Sample Monthly Executive Summary Report

Executive Summary Report: **Demo Exec Summary Report**
Created: **9:02:13 am 29-May-09**
For **all machines** in the group **demo**
For data collected in the last **30** days

Client Information

Contact Person	**Mr Smith**
IT Manager	**J Bull**
Servers Managed	**1**
Workstations Managed	**7**
Total Systems Managed	**8**

System Activity Last 30 Days

Audits Completed	**127**
Backups Completed	**1**

Ticket Status

Tickets Created Last 30 Days	**17**
Total Tickets Past Due	**3**
Tickets Closed Last 30 Days	**15**
Total Closed Tickets	**76**
Total Open Tickets	**3**

Endpoint Security Last 30 Days

Total threats detected	**2**
Current Active Threats	**0**
Current Threats in Vaults	**2**
Threats Resolved	**0**
Scans Completed	**13**
Updates Performed	**365**
Machines with KES installed	**4**

Disk Space Used

Network Health Score

Patch Score	75%	* 1/8
OS Score	100%	* 1/8
Disk Score	100%	* 1/8
Ticket Score	94%	* 1/8
Event Log Score	100%	* 1/8
Backup Score	25%	* 1/8
Alarm Score	100%	* 1/8
Endpoint Score	100%	* 1/8

87%

Operating Systems

Patch Status

Patch Scans Completed	**87**
Patches Installed	**42**

Alarm Notifications

Alert	Agent Offline	**1**
Alert	Agent Online	**1**
No System Alarms Found		**0**
No SNMP Alarms Found		**0**
No System Check Alarms Found		**0**
No Log Parser Alarms Found		**0**

License Summary

Servers		
Windows 2003	Small Business Server R2 Service Pack 2 Build 3790	1
Total		1

Workstations		
Windows XP	Home Edition Service Pack 3 Build 2600	1
Windows XP	Professional Edition Service Pack 2 Build 2600	1

Windows XP	Professional Edition Service Pack 3 Build 2600	5
Total		7

Microsoft Office Licenses	
Office 2007	1
Office 2003	6
Office XP	0
Office 2000	0
Office 97	0
Total	7

How To Read This Report:	
System Activity	• **Audits Completed** – The total number of times machines have been audited for hardware and software changes. • **Customer specific** – The total number of times machines... (based on customer criteria). • **Backups Completed** – The total number of times machines have been successfully backed up.
Ticket Status	This section provides a quick overview on the status of Help Desk Tickets. A good status indication is that there are no overdue tickets and more closed tickets than open tickets.
Disk Space Used	Displays the percentage of hard drive space used on either all machines or just servers. These relate to network drives or shared folders. A good status indicator is that the space used is less than 60%.
Network Health Score	This is a weighted average calculation that provides an *At a Glance* overall all network health score. Individual items are scored 0% (lowest) to 100% (highest). Scores are totaled, averaged and weighted to generate a percentage.
Operating Systems	Displays the different Windows operating system platforms installed on machines in the network. A good status indicator is that all mission critical machines or server have Windows 2000 or higher installed.
Patch Status	Displays the current number of patches needing to be installed on machines in the network. A good status indicator is zero un-scanned machines and a very low number of machines missing patches. Also includes number of patch scans completed and the number of patches installed.
Alarm Notifications	Displays the total number of each alarm notification generated. Alarms are not generally bad or good. Alarms are the result of proactive monitoring of key system elements. Alarms provide the basis for behind the scene actions that keep the network healthy and operational.
License Summary	Displays the total of all Microsoft Server, Workstation and Office licenses.