

Executive Summary Report

Generated for Coffee Nation for January 2016



Health Score



Proactive Monitoring

100%

Server Availability

94.5%

Failed Login Attempts

0.5%

Antivirus

88.8%

Patch Management

56.1%

Web Protection

50.3%

Coverage Protection

80.1%

Coverage Protection

98.1%

Coverage Protection

0.6%

Backup

85.3%

Closed Help Desk Tickets

82.7%

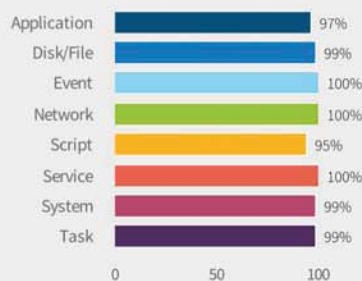
Managed Devices

Devices



46 Servers
115 Workstation

Checks Passing



Alerts Resolved

4890

Protection Effectiveness

Antivirus

Devices with Antivirus	129
Frequency of up-to-date Devices	97.4%
Threats Quarantined/Resolved	0

Web Protection

Devices with Web Protection	1
Filtered Requests Blocked	172
Malicious Requests Blocked	168

Patch Management

Devices with Patch Management	158
Patches Detected	5441
Patches Installed	767

Remote Access

Take Control Sessions	1
Remote Background Sessions	8
Remote Desktop Protocol Sessions	3

Backup

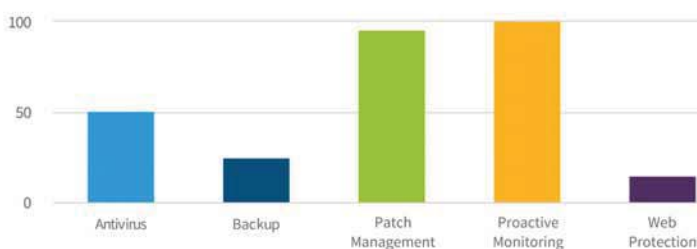
Devices with Backup	15
Data Backed Up (GB)	157
Successful Backups	122

Help Desk

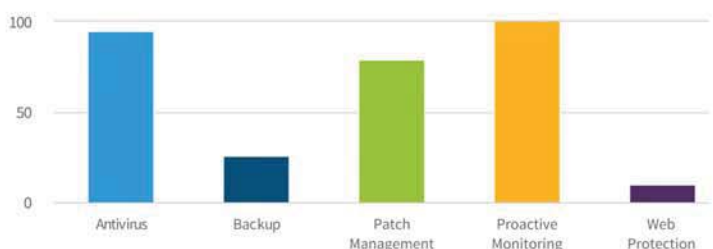
Client-Raised Tickets Closed	35
Monitoring Tickets Closed	1005
Hours Spent on Tickets	85

Coverage

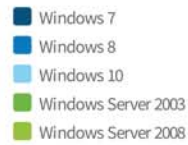
Servers



Workstations



Operating Systems



Top 5

Devices with Failing Checks

WIN-FVE008TTFB4
WIN-RH4GKO4BCPU
WIN-54H8LS2HD82
WIN-33Q6BTRV8UT
MS_XPPROENSP3EN

Devices at Risk

WIN-FVE008TTFB4
WIN-RH4GKO4BCPU
WIN-54H8LS2HD82
WIN-33Q6BTRV8UT
MS_XPPROENSP3EN

Allowed Website Categories

Travel
Online Personal Storage
Computer and Internet Info
Private IP Addresses
Computer and Internet Security

Terminology Explained

Health score

A weighted aggregation of the systems health across various components. If a feature is not enabled, the health score will not be negatively impacted.

Alerts Resolution

The number of outages that occurred over the course of the month which were closed or cleared.

Checks Passing

The percentage of checks that have passed throughout the month. Checks are grouped into categories. For example, System category comprises of Failed login, Server performance monitoring, OSX update, Package management, and Physical memory checks.

Feature Adoption

Deployed features calculated at the end of the month.

Frequency of Up-to-Date Devices

How often AntiVirus checks have been up-to-date across Servers and Workstations throughout the entire month.

Filtered and Malicious Requests Blocked

The volume of unwanted web requests which have effectively been blocked based on selected filtering categories and the volume of blocked requests of a malicious nature.

Top 5 Devices at Risk

Devices which have the most common failures of Antivirus, Vulnerability, and Web Protection checks throughout the entire month.

Top 5 Allowed Web Categories

The most commonly accessed website categories throughout the entire month.