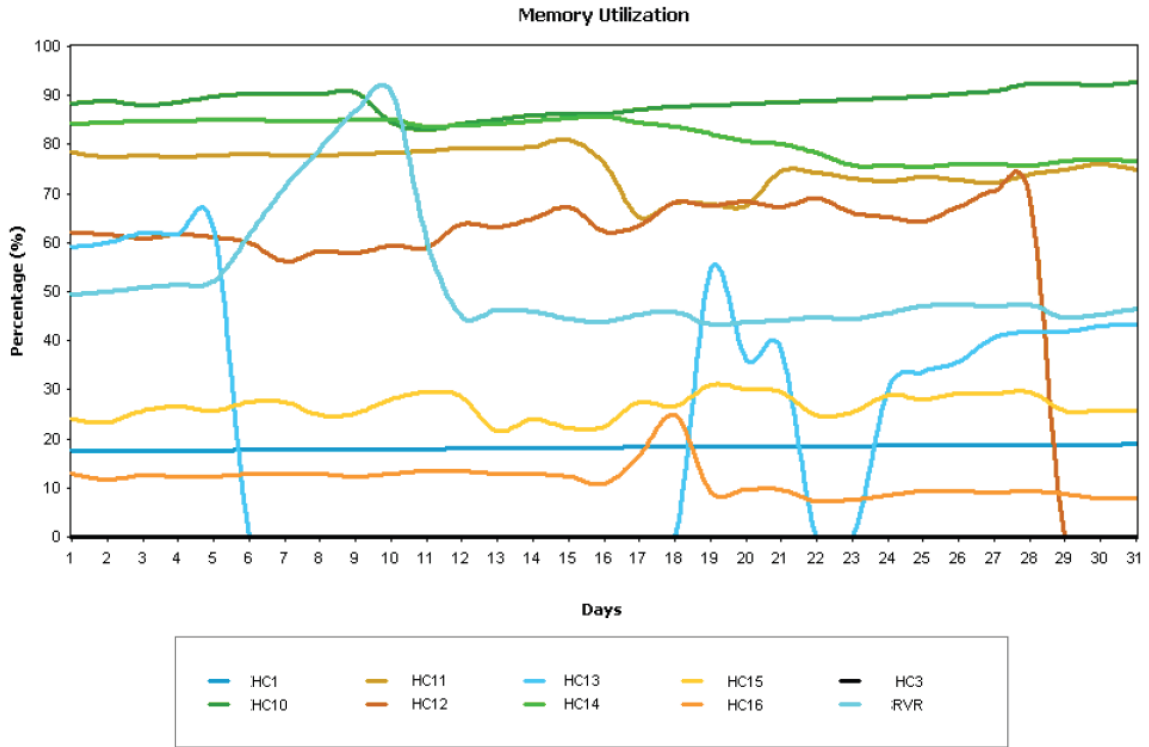
✓ Good ⚠ Warning ✗ Error

Device Name	IP Address	Min (%)	Max (%)	Average (%)	
HC1	192.168.1.10	0.01	0.26	0.07	✓
HC10	192.168.0.30	1.88	11.74	7.62	✓
HC11	192.168.0.32	3.02	9.29	6.17	✓
HC12	192.168.0.101	0.65	5.40	1.95	✓
HC13	192.168.0.102	0.74	65.35	32.78	✓
HC14	192.168.0.107	14.30	16.65	14.73	✓
HC15	192.168.0.115	0.74	8.44	4.09	✓
HC16	192.168.0.133	6.66	14.59	10.53	✓
RVR	192.168.0.12	4.46	79.06	51.73	✓

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.



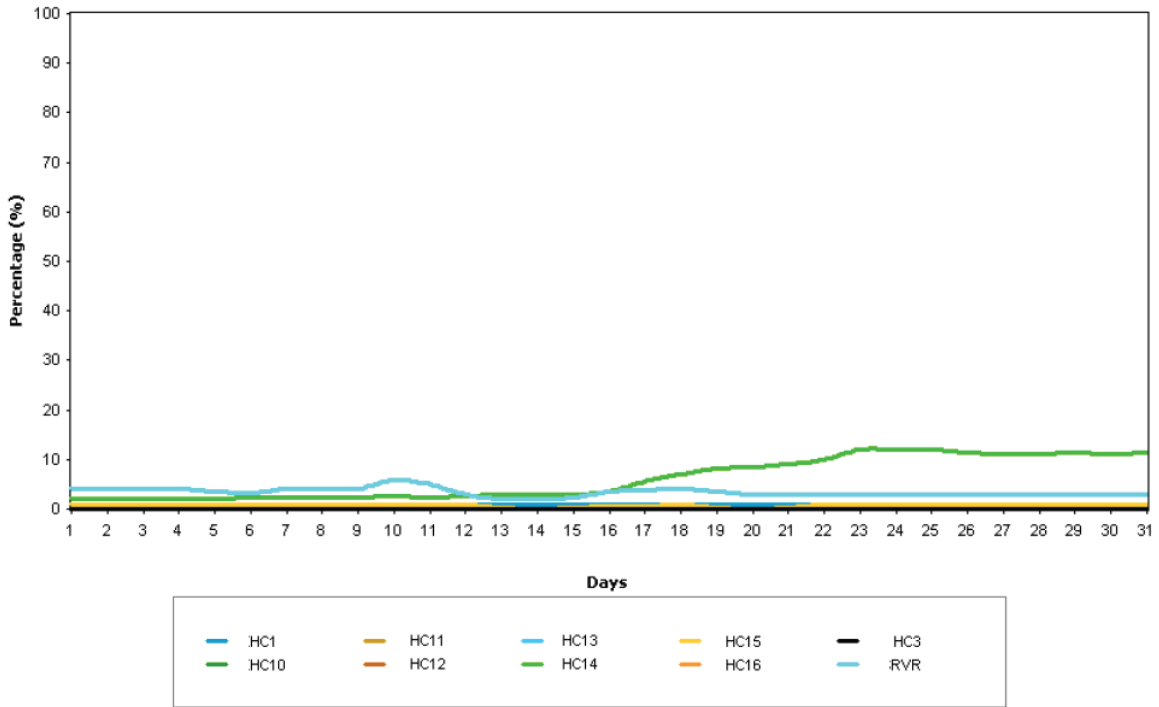
Memory Utilization						
✔ Good ⚠ Warning ✘ Error						
Device Name	IP Address	Min (%)	Max (%)	Average (%)		
HC10	192.168.0.30	82.98	92.66	88.63		✔
RVR	192.168.0.12	43.26	90.74	51.97		✔
HC14	192.168.0.107	75.47	85.70	81.64		✔
HC15	192.168.0.115	21.71	31.10	26.57		✔
HC11	192.168.0.32	65.09	81.10	75.30		✔
HC12	192.168.0.101	56.06	70.40	63.76		✔
HC16	192.168.0.133	7.43	25.00	11.48		✔
HC1	192.168.1.10	17.41	18.94	18.20		✔
HC13	192.168.0.102	30.15	63.01	46.52		✔

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

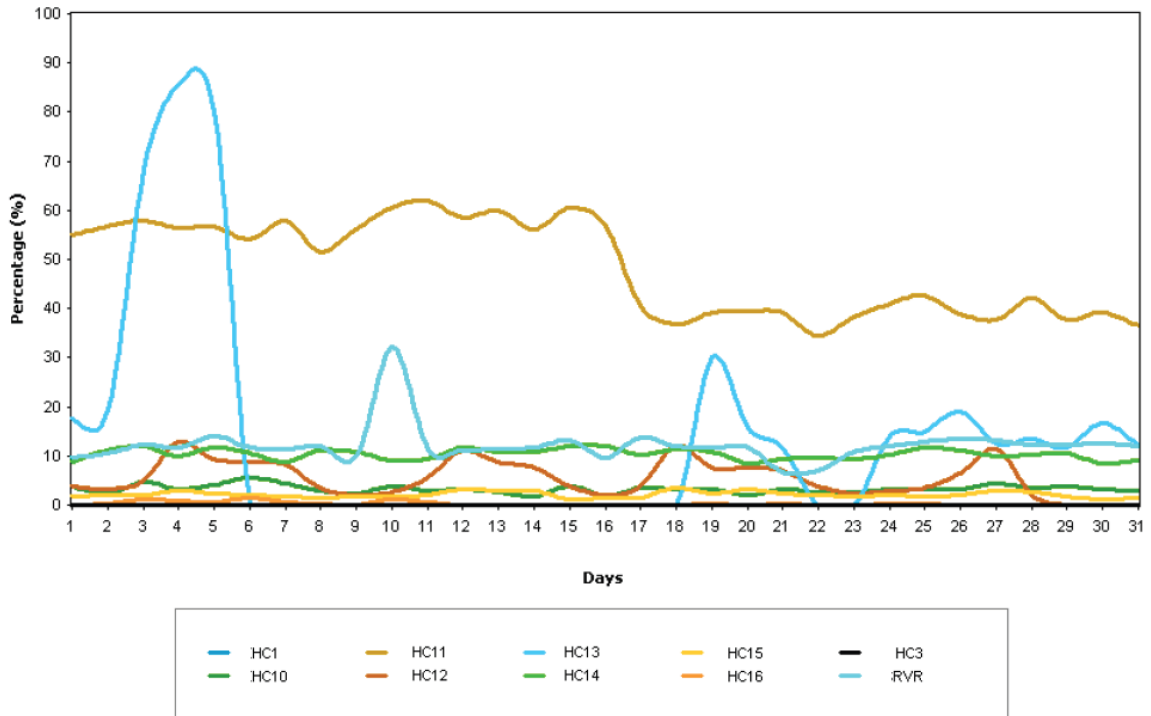
		✓ Good		⚠ Warning		✖ Error	
Device Name	IP Address	Min (%)	Max (%)	Average (%)			
HC1	192.168.1.10	0.00	1.00	0.77		✓	
HC10	192.168.0.30	0.00	0.00	0.00		✓	
HC11	192.168.0.32	0.00	0.00	0.00		✓	
HC12	192.168.0.101	0.00	0.89	0.03		✓	
HC13	192.168.0.102	0.00	0.06	0.00		✓	
HC14	192.168.0.107	2.00	12.08	6.18		✓	
HC15	192.168.0.115	0.00	1.00	0.79		✓	
HC16	192.168.0.133	0.00	0.00	0.00		✓	
RVR	192.168.0.12	2.00	5.93	3.41		✓	

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



Page File (Swap) Utilization

✓ Good ⚠ Warning ✗ Error

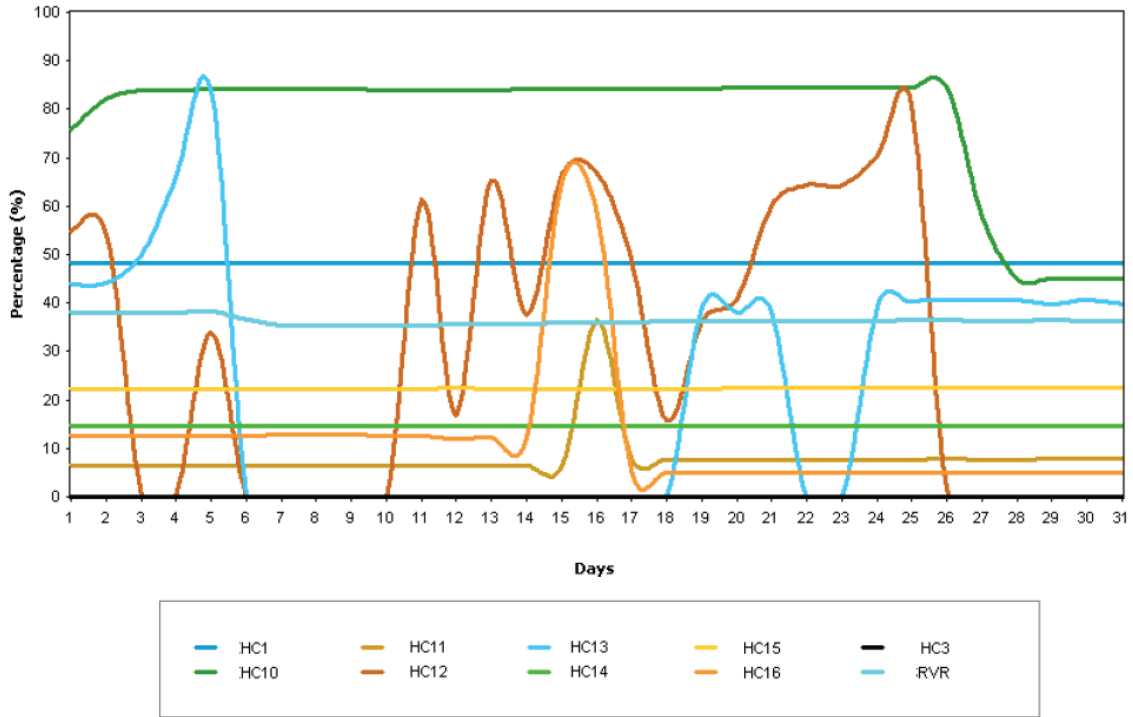
Device Name	IP Address	Min (%)	Max (%)	Average (%)	
HC1	192.168.1.10	0.00	1.00	0.77	✓
HC10	192.168.0.30	0.00	0.00	0.00	✓
HC11	192.168.0.32	0.00	0.00	0.00	✓
HC12	192.168.0.101	0.00	0.89	0.03	✓
HC13	192.168.0.102	0.00	0.06	0.00	✓
HC14	192.168.0.107	2.00	12.08	6.18	✓
HC15	192.168.0.115	0.00	1.00	0.79	✓
HC16	192.168.0.133	0.00	0.00	0.00	✓
RVR	192.168.0.12	2.00	5.93	3.41	✓

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

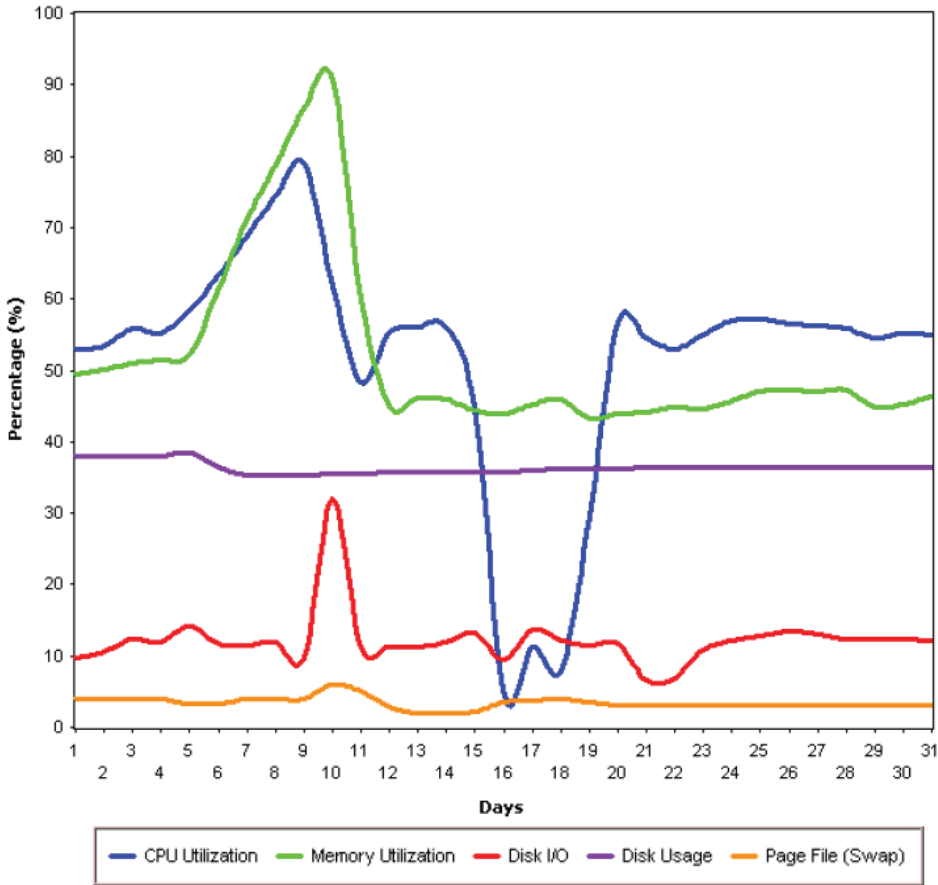


Disk Usage						
✔ Good ⚠ Warning ✘ Error						
Device Name	IP Address	Min (%)	Max (%)	Average (%)		
HC10	192.168.0.30	45.01	84.59	77.96		✔
RVR	192.168.0.12	35.40	38.39	36.39		✔
HC14	192.168.0.107	14.60	14.69	14.64		✔
HC15	192.168.0.115	22.08	22.66	22.35		✔
HC11	192.168.0.32	6.39	36.55	8.04		✔
HC12	192.168.0.101	1.74	80.95	49.50		✔
HC16	192.168.0.133	4.86	65.25	12.06		✔
HC1	192.168.1.10	48.11	48.13	48.12		✔
HC13	192.168.0.102	38.07	83.88	45.31		✔

For each server:

PERFORMANCE ANALYSIS OF INDIVIDUAL SERVERS

Performance Monitoring for RVR



Resource Name : RVR					
Day/Category	CPU Utilization (%)	Memory Utilization (%)	Disk I/O (%)	Disk Usage (%)	Page File (Swap) Utilization (%)
May - 1	52.95	49.42	9.72	37.97	4.00
May - 2	53.38	50.03	10.57	37.98	4.00
May - 3	55.85	50.89	12.32	37.99	4.00
May - 4	55.20	51.38	11.82	38.04	4.00
May - 5	58.25	52.18	14.09	38.39	3.38
May - 6	63.29	61.55	11.68	36.48	3.32
May - 7	68.80	71.40	11.38	35.40	4.00
May - 8	74.46	78.82	11.94	35.43	4.00
May - 9	79.06	86.72	9.82	35.42	4.00
May - 10	61.74	90.74	32.08	35.45	5.93
May - 11	48.35	60.12	11.31	35.51	4.97
May - 12	55.11	44.97	11.16	35.68	2.94
May - 13	55.99	46.20	11.36	35.77	2.00
May - 14	56.18	45.98	11.83	35.81	2.00
May - 15	44.86	44.40	13.23	35.85	2.31
May - 16	4.46	43.97	9.60	35.85	3.60
May - 17	11.23	45.29	13.71	36.03	3.83
May - 18	7.93	45.90	12.12	36.29	4.00
May - 19	29.53	43.26	11.55	36.28	3.43
May - 20	56.78	43.87	11.68	36.28	3.00
May - 21	54.55	44.23	6.71	36.33	3.00
May - 22	53.02	44.77	6.91	36.36	3.00

Network Health		Summary of Services	
<div style="background-color: #008000; color: white; padding: 10px; text-align: center;"> <h1 style="margin: 0;">93</h1> <p style="margin: 0;">Overall Score</p> </div>	Servers		<ul style="list-style-type: none"> • System Management: <ul style="list-style-type: none"> ○ 12 Servers ○ 55 Workstations ○ 0 Firewall ○ 0 Switch • Anti-Virus definitions are up to date on 22 out of 67 machines. • We removed 1676 instances of Spyware files and programs from the workstations. • Temporary files slow down a PC's performance. We removed 24.31 GB of temporary files from the workstations. • We installed 641 Security Updates across your environment and 242 Security Updates are under review.
	Score	Metric	
	100	Availability	
	100	CPU Utilization	
	100	Paging File Utilization	
	100	Patches	
	50	Anti-Virus	
	Workstations		
	Score	Metric	
	100	Patches	
100	Adequate Disk Space		
95	Anti-Virus		

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	