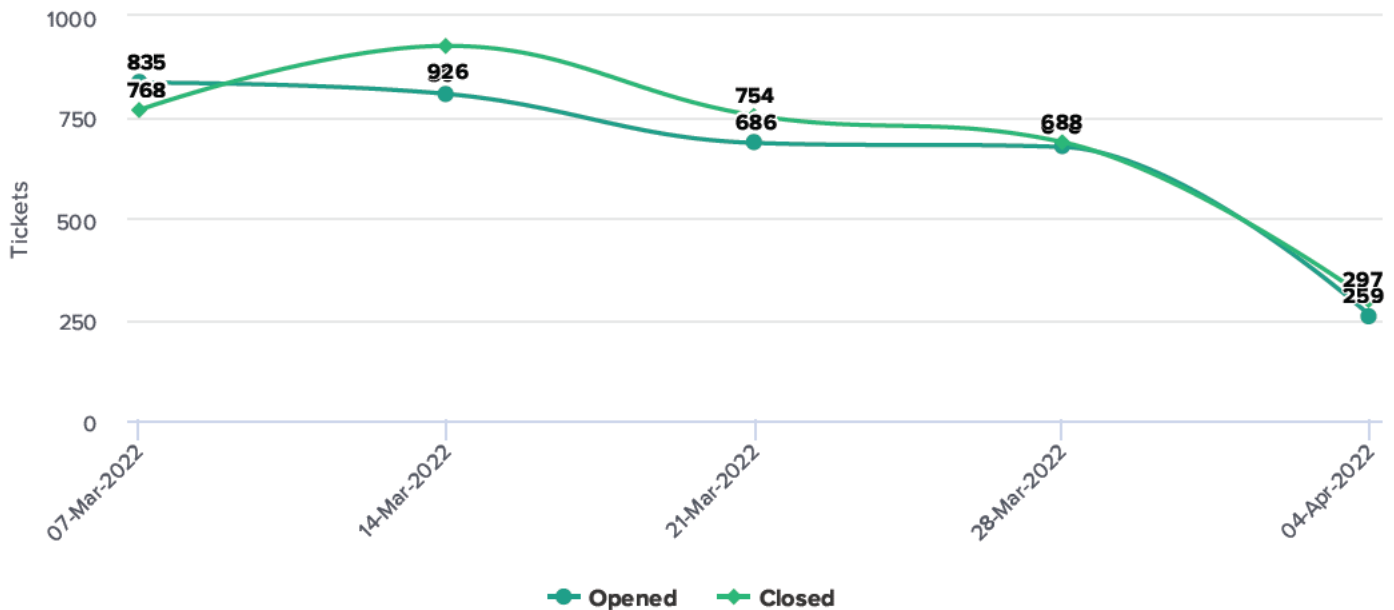


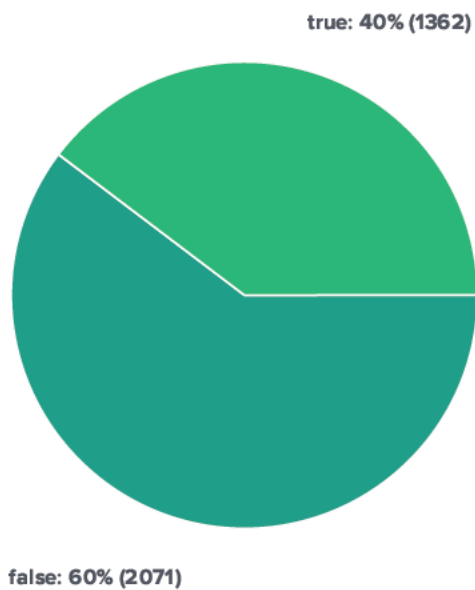
Prepared for: TenisiTech Created on: Apr 6, 2022

Last Month - Ticket Statistics

Opened vs Closed - Last Month



Same Day Close



3.43K Solved Last Month

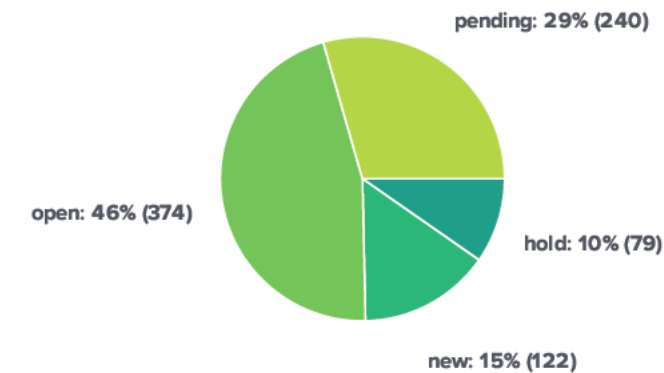
3.26K Opened Last Month

1.70 Time to Resolve
Days (avg)

4.51 First Response Time
Hours

98% Satisfaction Score
Good Satisfaction

Open Tickets by Status



Open Tix by Requestor

REQUESTOR	# TIX
Liongard Automated Actionable Alert	254
Mark	51
Veronica	31
Mary	27
HelpDesk	25
Robert	24
Sonya	23
Christine	20
Choua	20
Lisa	19

What's IT Managing?

2387 Workstations Online
last 30 days

231 Servers

756 Network Devices

Other Devices

DEVICE TYPE	ONLINE
printer	265
hypervisor	28
storage	23
ups	12
copier	2

High Level Security Overview

10 Workstations with no AV
Machines

41 Servers needing reboot
Servers

310 Failed OS patches
Failed OS Patches

164 Workstations needing reboot
Workstations

0 Devices with Pending product patches
Devices

Monitoring Alerts - Addressed by Sys Admins

Critical Alerts

