MANAGED SERVICES

MONTHLY ACTIVITY REPORT

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.