ACME.Com

Sample Service Delivery Report

Computrad IT Managed Services

Computrad have recently re-launched an improved IT fully managed service offering to include: Proactive monitoring and alerting, Antivirus, Backups, Patching, and Updates. To express the value of this service, Computrad are providing monthly service delivery reports, for no cost, so that you are always in the-know about your systems and the value Computrad are adding, month-by-month.

More information on our new fully managed service offering can be found at the following URL:
http://www.computrad.co.uk/managed-services/full-managed-services.php

Executive Summary

Your custom built detailed report shows that the majority of tickets recorded were a result of our proactive monitoring agents. This means the majority of issues would not be recorded if this service were not active. What is the danger in this you may ask? If left untreated, these issues will escalate into something much more serious which would ultimately lead to full system downtime. An example of an outage or downtime would be if one of your servers were suddenly at critically low disk space. The SOE records management application, for example, would fail to work for you and your staff, as the server hosting this application does not have the necessary resources to operate at a normal capacity.

Implemented across all of the ACME.com workstations, network appliances and server estate, our ability to manage your infrastructure and take away the pain of day to day IT tasks allows you to provide even more reliable service to your clients. As you are already aware, the costs for this service is paid back over the term of the managed IT service contract giving you an overall excellent return of investment (ROI). This is achieved by increasing uptime of your IT systems, as Computrad is monitoring and maintaining your network system for maximum operational efficiency, 24/7/365.

Please note, our detailed report can also include the following items;

- Ticket details by Issue/Sub-Issue type (workstation, server, printer)
- Ticket details by managed services and billable
- Ticket details export for your reference

Just let your dedicated service delivery manager know if you'd like to add these to your monthly report and remember if you would like to speak about anything in the report at greater lengths, your dedicated service delivery manager will be more than happy to do so.

Comparison from last month

Computrad truly values our relationship with ACME.com and can see that ACME.com are already starting to benefit from our new managed service offering. Since Computrad services were activated last month, we have seen your overall system score increase from 21% to 73%. Updating your service packs on your operating systems has improved from 76% to 99%, whilst everything else has generally remained at the same levels with a plan to bring everything above 85% within 3 month, as agreed. More details about your system score can be found further down this report.

Ticket Summary

- A total of **26 tickets** were logged.

- **19 tickets (73%)** were Proactive tickets addressing issues of low disk space, backups, server fragmentation, server health check and various other items. The Computrad monitoring agents relay this information to our Network Operations Centre (NOC) for investigation and resolution. Our team is able to resolve these issues prior them becoming wide spread and made apparent to your staff.

- The Computrad NOC resolved each ticket with a **37** minute average and **58%** were resolved in less than 24 hours.

- **1%** of the tickets were Critical Priority and those were resolved in less than 10 minutes.

- **8%** of tickets affected the entire business site.

- With the managed IT services in place, Computrad performed at **99.3%** of the Service Level Agreement that is standard amongst our clients. These are the normal operational standards that you will value from us as we strive to provide you with 100% uptime for all of your IT systems.

System Summary

- Computrad currently services **3 Servers** and **27 Workstations (User machines)** within the ACME.com estate.

- This month scores your IT systems at **73%**. This figure is determined by evaluating certain criteria across your IT infrastructure being serviced by Computrad. For example your OS score evaluates all the operating systems (such as Windows) in your company and checks if they have the latest service packs installed. Service packs are released by vendors such as Microsoft and it is important that your operating system has the latest service packs otherwise they would be susceptible to security exploits, which could allow users or application to intentionally or unintentionally compromise your data or system beyond recovery.

- Your OS score is **99%** which is great news! But it is important that you regularly keep this up to date – Computrad new managed service offering takes the hassle of you doing this by including updates as part of the service.

- Your patch score is **4%.** This is extremely poor and it is recommended that this be looked into as soon as possible. Patches, such as Windows Update, work just like service packs, except patches are released daily/weekly by vendors such as Microsoft to address new security vulnerabilities. A service pack is an accumulation of patches released once / twice a year. We aim to bring this to above 50% by next month report.

- Your disk score is an average of **59%**. Disk score evaluates how much disk space is being used to hold data. A low score indicates that your systems will require more storage or extreme management of the current data set. Data are your files and folders and everything important to your business, regular disk management is required to ensure disk scores are within an acceptable level. Again, Computrad managed service offering takes away such mundane but crucial tasks from your staff, freeing them up to focus on your business.

- Your server uptime has been **99.99%**, except for server01, which is 95% - This is a non-critical server (did not affect your business) and was down due to maintenance by your third party vendor, ACIL.

- Your AV score is at a low **25%**. This is an instant red flag, the value of an up-to-date AV can't be stressed enough and as part of Computrad managed service offering, we ensure that all AV clients are up to date, constantly and have a vision of bringing this to 100% by next month report. It should also be noted that we have effectively stopped **24** viruses from infecting your system(s).

With Computrad Managed Services, each month you will expect to see the scores in your monthly report improve to an acceptable level. At that point you would expect your scores for each month to maintain those levels, allowing you to see first hand the value added by having Computrad as your trusted IT partner!

Computrad Europe Ltd
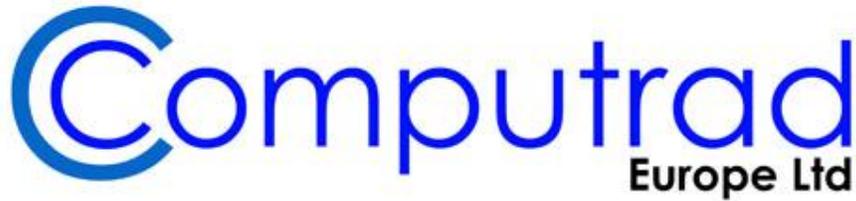
ACME.Com System Summary

Client Information	
Contact Person	
IT Manager	
Servers Managed	3
Workstations Managed	27
Total Systems Managed	30

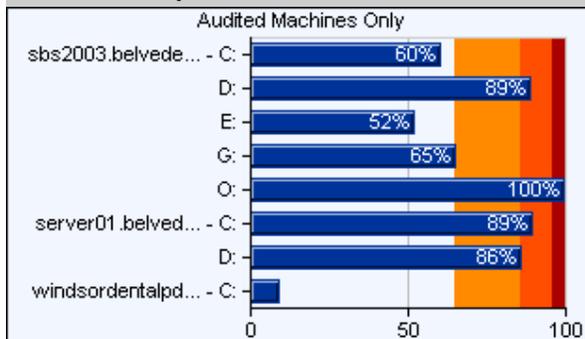| System Activity Last 30 Days	
Audits Completed	529

Anti-Virus

Summary Statistics	
Machine Installation Ratio	12/30
Machines with full scans last 30 Days	2/12
Machines with unhandled detections	0/12
Bases Date	
22-Feb-12	

Performance Statistics Last 30 Days	
Total Objects Scanned	2150789
Total Detections	24
Total New Installations	2
Total Quick Scans Completed	224
Total Full Scans Completed	2
Total Updates Completed	361

Disk Space Used

Audited Machines Only

Machine	%
sbs2003.belvede... - C:	60%
D:	89%
E:	52%
G:	65%
O:	100%
server01.belved... - C:	89%
D:	86%
windsordentalpd... - C:	

Server Uptime
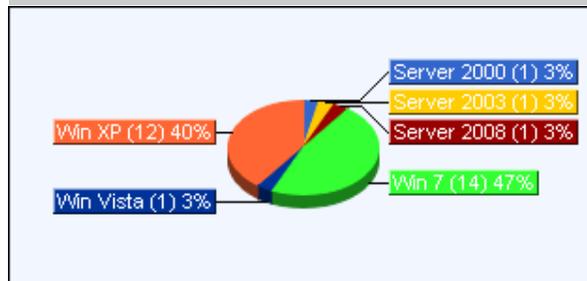
Machine ID	% Uptime
sbs2003.belvedere.root.wdp	99.99%
server01.belvedere.root.wdp	94.97%
windsordentalpd.archway.root.w...	99.99%

Network Health Score

Patch Score	4%	* 1/8
OS Score	99%	* 1/8
Disk Score	59%	* 1/8
Ticket Score	97%	* 1/8
Event Log Score	100%	* 1/8
Alarm Score	100%	* 1/8
Srv Uptime Score	100%	* 1/8
Wrk Uptime Score	N/A	* N/A
Anti-Virus Score	25%	* 1/8

73%

Operating Systems

- Server 2000 (1) 3%
- Server 2003 (1) 3%
- Server 2008 (1) 3%
- Win XP (12) 40%
- Win 7 (14) 47%
- Win Vista (1) 3%

Patch Status

Patch Approval Policy Applied

- Fully Patched - 1
- 1-2 Patches - 0
- 3-5 Patches - 0
- > 5 Patches - 1
- Unscanned - 28

Patch Scans Completed	127
Patches Installed	13

Alarm Notifications

No Alerts Found	0
No System Alarms Found	0
No SNMP Alarms Found	0
No System Check Alarms Found	0
No Log Parser Alarms Found	0

Tickets By Priority	
P1 - Critical	1
P2 - High	0
P3 - Medium	0
P4 - Low	25
P6 - Future Plans	0

Tickets By Priority

4%

96%

- P1 - Critical
- P2 - High
- P3 - Medium
- P4 - Low
- P6 - Future Plans
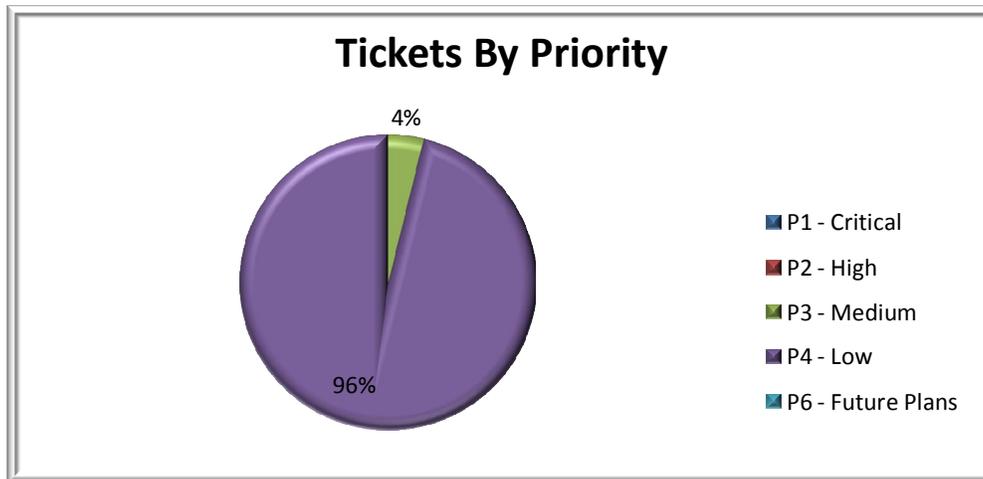
Ticket Log Method	
Support Email	0
Direct Email	0
Telephone	7
Monitoring Alert	19
In person/Other	0

Ticket Log Method

27%

73%

- Support Email
- Direct Email
- Telephone
- Monitoring Alert
- In person/Other
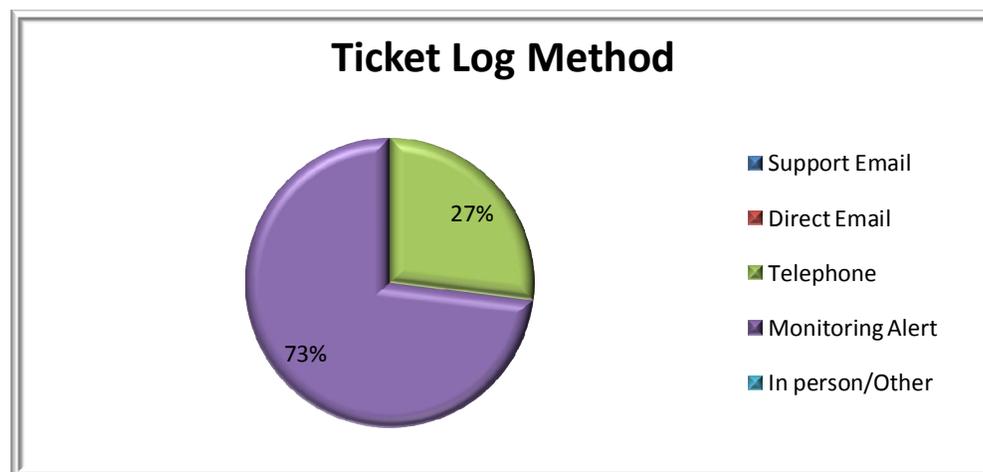
Tickets By Resolution Time	
<15 Mins	7
15-30 Mins	2
30-60 Mins	0
1 - 2 Hours	0
2 - 4 Hours	1

4 - 8 Hours	1
8 - 12 Hours	0
12 - 24 Hours	4
24 - 48 Hours	0
48 Hours +	11

Tickets By Resolution Time
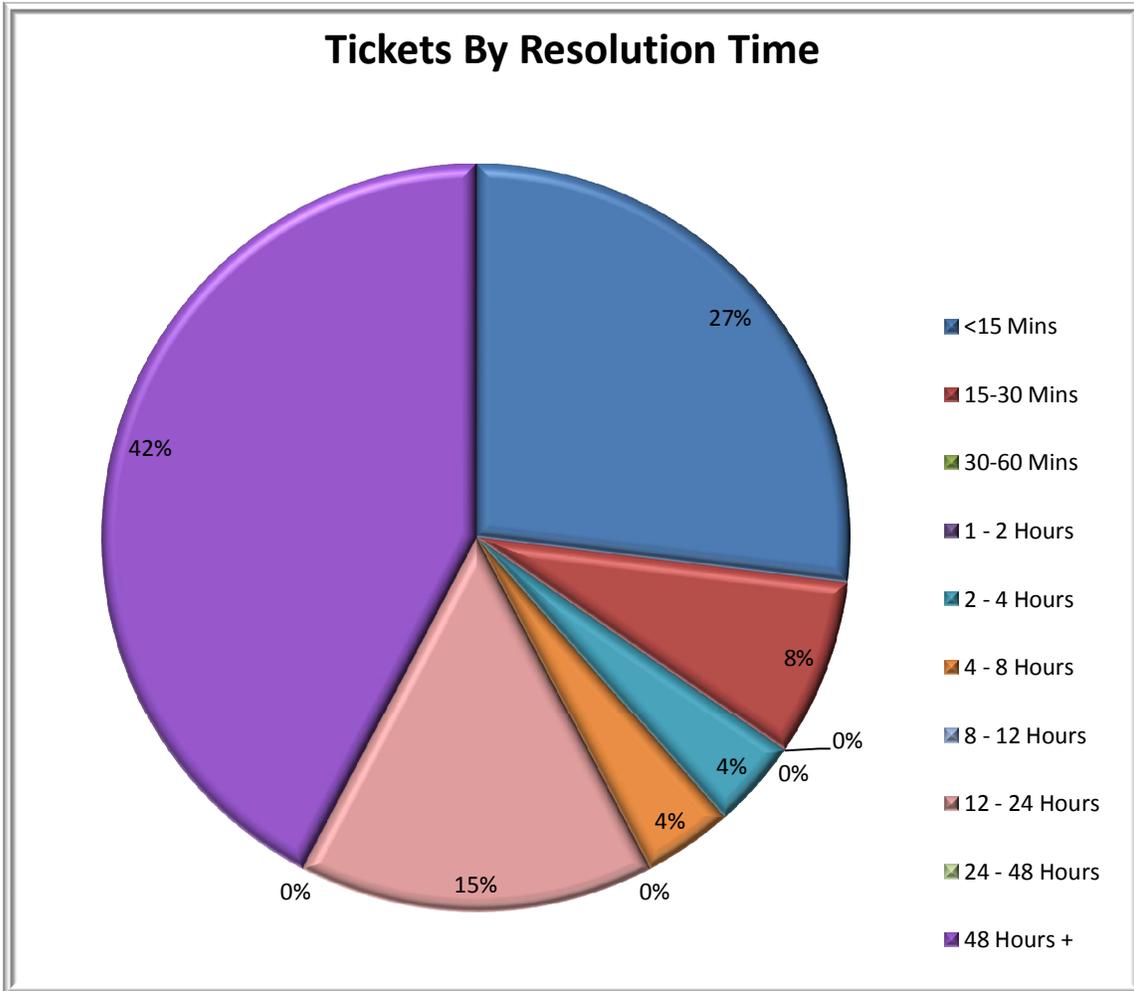
Users Affected	
Single User	24
Executive User	0
Multiple Users	0
Whole Business Site	2
No user directly affected	0

Tickets by Users Affected

- Single User
- Executive User
- Multiple Users
- Whole Business Site
- No user directly affected

8%

92%
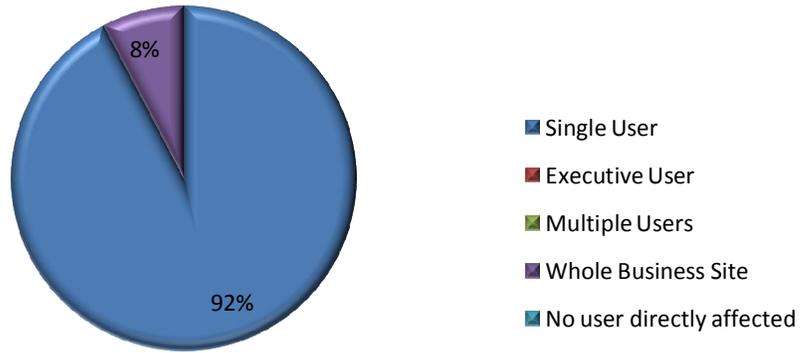
License Summary

Servers		
Windows 2000	Server Service Pack 4 Build 2195	1
Windows 2003	Small Business Server Service Pack 2 Build 3790	1
Windows 2008	R2 Server Standard x64 Edition Build 7600	1
Total		3

Workstations		
Windows 7	Professional Edition Build 7600	11
Windows 7	Professional Edition Service Pack 1 Build 7601	1
Windows 7	Professional x64 Edition Service Pack 1 Build 7601	2
Windows Vista	Business Edition Build 6000	1
Windows XP	Professional Edition Service Pack 2 Build 2600	1
Windows XP	Professional Edition Service Pack 3 Build 2600	11
Total		27

Microsoft Office Licenses	
Office 2010	11
Office 2007	3
Office 2003	8
Office XP	0
Office 2000	0
Office 97	0
Total	22