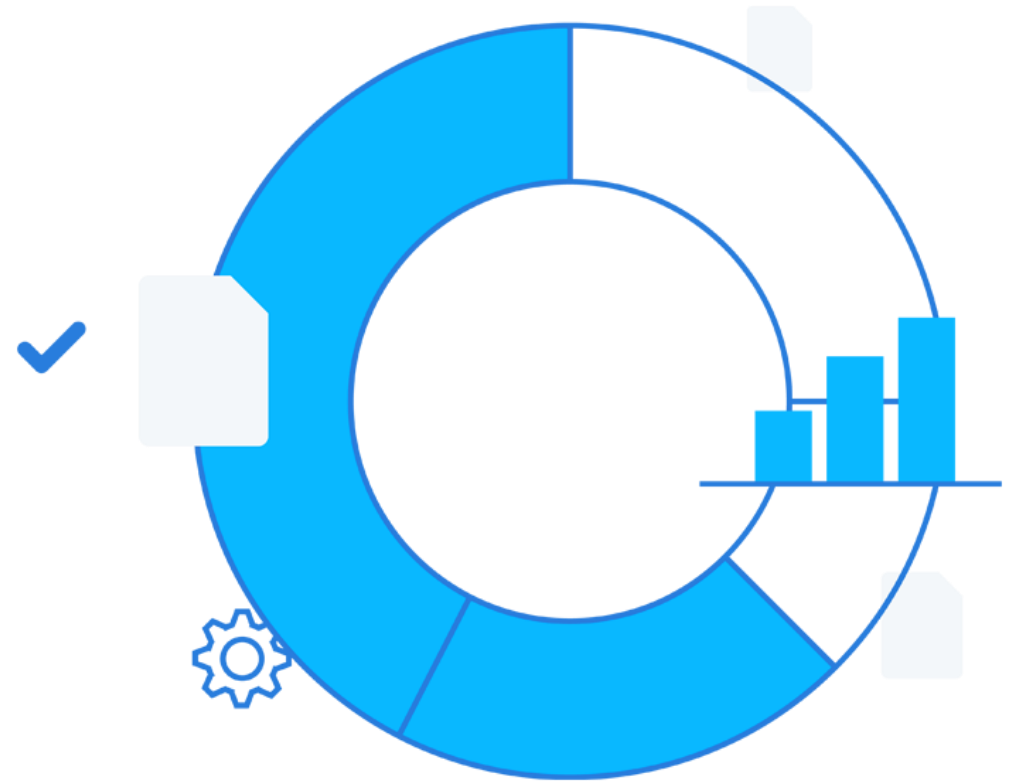




# CIO Monthly Report For January 2022

We want to ensure we're providing the most **Advanced** service possible! The following highlights trending data, analytics & more.



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**Help Desk Performance & Ticket Trends/Counts**

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- Threat Intelligence & Email Protection
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**Enterprise Projects**

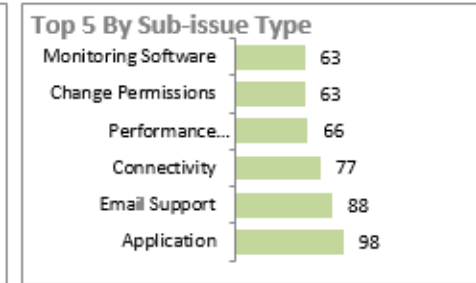
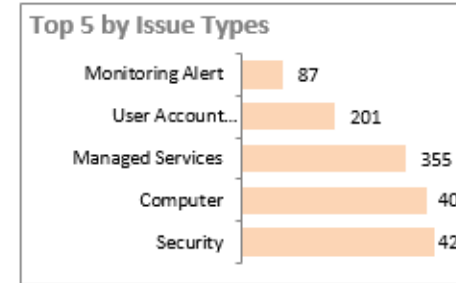
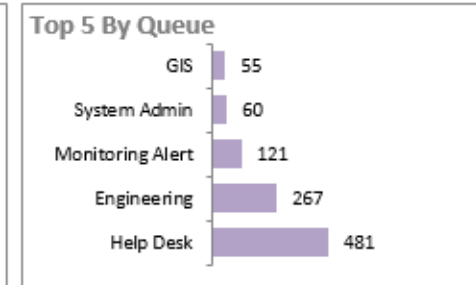
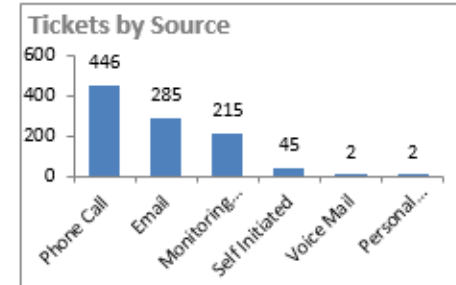
11



# Ticket Breakdown & Help Desk Calls

Priority	Tickets	Response	Resolution	Response Measures & Notifications	
		SLA % Met	SLA % Met	% Achieved	% Not Achieved
P1	0				
P2	3	100%		100%	0%
P3	0				
P4	1	N/A*		N/A	0%
P5	0				
P6	63	100%	100%		
P7	537	100%	100%		
P10	111	100%	100%		
P11	9				
<b>Total Tickets - All Priorities</b>	<b>724</b>				

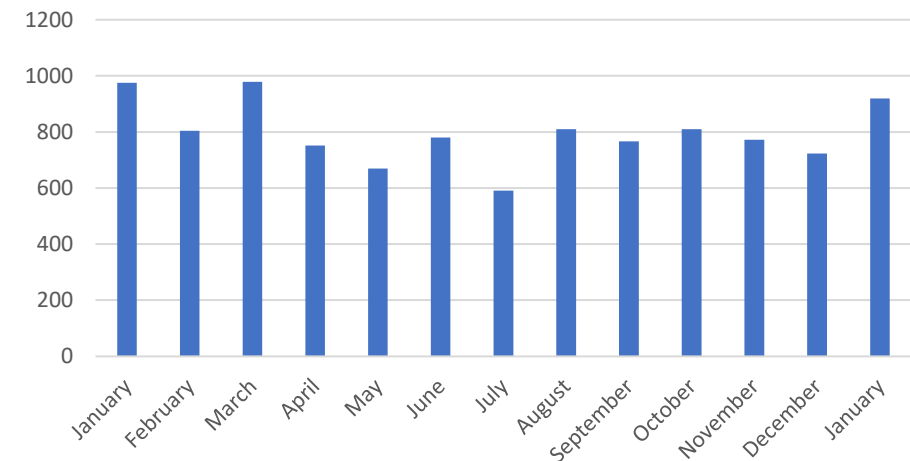
P2 - T20220101.0029 1/1/2022: Exchange Antimalware issue introduced by Microsoft in update  
P2 - T20220105.0085 1/5/2022: File Server unresponsive – snapshot hung. Ceased performing snapshots and implemented ghost copies to provide stability.  
P2 - T20220106.0097 1/6/2022: File Server unresponsive – snapshot hung. Ceased performing snapshots and implemented ghost copies to provide stability.  
\*P4 - T20220114.0107 1/14/2022: Munis Central not functioning – unexpected error. Restart of server/app resolved issue.



## Help Desk Statistics

Number of Help Desk Calls Received	920
Average Wait Time to reach a Help Desk Technician	11 seconds
Maximum Wait Time for calls answered January 2022:	45 seconds
<b>SLA Requirement</b>	<b>60 seconds for 90% of all calls</b>
Calls missed (> 60 seconds)	0
SLA percentage	100%
<b>SLA goal Met</b>	<b>Yes</b>

## Help Desk Calls



# Security – Endpoints

120

Threats Detected

0

Network Threats

88

Quarantines

71

Compromises

4

Exploits Prevented

0

Retrospective Events

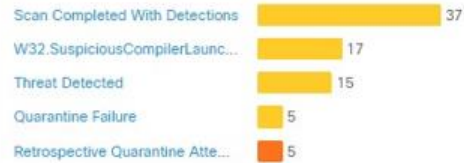
91

Connectors Deployed

## Compromises

71 Compromises total - 0 In Progress - 71 Resolved

### By Event



### By Host



## Computers

### By Host



### Version Deployment



## Threats

### Root Cause



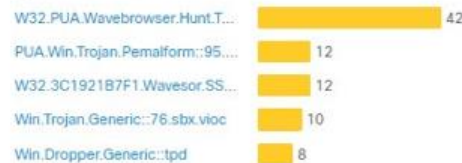
### Resolution



### By Host



### By Threat Name



## Network Threats

Not available when time period is less than a day or group filtering is applied

## Vulnerabilities

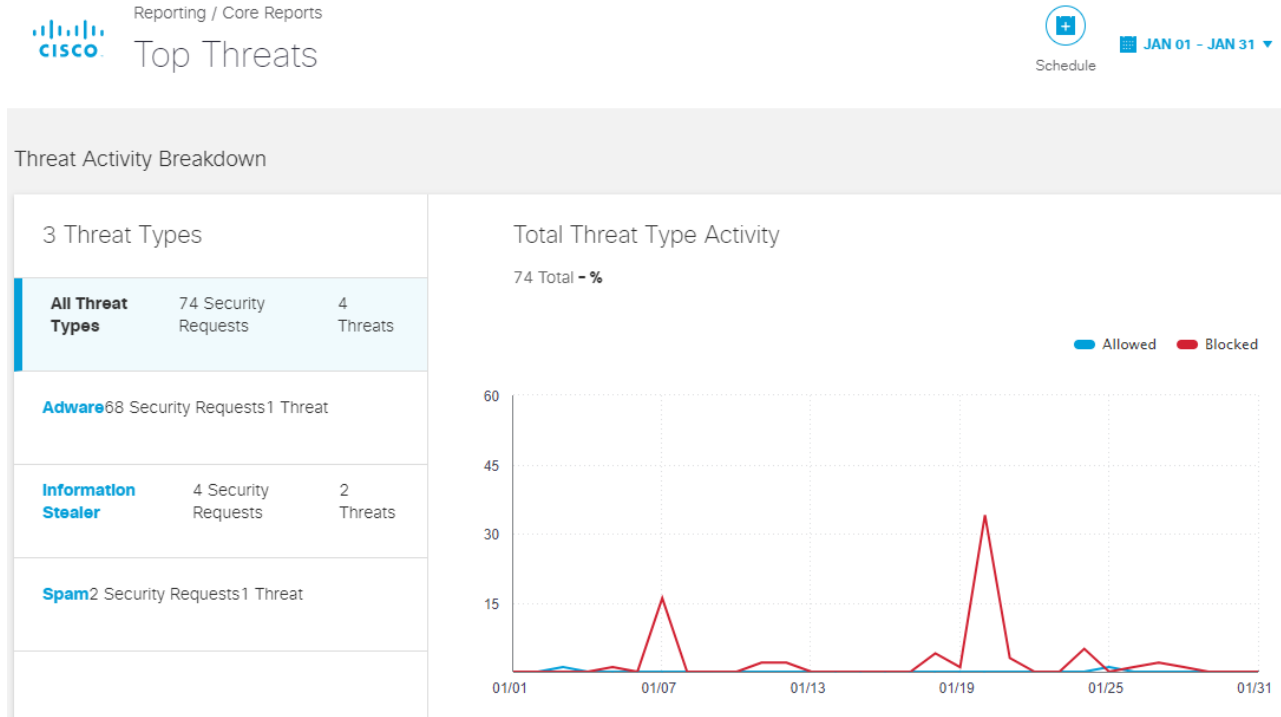
### By Application Execution



### By Host



## Network Threat Protection



### What is Adware?

Adware, or advertising-supported software, is any software package that automatically renders advertisements in order to generate revenue for the author. The advertisements may be in the user interface of the software or presented in the web browser. Adware may cause tabs to open automatically that display advertising, make changes to the home page settings in your web browser, offer ad-supported links from search engines, or initiate redirects to advertising websites.

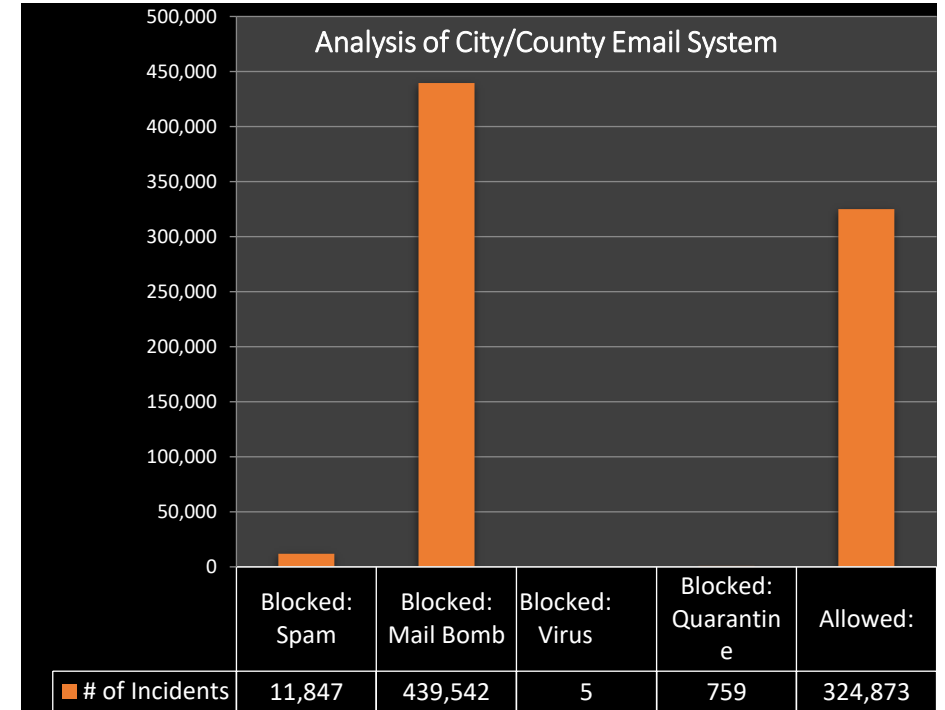
### What is Information Stealer?

An information stealer is a trojan that can harvest keystrokes, screenshots, network activity, and other information from systems where it is installed. It may also covertly monitor user behavior and harvest personally identifiable information (PII) including names and passwords, chat programs, websites visited, and financial activity. It may also be capable of covertly collecting screenshots, video recordings, or have the ability to activate any connected camera or microphone. Collected information may be stored locally and later retrieved, or may be transmitted to a command and control server.

### What is Trojan?

A Trojan is malware which is used to compromise a system by misleading users of its true intent. Trojans typically create a backdoor, exfiltrate personal information, and can deliver additional malicious payloads.

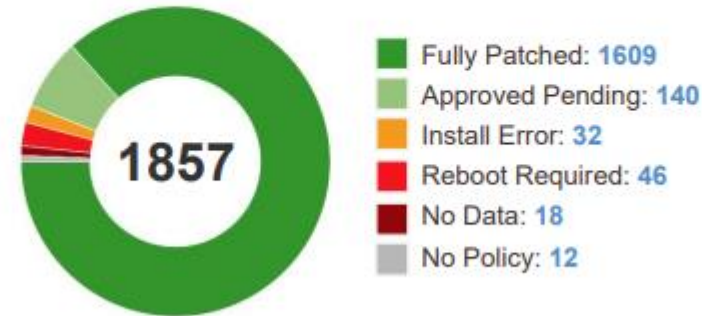
## Barracuda E-Mail Service



# Patch Management

Patch Management Summary Report

## PATCH SUMMARY



Source: RMM

Explanation of above

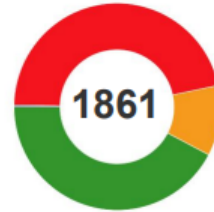
- Install error – Help Desk triages and eliminates
- Reboot required – Help Desk ensures these complete successfully
- No data – automations in place to eliminate/remediate
- No Policy – Devices which have been excluded by request

# Asset Aging & Operating Systems Support

## Hardware Lifecycle Report

### SUMMARY

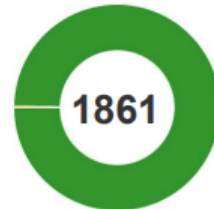
#### Hardware Replacement Recommendations



- Suitable for 24 months+: **788**
- Replacement recommended within 12-24 months: **205**
- Replacement recommended within 12 months: **863**
- Unknown: **5**

Period	Age	Quantity
Replacement recommended within 12 months	4 years+	863
Replacement recommended within 12-24 months	3-4 years	205
Suitable for 24 months+	< 3 years	788
Unknown		5
Total Devices		1861

#### Operating System Support



- Operating system is supported: **1855**
- Operating system may be unsupported: **5**
- Operating system is unsupported: **1**

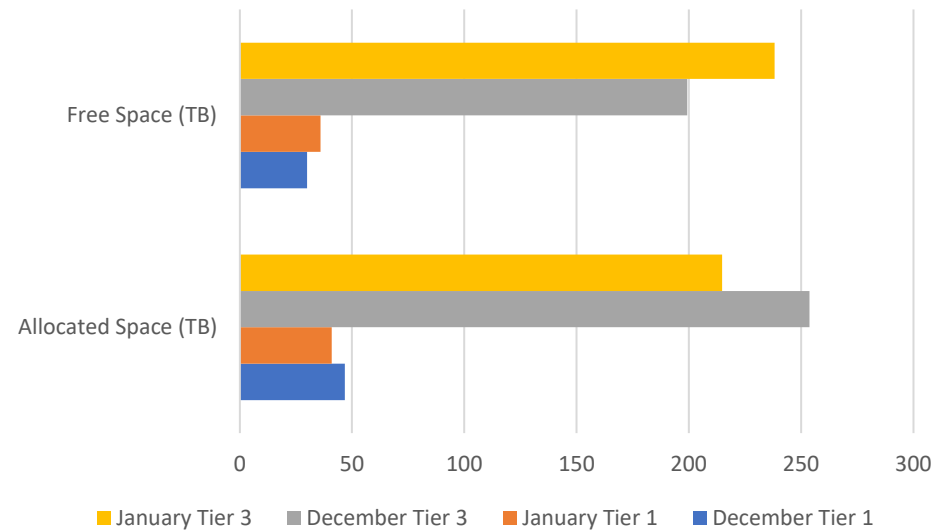
Operating System Support*	Quantity
Operating system is supported	1855
Operating system is unsupported unless manufacturer extended support has been arranged	5
Operating system is unsupported	1
Total Devices	1861

Windows operating system support only. Non-Windows OS are counted as supported.

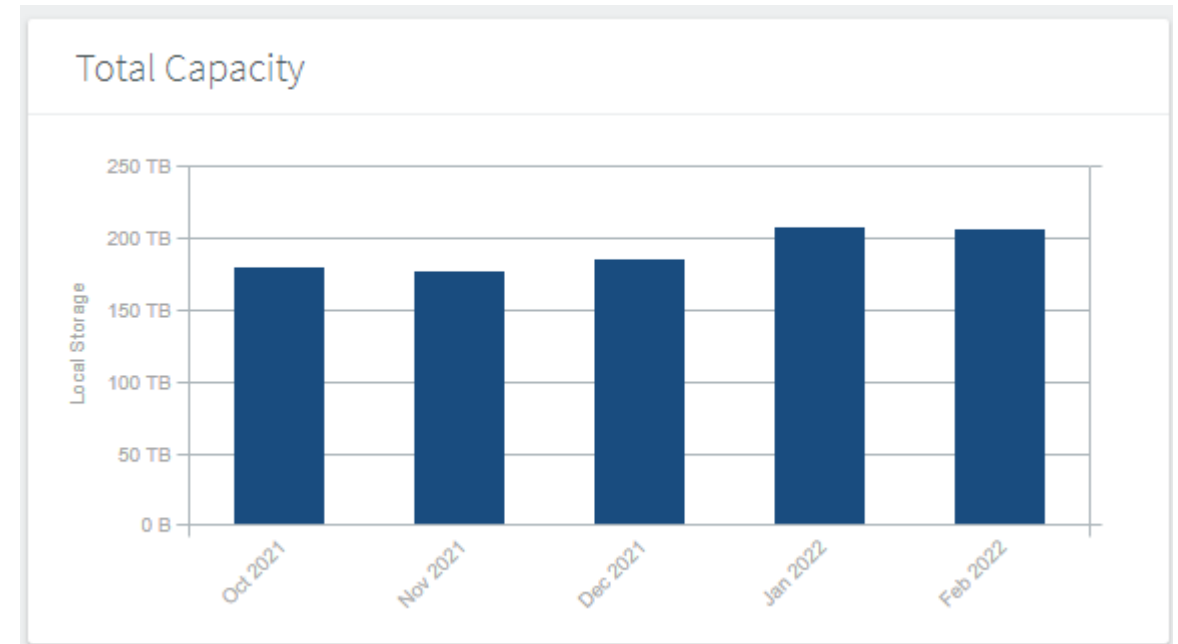
# Storage & Backup

## Enterprise Storage

Disk Folder Tiers													
SC SERIAL NUMBER	TIER NUMBER	DISK FOLDER INDEX	DISK FOLDER	DISK TIER	DISK COUNT	MANAGED COUNT	SPARE COUNT	UNHEALTHY COUNT	TOTAL SPACE	% ALLOCATED	ALLOCATED SPACE	FREE SPACE	SPARE SPACE
58928	1	3	Assigned	Tier 1	24	24	0	0	76.85 TB	53.25%	40.92 TB	35.93 TB	3.72 TB
58928	3	3	Assigned	Tier 3	84	84	0	0	453.02 TB	47.41%	214.79 TB	238.23 TB	2.59 TB

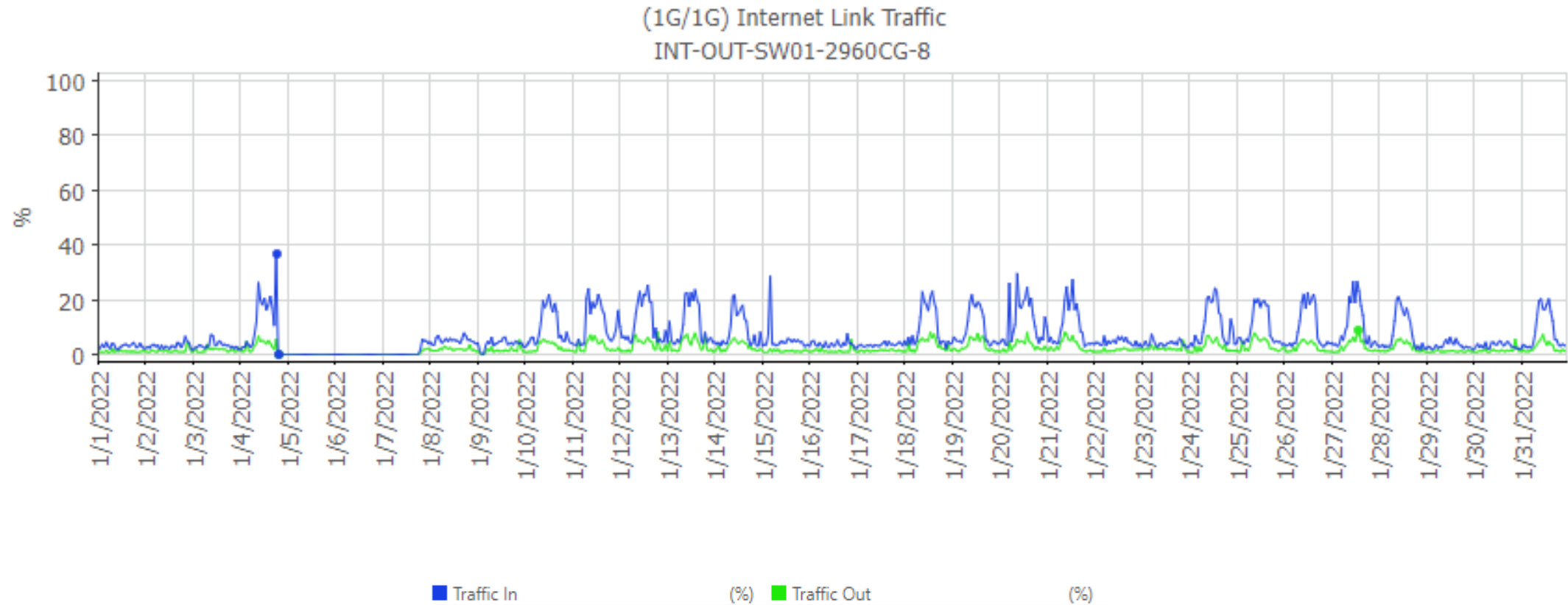


## Enterprise Backup



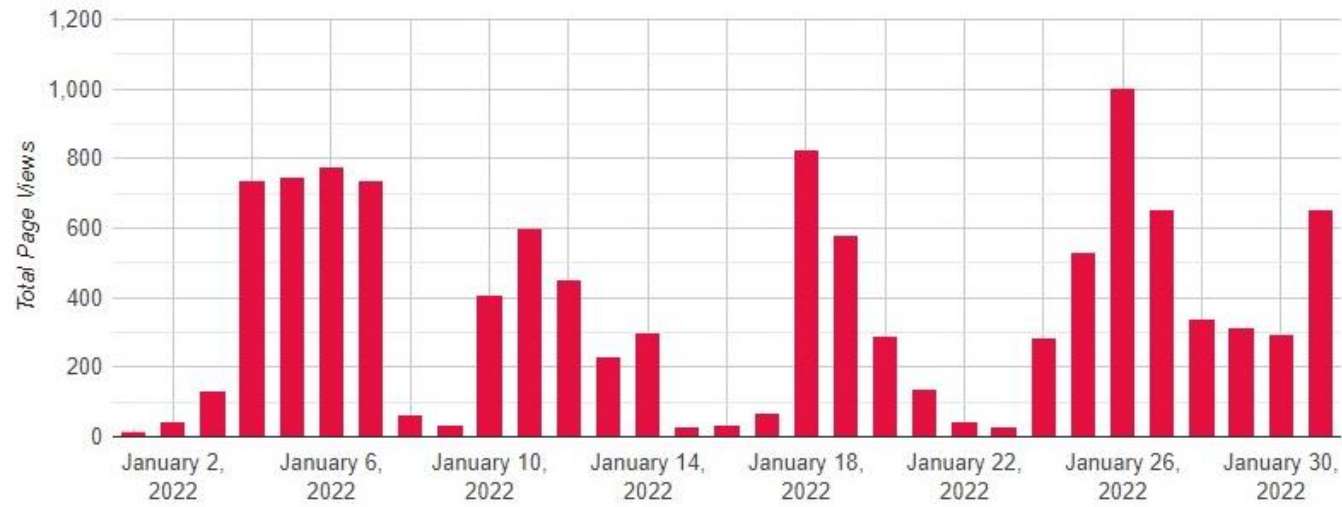


# Network – WAN traffic & Circuit Utilization



# Web Sites – Granicus Overview

## OVERVIEW



# Enterprise Projects

## **PC Refresh**

51 EFD Machines imaged Waiting adapters for monitors  
Next: EPD EMA All in ones being built

## **Tough Book Refresh**

All Tough Books for this project have been returned. Last four are in the decommission phase of the project.

## **Laptop Refresh**

Will deliver last 11 to EPD week of 2/7, EPD owes 14 back to Computer Services

## **Golf Course Network upgrade**

All equipment has been ordered  
WOW! services have been ordered

## **Network Refresh**

Need to initiate Planning Stage  
Due to lead times this needs to be ordered ASAP

## **Phone Refresh**

Cisconflex expires March 14,2023

## **EWSU Refresh**

First 12 imaged and deployed– working by location (Treatment next)

## **Sunrise Pump Station**

One indoor WAP remaining. One outdoor WAP to be installed upon completion of the Cascade. Hardened switch has been received for the Cascade. Quoting parts for the talk-a-phones.