MANAGED SERVICES
MONTHLY ACTIVITY REPORT
May 2008

DataCast
1702 Hampton Road
Texarkana , TX - 75503 , United States of America

datacast, inc.
your technology partner

Managed Services
Monthly Activity Report
May 2008

Company Name
Company Address
Texarkana, TX 75503

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 :

- <u>Antivirus updates</u>: Checks whether the desktop has the latest antivirus definition updates. Antivirus programs must update themselves regularly to stay effective against new viruses.
- <u>Spyware management</u>: 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.
- <u>Temporary file deletion</u>: 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

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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.

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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.

Legend: 🟩 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	29	30	31
SRVFILE1	10.1.0.3	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩
DOM1	10.1.0.1	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦	🟦

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	29	30	31
User1	10.1.10.11	🟩	🟩	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	🟩	⬜	⬜	⬜	🟩	⬜	⬜	⬜	⬜	⬜	⬜
User3	10.1.10.3	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩
User4	10.1.10.8	🟩	🟩	⬜	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	⬜
User5	10.1.10.12	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩
User6	10.1.10.6	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜
User7	10.1.10.2	⬜	⬜	⬜	⬜	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜
User8	10.1.10.4	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩
User9	10.1.10.72	🟩	🟩	⬜	🟩	🟩	🟩	🟩	🟩	🟩	⬜	⬜	🟦	🟩	🟩	🟩	🟦	⬜	⬜	🟩	🟩	🟩	⬜	🟩	🟩	🟩	⬜	🟩	🟩	🟩	⬜	🟩
User10	10.1.10.10	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	⬜	🟩	🟩	🟩	🟩	⬜
User11	10.1.10.9	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	⬜	⬜	⬜	🟩	⬜	🟩	🟩	🟩	🟩	🟩
User12	10.1.10.7	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	⬜	⬜	🟩	🟩	🟩	🟩	⬜	🟩	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜
User13	10.1.10.5	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩	🟩

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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 (5/1/2008 to 5/3/2008)	Week 2 (5/4/2008 to 5/10/2008)	Week 3 (5/11/2008 to 5/17/2008)	Week 4 (5/18/2008 to 5/24/2008)	Week 5 (5/25/2008 to 5/31/2008)
User1	10.1.10.11	4 ■			5 ■	
User2	10.1.10.3	3 ■	7 ■	6 ■	6 ■	7 ■
User3	10.1.10.8	5 ■	6 ■	3 ■	2 ■	4 ■
User4	10.1.10.12	1 ■	34 ■	9 ■	13 ■	4 ■
User5	10.1.10.6				0	
User6	10.1.10.2		18 ■	20 ■	5 ■	
User7	10.1.10.4	18 ■	21 ■	23 ■	24 ■	36 ■
User8	10.1.10.72	9 ■	24 ■	23 ■	12 ■	1 ■
User9	10.1.10.10	0	14 ■	2 ■	0	
User10	10.1.10.9	10 ■	9 ■	39 ■	17 ■	32 ■
User11	10.1.10.7	0	0	0	0	
User12	10.1.10.5	0	2 ■	0	0	0
Total		50	135	125	84	84

PREVENTIVE MAINTENANCE ACTIVITY - SPYWARE THREAT LEVEL ANALYSIS

■ Severe ■ High ■ Elevated ■ Moderate ■ Low

Threat / Week	Week 1 (5/1/2008 to 5/3/2008)	Week 2 (5/4/2008 to 5/10/2008)	Week 3 (5/11/2008 to 5/17/2008)	Week 4 (5/18/2008 to 5/24/2008)	Week 5 (5/25/2008 to 5/31/2008)
■ LOW	50	135	125	84	84

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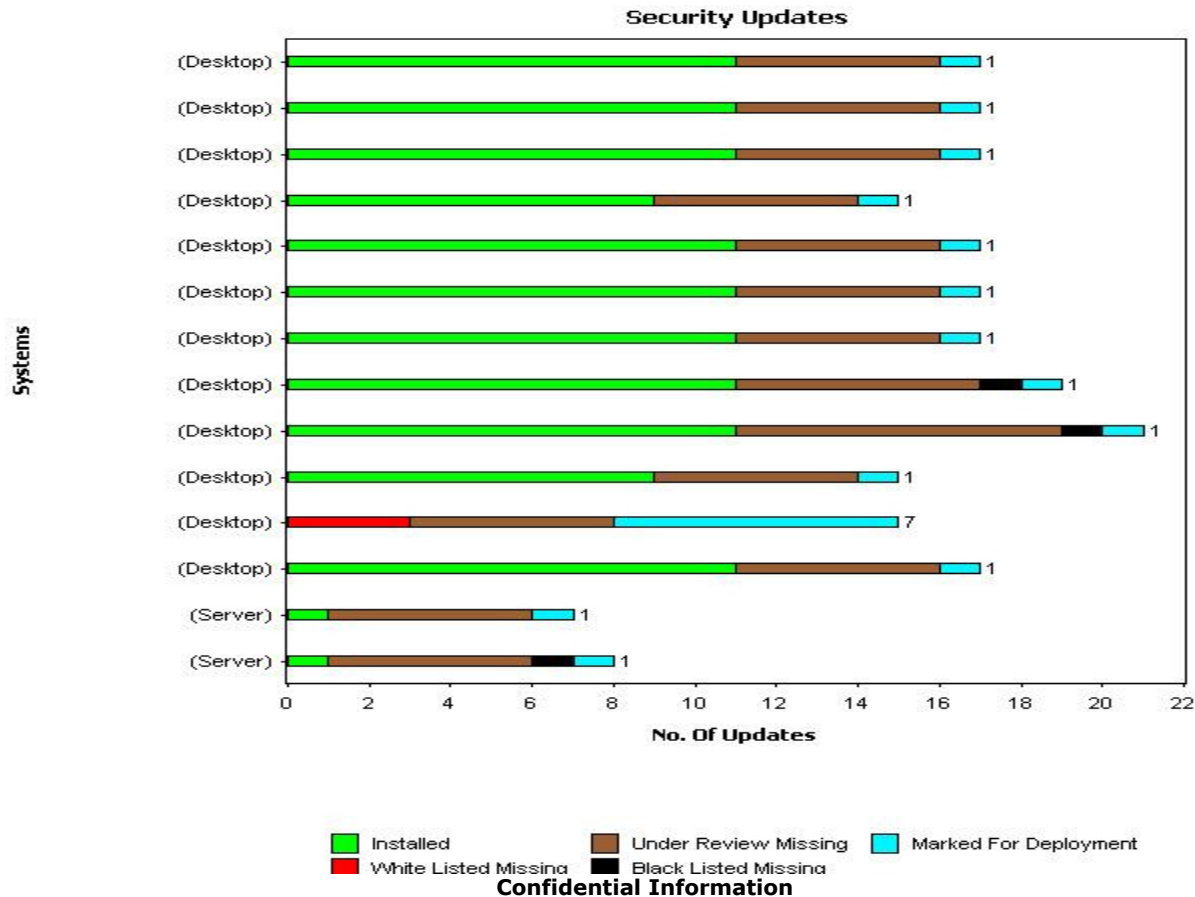Company Address
Texarkana, TX 75503

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

Legend:
- Installed (green)
- White Listed Missing (red)
- Under Review Missing (brown)
- Black Listed Missing (black)
- Marked For Deployment (cyan)

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PERFORMANCE MONITORING

Description

Performance Monitoring is a crucial part of the DataCast Service. Each month, we trend your servers performance and compare it to previous months. Using this proactive approach gives us the ability to catch issues before they happen.
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Note :- Blank column in graph represent there are no Missing Security Updates found for these month.

Performance Monitoring for HLC-SRVFILE1

Legend: CPU Utilization — Memory Utilization — Disk I/O — Disk Usage — Page File (Swap)

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