

MANAGED SERVICES
MONTHLY ACTIVITY REPORT
October 2009

Trivalent Group
3145 Prairie St SW
Suite 100
Grandville , MI - 49418 , United States of America

**Managed Services
Monthly Activity Report
October 2009**

This document provides ABC Company Management Team with a detailed service report provided by Trivalent Group for October 2009.

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

Confidential Information

**Managed Services
Monthly Activity Report
October 2009**

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.

**Managed Services
Monthly Activity Report
October 2009**

OVERVIEW OF DEVICES UNDER MANAGEMENT

System Classification

Total Servers	Total Devices	Total Desktops
6	5	15

Server Details

Server Name	IP Address	Operating System	Service Pack
SERVER	192.168.1.1	Microsoft Windows XP Professional	Service Pack 3
SERVER	192.168.1.1	Microsoft(R) Windows(R) Server 2003, Standard Edition	Service Pack 2
SERVER	192.168.1.1	Microsoft(R) Windows(R) Server 2003, Standard Edition	Service Pack 2
SERVER	192.168.1.1	Microsoft(R) Windows(R) Server 2003, Standard Edition	Service Pack 2
SERVER	192.168.1.1	Microsoft(R) Windows(R) Server 2003, Standard Edition	Service Pack 2
SERVER	192.168.1.1	Microsoft(R) Windows(R) Server 2003, Standard Edition	Service Pack 2

Device Details

Device	Type
10.0.1.1 (PIX Firewall)	IPDEVICE
10.0.1.11 (Color LaserJet 2550)	NPID1B6BB (HP ETHERNET MULTI-ENVIRONMENT,ROM B.25.01,JETDIRECT,JD118,EEPROM D.27.02,CIDATE 03/23/2004)
10.0.1.13 (LaserJet 4250)	LJ4250 (HP ETHERNET MULTI-ENVIRONMENT,ROM none,JETDIRECT,JD128,EEPROM V.28.47,CIDATE 11/17/2004)
10.0.1.18 (Color LaserJet 2605)	NPI9F8E2B (HP ETHERNET MULTI-ENVIRONMENT,SN:CNGC72700G,FN:GD43NTP,SVCID:00000,PID:HP Color LaserJet 2605dtn)
10.0.1.19 (LaserJet 8000)	NPIF79088 (HP ETHERNET MULTI-ENVIRONMENT,ROM H.08.08,JETDIRECT EX,JD34,EEPROM H.08.60)

Desktop Details

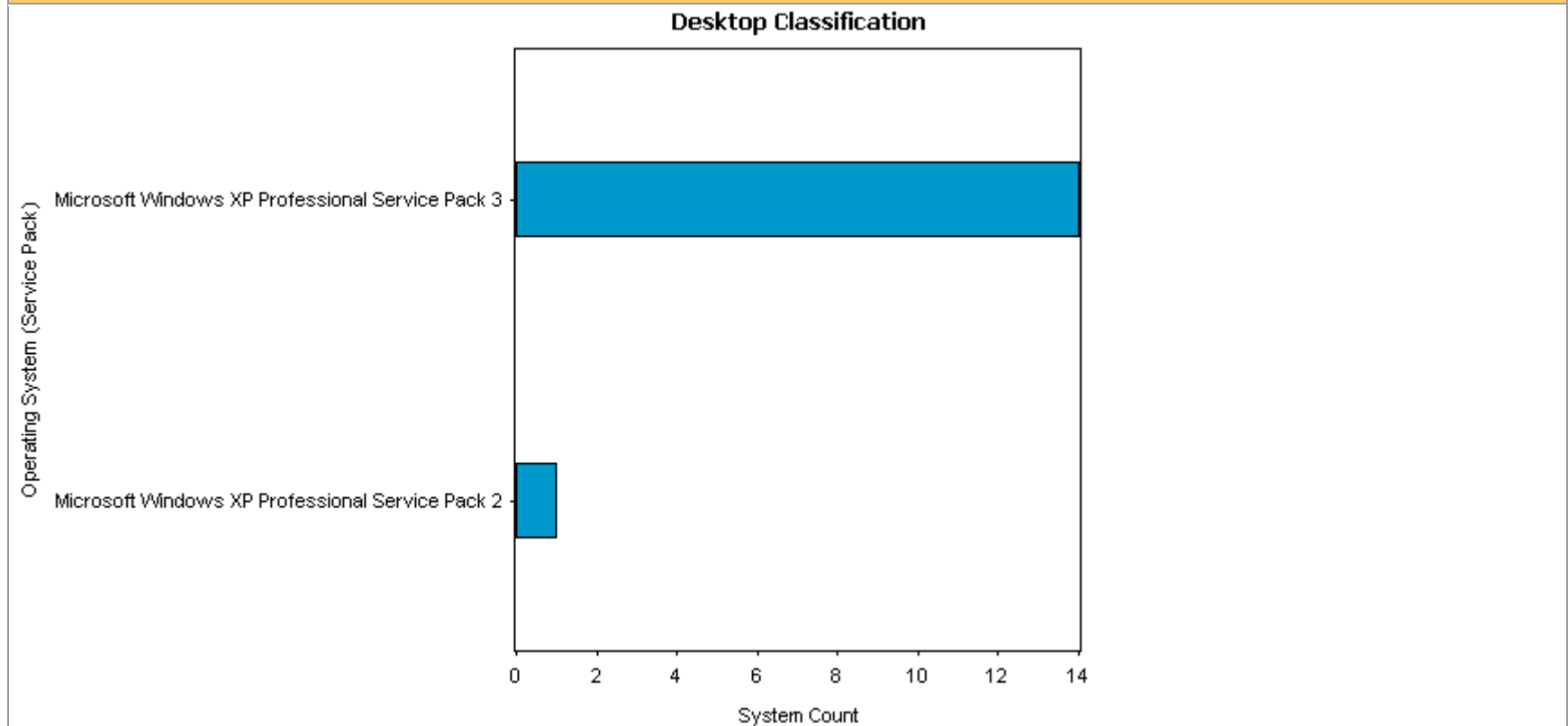
Operating System	Service Pack	System Count
------------------	--------------	--------------

**Managed Services
Monthly Activity Report
October 2009**

Microsoft Windows XP Professional	Service Pack 2	1
Microsoft Windows XP Professional	Service Pack 3	14

**Managed Services
Monthly Activity Report
October 2009**

Desktop Operating System Service Pack Graph



**Managed Services
Monthly Activity Report
October 2009**

PREVENTIVE MAINTENANCE ACTIVITY - ANTIVIRUS UPDATES																																
Description																																
Checks whether the desktop has the latest antivirus definition updates. Antivirus programs must update themselves regularly to stay effective against new viruses.																																
■ Success ■ Failure ■ Not Supported / Not Installed ■ Info Not Available																																
SERVER																																
System / Day	IP Address	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
SERVER SERVER	192.168.1.1	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
SERVER	192.168.1.1	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
SERVER	192.168.1.1	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
SERVER	192.168.1.1	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
SERVER	192.168.1.1	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
SERVER	192.168.1.1	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DESKTOP																																
System / Day	IP Address	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
DESKTOP	10.0.1.46	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DESKTOP	10.0.1.36	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DESKTOP	192.168.143.9	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DESKTOP	10.0.1.70	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DESKTOP	10.0.1.69	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DESKTOP	10.0.1.50	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DESKTOP	10.0.1.68	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DESKTOP	10.0.1.49	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DESKTOP	10.0.1.44	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DESKTOP	10.0.1.56	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DESKTOP	10.0.1.39	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DESKTOP	10.0.1.33	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DESKTOP	10.0.1.31	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
DESKTOP	10.0.1.74	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■

**Managed Services
Monthly Activity Report
October 2009**

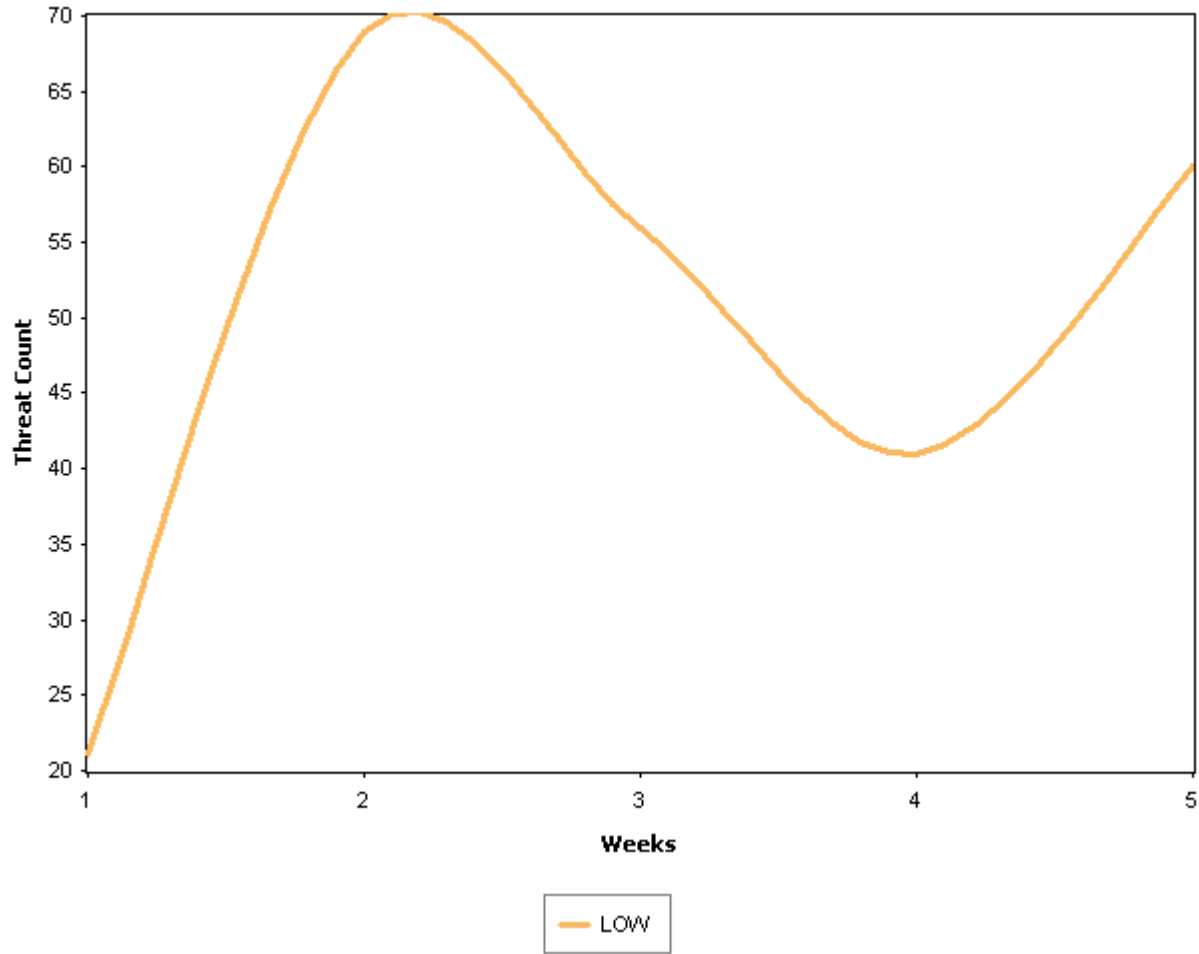
**Managed Services
Monthly Activity Report
October 2009**

PREVENTIVE MAINTENANCE ACTIVITY - SPYWARE MANAGEMENT						
Description						
Spyware management removes spyware that can slow down your computer, displays annoying pop-up ads, changes Internet settings, or uses your private information without your consent.						
Note :- Blank data represents information not available.						
■ Severe ■ High ■ Elevated ■ Moderate ■ Low (highest threat found for the week)						
System / Week	IP Address	Week 1 (10/1/2009 to 10/3/2009)	Week 2 (10/4/2009 to 10/10/2009)	Week 3 (10/11/2009 to 10/17/2009)	Week 4 (10/18/2009 to 10/24/2009)	Week 5 (10/25/2009 to 10/31/2009)
DESKTOP	10.0.1.46	0	0	0		0
DESKTOP	10.0.1.36		0	0	0	0
DESKTOP	192.168.143.9	0	0	0	0	0
DESKTOP	10.0.1.70	0	0	0	0	0
DESKTOP	10.0.1.69	3 ■	9 ■	7 ■	10 ■	10 ■
DESKTOP	10.0.1.50	0	0	0	0	0
DESKTOP	10.0.1.68	0	0	0	0	0
DESKTOP	10.0.1.49					
DESKTOP	10.0.1.44	17 ■	60 ■	49 ■	31 ■	45 ■
DESKTOP	192.168.1.132					
DESKTOP	10.0.1.56	0	0	0	0	0
DESKTOP	10.0.1.39	0	0	0	0	0
DESKTOP	10.0.1.33	0	0	0	0	0
DESKTOP	10.0.1.31	0	0	0	0	0
DESKTOP	10.0.1.74	1 ■	0	0	0	5 ■
Total		21	69	56	41	60

PREVENTIVE MAINTENANCE ACTIVITY - SPYWARE THREAT LEVEL ANALYSIS					
■ Severe ■ High ■ Elevated ■ Moderate ■ Low					
Threat / Week	Week 1 (10/1/2009 to 10/3/2009)	Week 2 (10/4/2009 to 10/10/2009)	Week 3 (10/11/2009 to 10/17/2009)	Week 4 (10/18/2009 to 10/24/2009)	Week 5 (10/25/2009 to 10/31/2009)
■ LOW	21	69	56	41	60

**Managed Services
Monthly Activity Report
October 2009**

Threat Level Analysis



**Managed Services
Monthly Activity Report
October 2009**

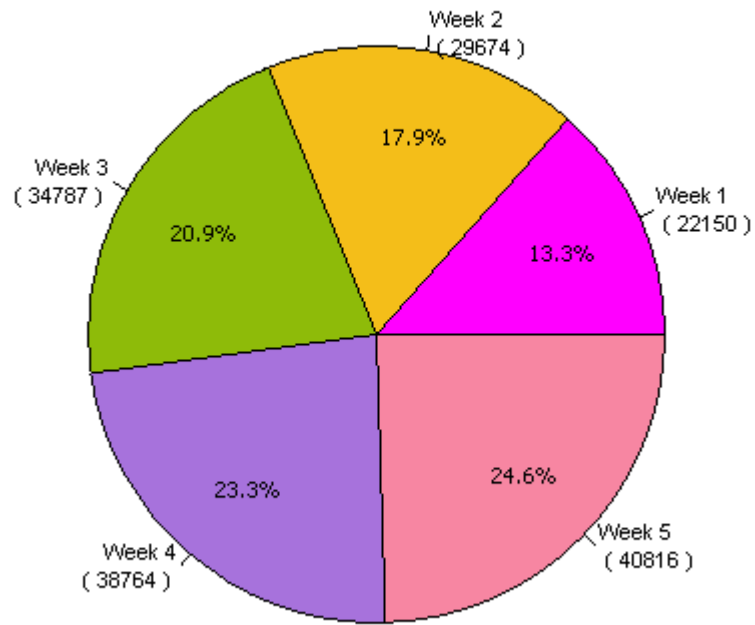
PREVENTIVE MAINTENANCE ACTIVITY - SPYWARE THREAT NAME ANALYSIS						
Threat Name / Week	Threat Type	Week 1 (10/1/2009 to 10/3/2009)	Week 2 (10/4/2009 to 10/10/2009)	Week 3 (10/11/2009 to 10/17/2009)	Week 4 (10/18/2009 to 10/24/2009)	Week 5 (10/25/2009 to 10/31/2009)
CasaleMedia	Cookies	6	23	28	15	23
DoubleClick	Targets, Cookies	3	5	5	5	5
FastClick	Cookies	4	10	3		3
Marketscore.RelevantKnowledge	Targets, Spyware	3	9	7	10	10
Mediaplex	Targets, Cookies	3	12	7	3	6
Zedo	Targets, Cookies	2	10	6	8	13

**Managed Services
Monthly Activity Report
October 2009**

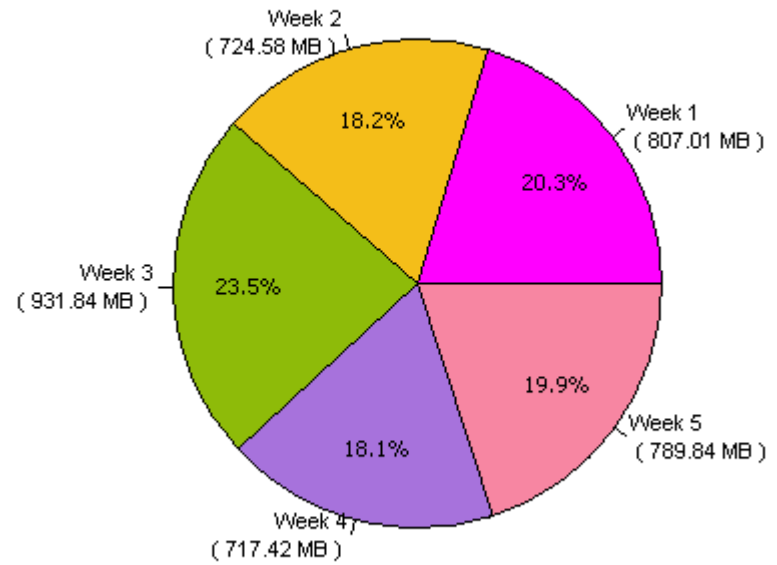
PREVENTIVE MAINTENANCE ACTIVITY - WINDOWS TEMPORARY FILE DELETION						
Description						
Windows temporary file deletion: Removes unused files from your system allowing Windows to run faster and free up valuable hard disk space. Note:- Blank data represents information not available.						
Number : Temp File Deleted count Size : Freed Space						
System / Week	IP Address	Week 1 (10/1/2009 to 10/3/2009)	Week 2 (10/4/2009 to 10/10/2009)	Week 3 (10/11/2009 to 10/17/2009)	Week 4 (10/18/2009 to 10/24/2009)	Week 5 (10/25/2009 to 10/31/2009)
DESKTOP	10.0.1.46	2950 65.84 MB	4292 79.16 MB	2110 36.23 MB		9162 123.15 MB
DESKTOP	10.0.1.36		5256 79.23 MB	3835 46.94 MB	1049 8.41 MB	486 2.45 MB
DESKTOP	192.168.143.9	1257 28.92 MB	1802 82.06 MB	4415 96.06 MB	1369 23.33 MB	2333 49.40 MB
DESKTOP	10.0.1.70	5 57.70 MB	601 81.74 MB	0 0.00 Byte	0 0.00 Byte	0 0.00 Byte
DESKTOP	10.0.1.69	1484 24.31 MB	2622 41.08 MB	3955 45.65 MB	6156 84.01 MB	5912 83.99 MB
DESKTOP	10.0.1.50	2545 65.80 MB	2419 57.94 MB	3375 83.47 MB	5194 99.12 MB	2522 43.41 MB
DESKTOP	10.0.1.68	2236 176.38 MB	3946 145.90 MB	674 333.76 MB	1613 90.48 MB	653 45.58 MB
DESKTOP	10.0.1.49		2444 61.66 MB	5412 105.30 MB	14855 270.62 MB	10285 170.18 MB
DESKTOP	10.0.1.44	481 3.98 MB	619 8.55 MB	584 6.15 MB	498 6.49 MB	410 5.32 MB
DESKTOP	10.0.1.56	3012 124.60 MB	1541 23.84 MB	3110 54.89 MB	3282 63.66 MB	3422 61.55 MB
DESKTOP	10.0.1.39	6456 217.89 MB	3272 52.31 MB	2156 36.79 MB	2080 33.37 MB	2577 33.90 MB
DESKTOP	10.0.1.33	1086 16.37 MB		2013 24.80 MB	1967 23.65 MB	1348 10.75 MB
DESKTOP	10.0.1.31	612 6.62 MB	733 10.48 MB	3130 61.80 MB	683 14.22 MB	1586 30.64 MB
DESKTOP	10.0.1.74	26 18.60 MB	127 645.35 KB	18 268.00 Byte	18 64.52 KB	120 129.52 MB
Total		22150 807.01 MB	29674 724.58 MB	34787 931.84 MB	38764 717.42 MB	40816 789.84 MB

**Managed Services
Monthly Activity Report
October 2009**

Files Deleted



Freed Space



**Managed Services
Monthly Activity Report
October 2009**

SECURITY UPDATES

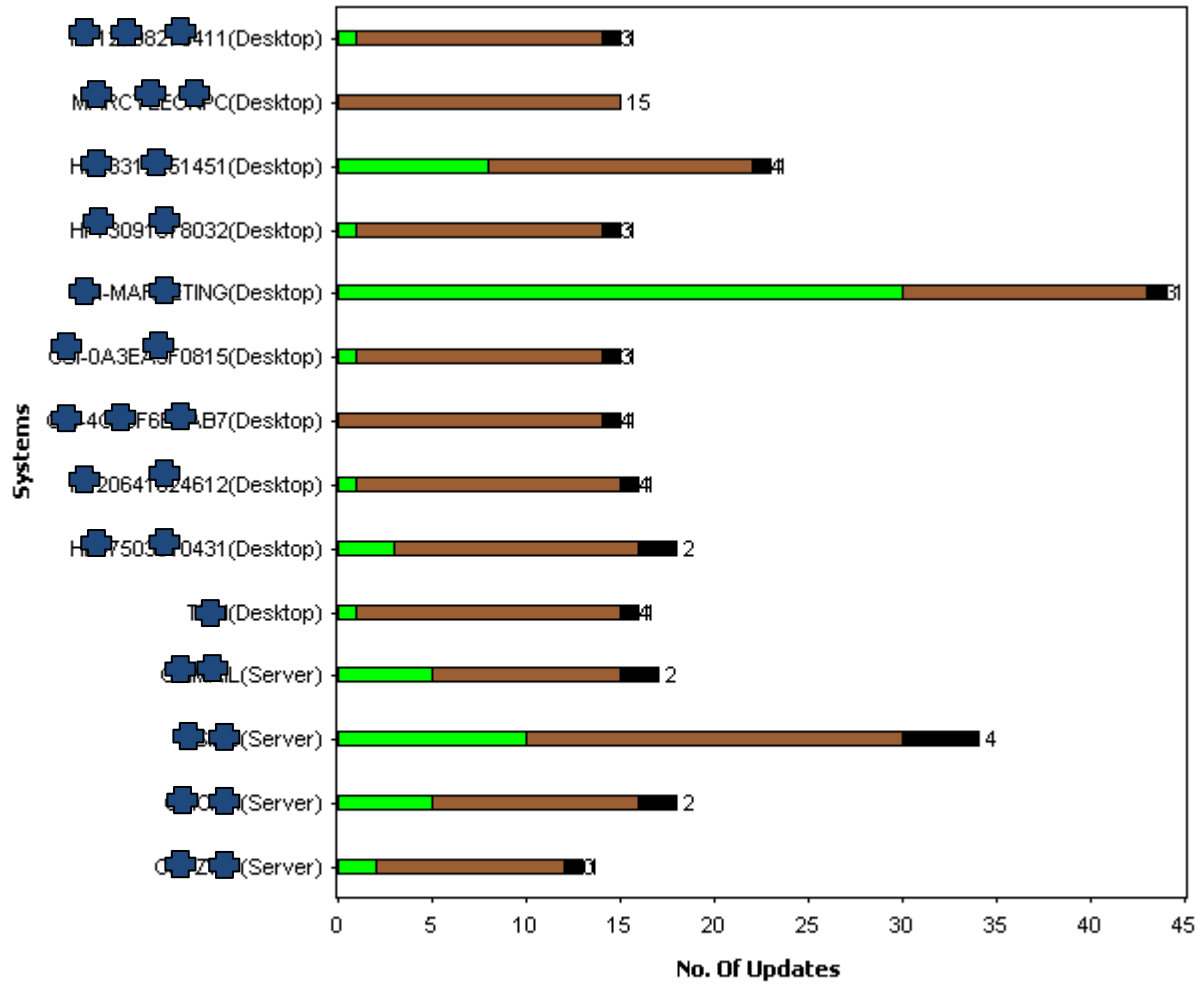
Description

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, because they acted on information that Microsoft made available previous to the attacks. This report provides information about the security update process carried at your site along with the status of the security hot-fix implementation.

Note :- Blank column in graph represent there are no Missing Security Updates found for these month.

**Managed Services
Monthly Activity Report
October 2009**

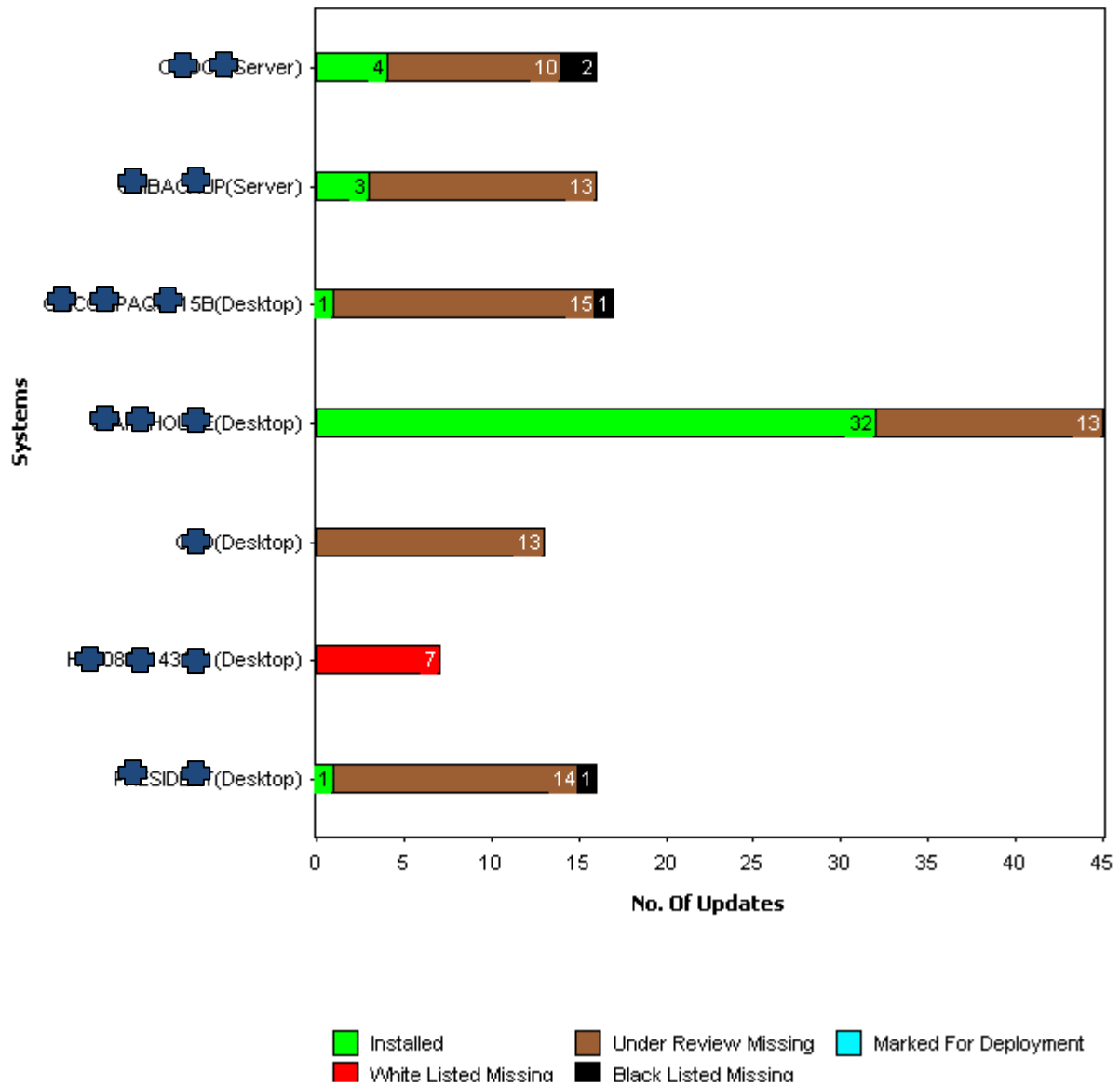
Security Updates



■ Installed ■ Under Review Missing ■ Marked For Deployment
■ White Listed Missing ■ Black Listed Missing

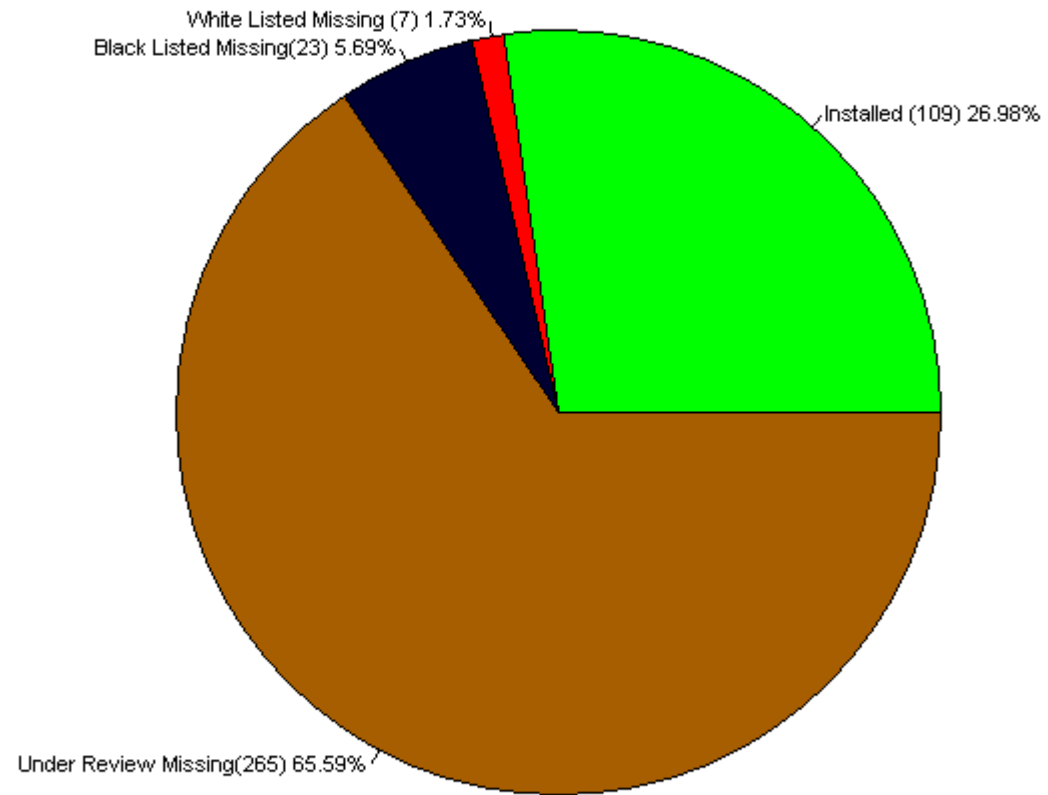
**Managed Services
Monthly Activity Report
October 2009**

Security Updates



Managed Services
Monthly Activity Report
October 2009

SECURITY UPDATES - OVERALL ANALYSIS OF SECURITY UPDATES



**Managed Services
Monthly Activity Report
October 2009**

**Managed Services
Monthly Activity Report
October 2009**

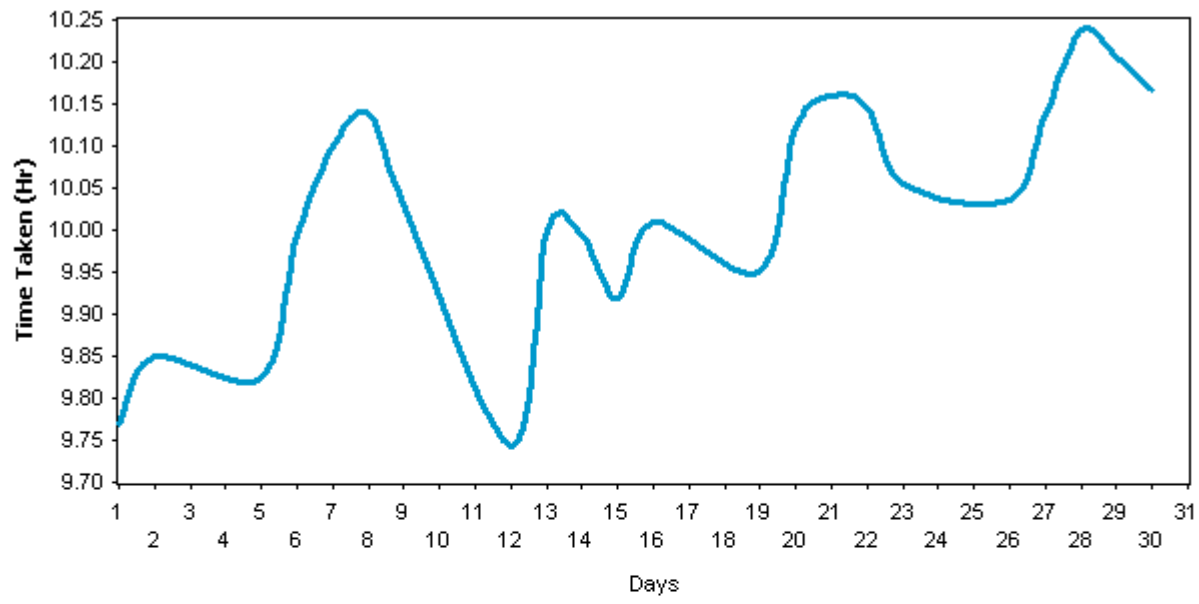
BACKUP MONITORING - BACKUP JOB ANALYSIS (Success / Failure)																																
Description																																
The complexity and volatility of backup operations make it difficult for companies to understand their true backup success rate, and more importantly, the recoverability of their data. As a result, companies are exposed to substantial business risk from lost data, leaving their IT departments scrambling to identify, troubleshoot and remedy sources of failure before the next backup window. The purpose of this report is to provide a concise document about the backup success, failures, root causes and performance.																																
<p align="center"> ■ Success ■ Failed ■ Cancelled </p>																																
Server Name: SERVER (IP Address: 10.0.1.9)																																
Job Name	Days																															
	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
Nightly Backup	■	■			■	■	■	■	■			■	■	■	■	■				■	■	■	■	■			■	■	■	■	■	

**Managed Services
Monthly Activity Report
October 2009**

BACKUP MONITORING - BACKUP JOB TIME ANALYSIS

Time Analysis graph for SERVER

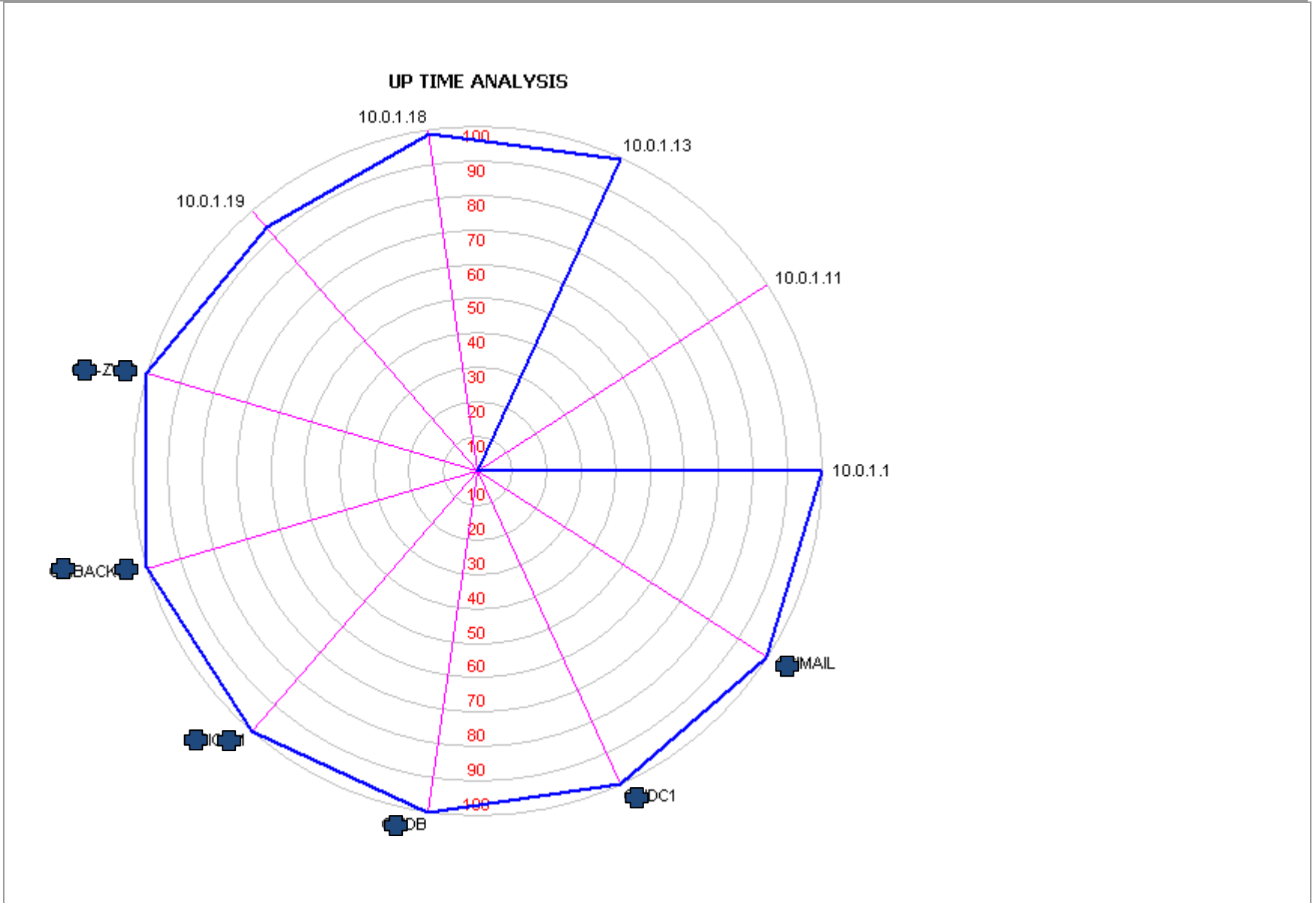
**Managed Services
Monthly Activity Report
October 2009**



— Nightly Backup

Managed Services
Monthly Activity Report
October 2009

CRITICAL SERVER/DEVICES AVAILABILITY OVERVIEW - UPTIME CHART



**Managed Services
Monthly Activity Report
October 2009**

AVAILABILITY		
Device Name	IP Address	Availability (%)
10.0.1.1 (PIX Firewall)	10.0.1.1	100.00
10.0.1.11 (Color LaserJet 2550)	10.0.1.11	0.00
10.0.1.13 (LaserJet 4250)	10.0.1.13	99.72
10.0.1.18 (Color LaserJet 2605)	10.0.1.18	98.81
10.0.1.19 (LaserJet 8000)	10.0.1.19	93.55
SERVER	10.0.1.29	100.00
SERVER	10.0.1.9	100.00
SERVER	10.0.1.2	100.00
SERVER	10.0.1.10	100.00
SERVER	10.0.1.8	100.00
SERVER	10.0.1.3	100.00

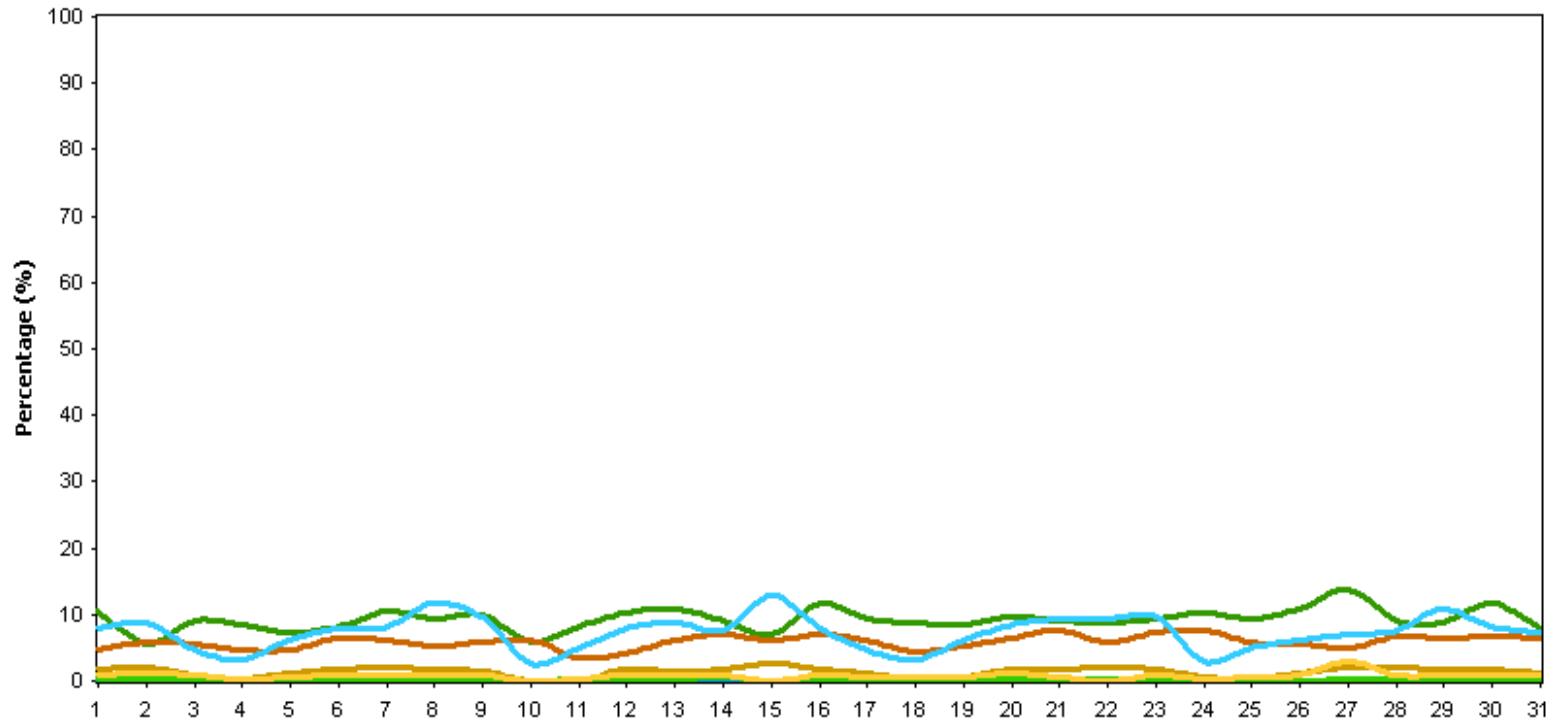
Managed Services
Monthly Activity Report
October 2009

SERVER MONITORING - CPU UTILIZATION ACROSS MONITORED SERVERS

Description

A server that's too busy may be unable to satisfactorily respond to client requests. That translates into unhappy users. The simplest measure of a system's busyness is monitoring and measuring processor time, which measures the total utilization of your processor by all running processes. Consistent processor utilization above 80% needs to be investigated.

CPU Utilization



Confidential Information

**Managed Services
Monthly Activity Report
October 2009**

CPU Utilization					
✔ Good ⚠ Warning ✖ Error					
Device Name	IP Address	Min (%)	Max (%)	Average (%)	
SERVER	10.0.1.29	0.50	71.90	9.25	✔
SERVER	10.0.1.9	0.00	12.70	1.39	✔
SERVER	10.0.1.2	1.00	20.30	5.88	✔
SERVER	10.0.1.10	1.70	48.20	7.31	✔
SERVER	10.0.1.8	0.00	7.40	0.21	✔
SERVER	10.0.1.3	0.00	15.26	0.78	✔

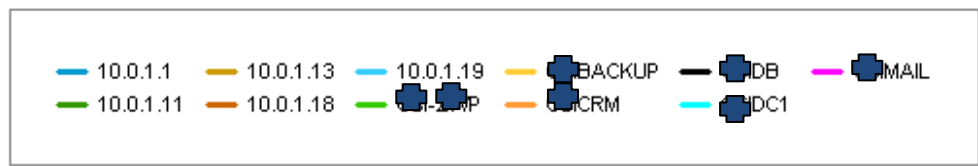
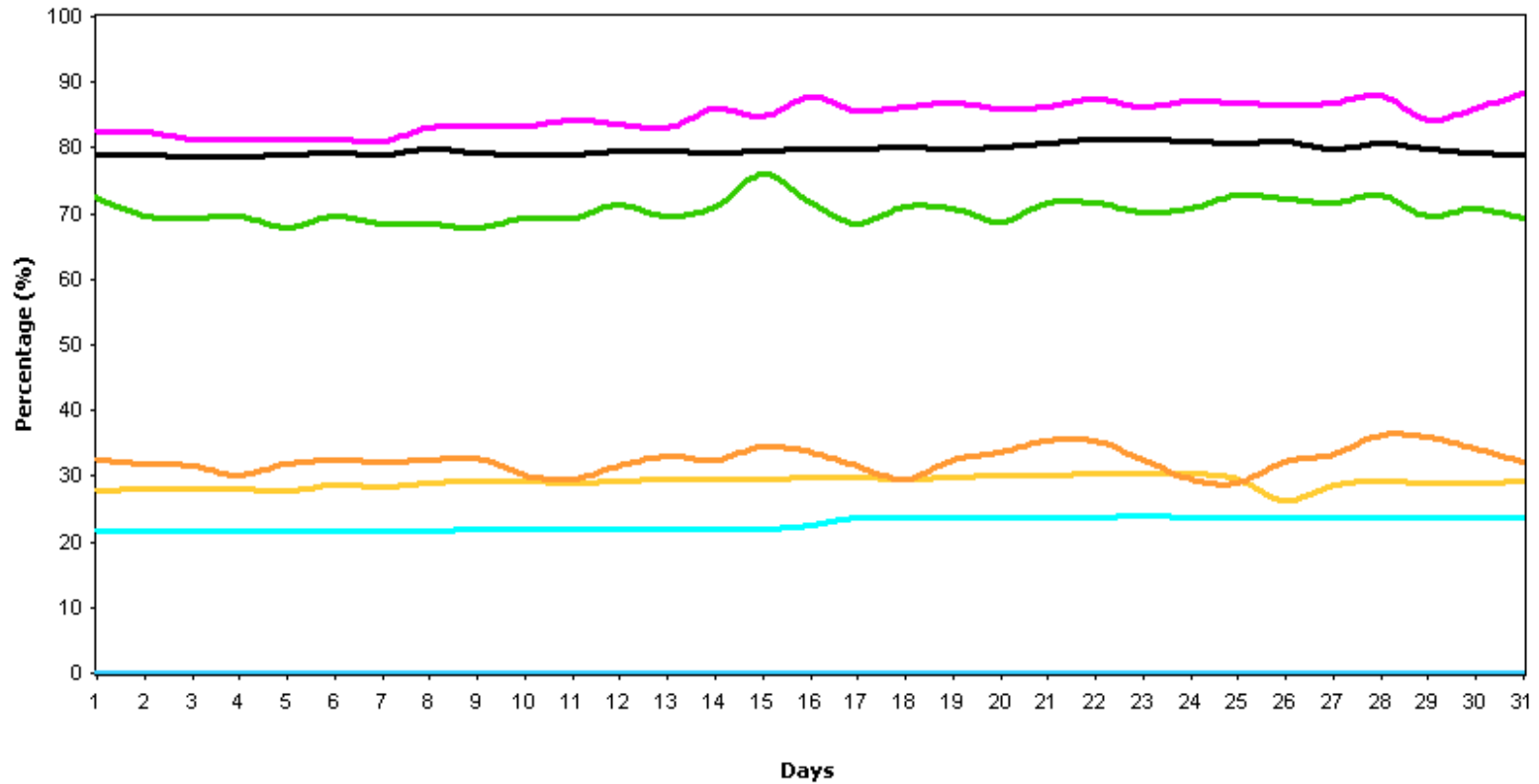
Managed Services
Monthly Activity Report
October 2009

SERVER MONITORING - MEMORY UTILIZATION ACROSS MONITORED SERVERS

Description

The utilization of memory can be a difficult resource to interpret. Some application such as Microsoft Exchange Server and Microsoft SQL Server will use as much physical memory as is available, so when viewing Memory Utilization on these devices, Page file (Swap) utilization is more indicative of issues. Overall, excessively high utilization of both physical memory and Swap indicates a need for memory upgrades in the servers.

Memory Utilization



Confidential Information

**Managed Services
Monthly Activity Report
October 2009**

Memory Utilization					
✔ Good ⚠ Warning ✖ Error					
Device Name	IP Address	Min (%)	Max (%)	Average (%)	
SERVER	10.0.1.29	50.57	83.97	70.46	✔✔
SERVER	10.0.1.2	26.94	39.46	32.46	✔✔
SERVER	10.0.1.10	77.86	82.62	79.71	✔✔
SERVER	10.0.1.3	66.25	92.30	84.78	✔✔
SERVER	10.0.1.9	24.36	30.68	29.10	✔✔
SERVER	10.0.1.8	21.12	24.27	22.74	✔✔

**Managed Services
Monthly Activity Report
October 2009**

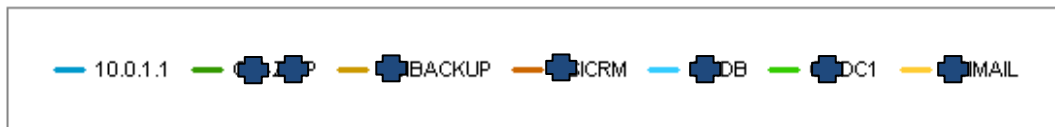
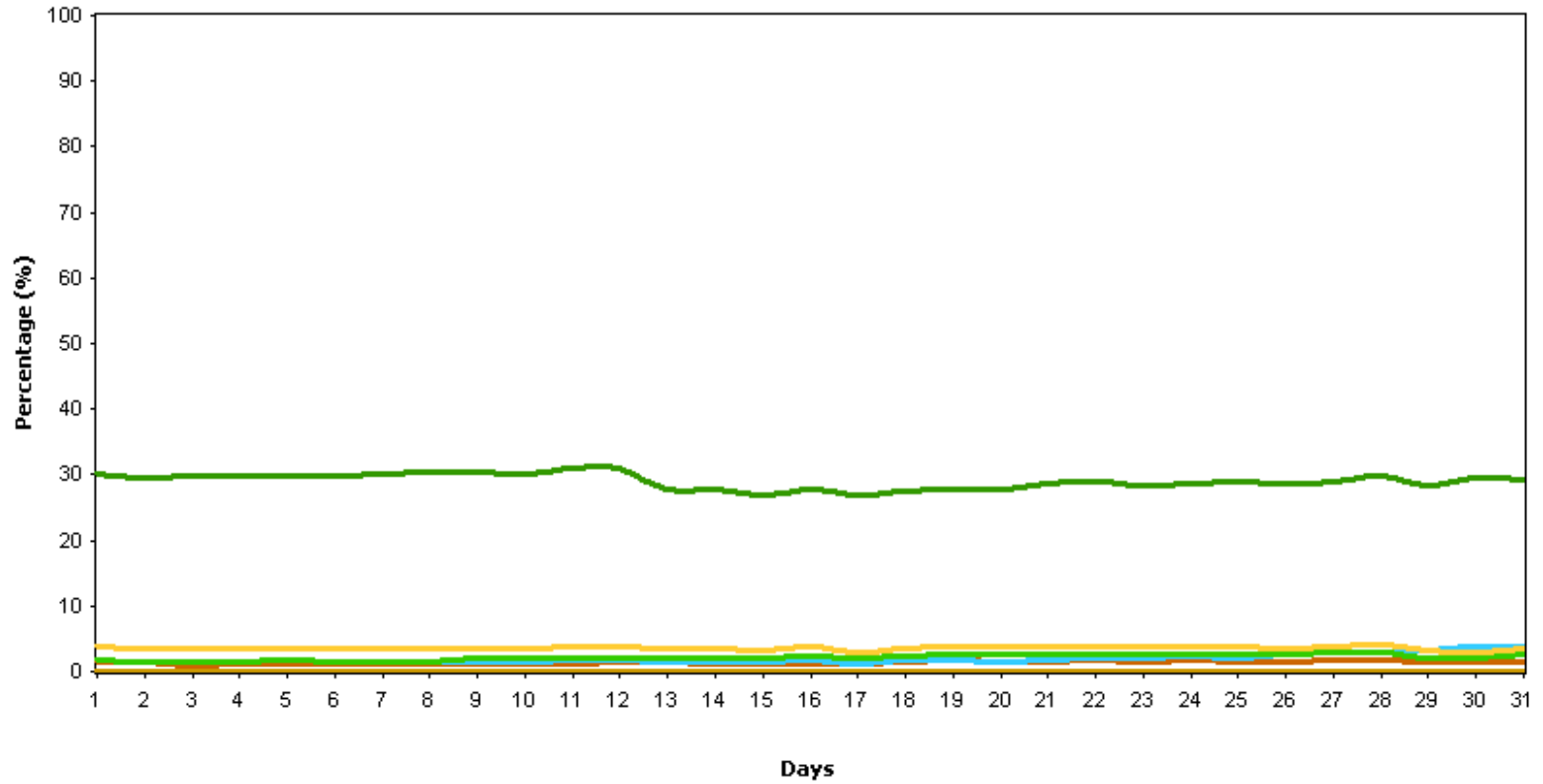
SERVER MONITORING - PAGE FILE (SWAP) UTILIZATION ACROSS MONITORED SERVERS

Description

Virtual memory / paging is a system where computer code and data can be swapped to and from a file on the hard drive. This allows the operating system to use more memory than what is available in physical memory. Unused 'pages' of computer memory can be swapped to the page file (or swap file), and then Windows can allocate the memory that was swapped to other programs. Windows makes efficient use of virtual memory. For example, if a program is sitting in the background in an idle state, Windows will automatically move the program's unused code and data memory pages to the page file. Then, when the program becomes active again, Windows loads the code and data back. Paging frees up physical memory on the system and lets more processes execute. When a process needs code or data that was swapped to the hard disk, the system puts that code or data back into physical memory and transfers other information to the hard disk if necessary. Too much page swapping will induce load on the disk I/O as transferring data from disk to RAM is expensive.





**Managed Services
Monthly Activity Report
October 2009**

Page File (Swap) Utilization



Page File (Swap) Utilization					
✔ Good ⚠ Warning ✘ Error					
Device Name	IP Address	Min (%)	Max (%)	Average (%)	
SERVER	10.0.1.29	25.00	37.80	29.05	✔✔
SERVER	10.0.1.9	0.00	0.00	0.00	✔✔

**Managed Services
Monthly Activity Report
October 2009**

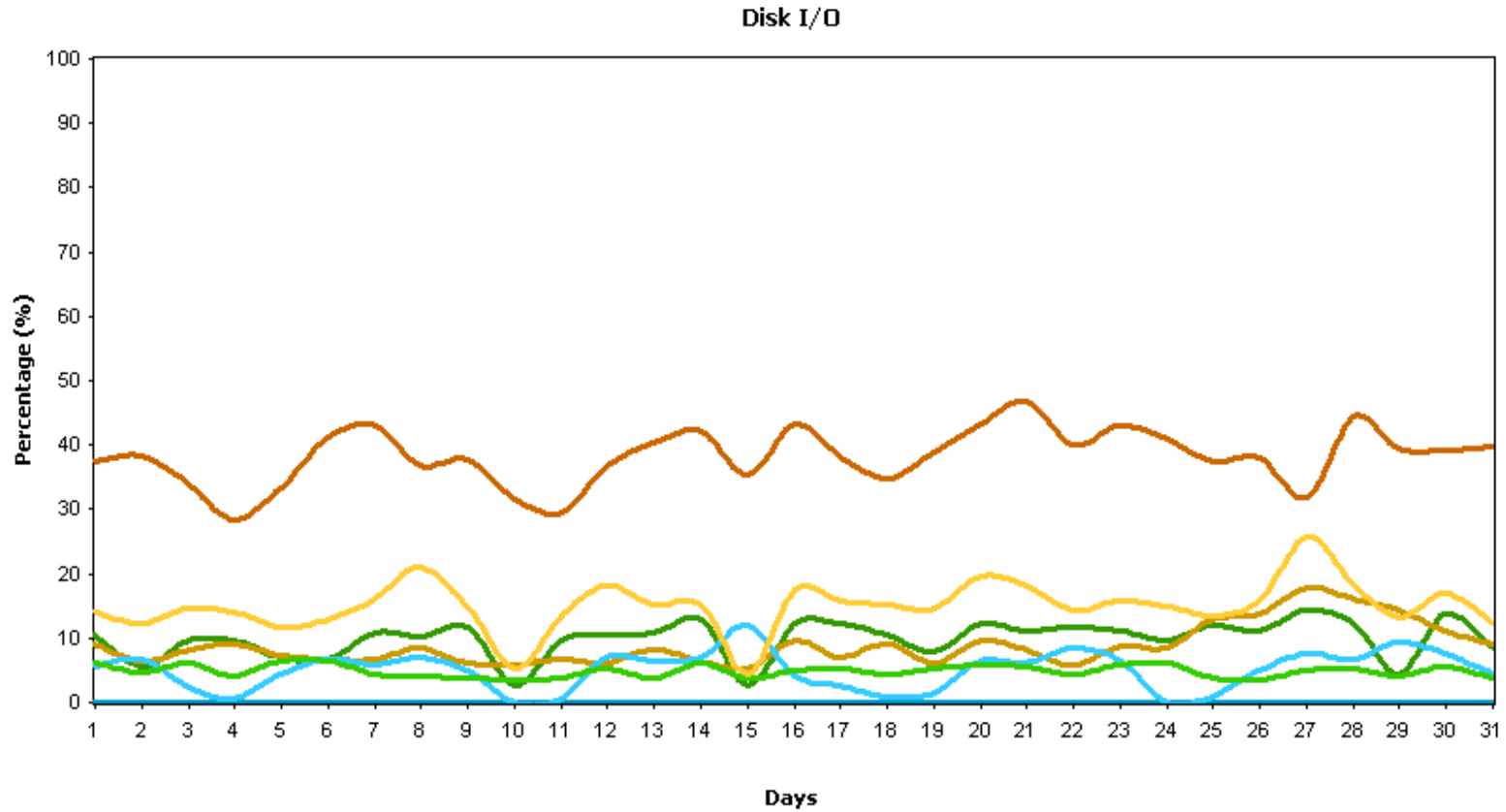
SERVER	10.0.1.2	1.00	2.00	1.37	
SERVER	10.0.1.10	1.00	4.00	1.94	
SERVER	10.0.1.8	1.00	3.00	2.17	
SERVER	10.0.1.3	3.00	4.00	3.56	

Managed Services
Monthly Activity Report
October 2009

SERVER MONITORING - DISK I/O ACROSS MONITORED SERVERS

Description

Monitoring Disk I/O shows you what percentage of the time the hard disk is busy. An average value of 90% or above indicates that the hard disk can't keep up with the demand. This could be due to a hard disk that is too slow, or it could be caused by excessive paging.



**Managed Services
Monthly Activity Report
October 2009**

Disk I/O					
✔ Good ⚠ Warning ✖ Error					
Device Name	IP Address	Min (%)	Max (%)	Average (%)	
SERVER	10.0.1.29	0.00	98.50	9.89	✔✔
SERVER	10.0.1.9	1.30	59.40	8.83	✔✔
SERVER	10.0.1.2	14.55	98.00	38.25	✔✔
SERVER	10.0.1.10	0.00	73.10	5.03	✔✔
SERVER	10.0.1.8	1.13	41.50	4.88	✔✔
SERVER	10.0.1.3	0.70	100.00	15.01	✔✔

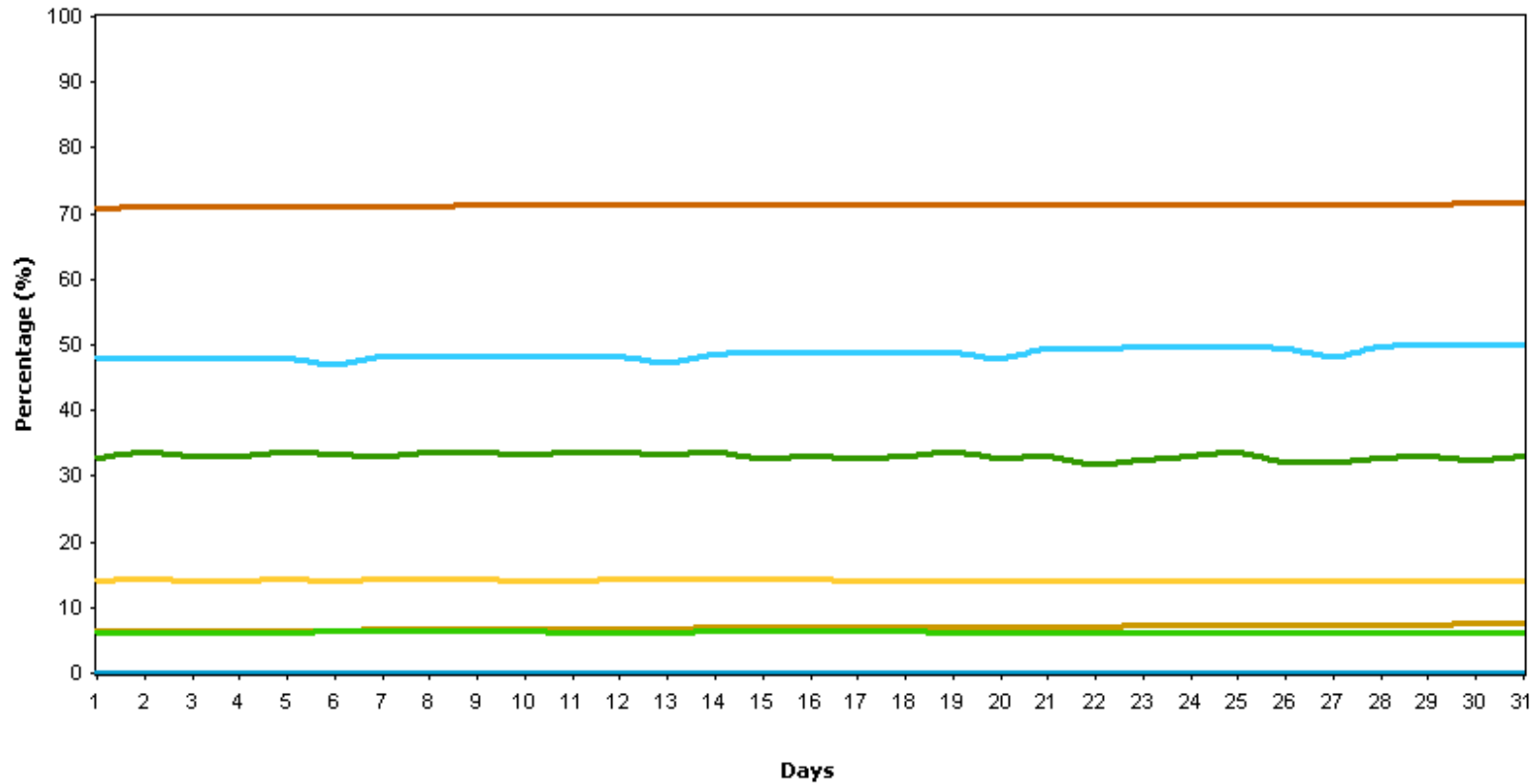
Managed Services
Monthly Activity Report
October 2009

SERVER MONITORING - DISK USAGE ACROSS MONITORED SERVERS

Description

Low free space means upcoming problems, like the inability to receive mail (for mail servers) or the inability to store new files (for file servers). Shortage on disk space does not (necessarily) come in an instant. Typically, free space decreases by a little every day. The consolidated disk usage graph gives a snapshot of space utilization across all servers for the monitored time frame.

Disk Usage



Confidential Information

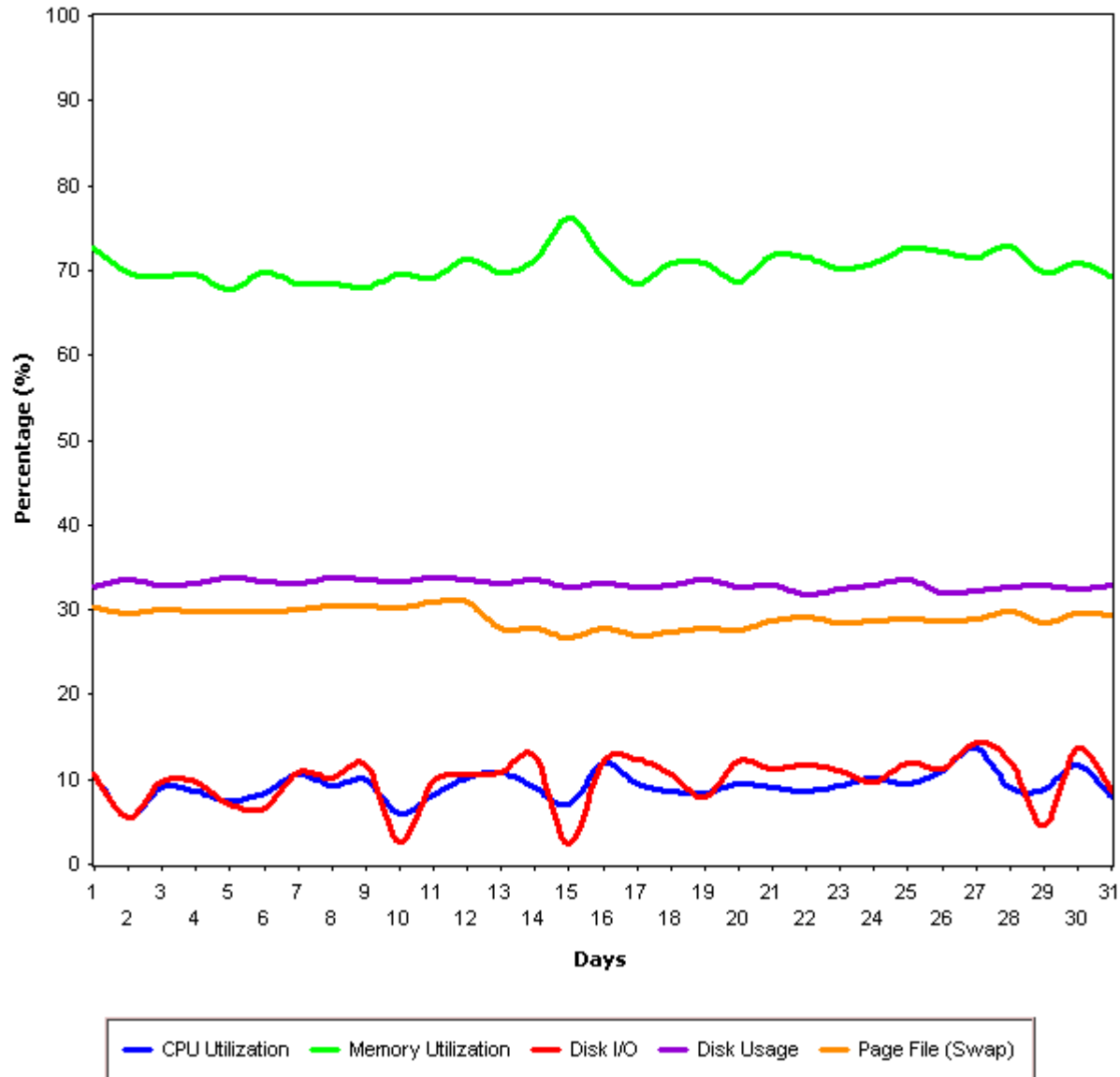
**Managed Services
Monthly Activity Report
October 2009**

Disk Usage					
✔ Good ⚠ Warning ✖ Error					
Device Name	IP Address	Min (%)	Max (%)	Average (%)	
SERVER	10.0.1.29	30.97	34.88	33.02	✔✔
SERVER	10.0.1.2	70.79	72.12	71.34	✔✔
SERVER	10.0.1.10	46.62	50.00	48.70	✔✔
SERVER	10.0.1.3	14.12	14.58	14.17	✔✔
SERVER	10.0.1.9	6.27	7.54	6.93	✔✔
SERVER	10.0.1.8	6.21	6.54	6.27	✔✔

Managed Services
Monthly Activity Report
October 2009

PERFORMANCE ANALYSIS OF INDIVIDUAL SERVERS

Performance Monitoring for [REDACTED]



Confidential Information

**Managed Services
Monthly Activity Report
October 2009**

Resource Name : SERVER					
Day/Category	CPU Utilization (%)	Memory Utilization (%)	Disk I/O (%)	Disk Usage (%)	Page File (Swap) Utilization (%)
Oct - 1	10.66	72.54	10.62	32.71	30.24
Oct - 2	5.57	69.65	5.42	33.66	29.66
Oct - 3	9.01	69.38	9.73	32.94	29.92
Oct - 4	8.58	69.55	9.70	33.03	29.74
Oct - 5	7.42	67.79	7.14	33.74	29.90
Oct - 6	8.28	69.65	6.59	33.37	29.70
Oct - 7	10.60	68.34	10.89	33.11	30.07
Oct - 8	9.29	68.42	10.18	33.70	30.39
Oct - 9	9.88	67.98	11.70	33.54	30.48
Oct - 10	5.95	69.43	2.55	33.23	30.20
Oct - 11	8.15	69.19	9.78	33.77	30.85
Oct - 12	10.09	71.22	10.59	33.59	30.97
Oct - 13	10.75	69.72	10.72	33.19	27.79
Oct - 14	9.08	71.13	12.75	33.49	27.84
Oct - 15	6.98	76.16	2.50	32.65	26.77
Oct - 16	11.84	71.60	12.20	33.09	27.72
Oct - 17	9.43	68.49	12.41	32.61	26.91
Oct - 18	8.67	70.97	10.56	32.95	27.42
Oct - 19	8.41	70.85	8.01	33.53	27.82
Oct - 20	9.51	68.75	12.22	32.66	27.66
Oct - 21	8.95	71.75	11.19	32.95	28.65
Oct - 22	8.67	71.52	11.80	31.76	29.03
Oct - 23	9.24	70.25	11.07	32.56	28.49
Oct - 24	10.13	70.79	9.72	32.93	28.60
Oct - 25	9.43	72.72	11.93	33.50	28.88
Oct - 26	10.95	72.29	11.15	32.07	28.67
Oct - 27	13.75	71.55	14.32	32.25	28.90
Oct - 28	8.98	72.78	12.20	32.75	29.90

Confidential Information

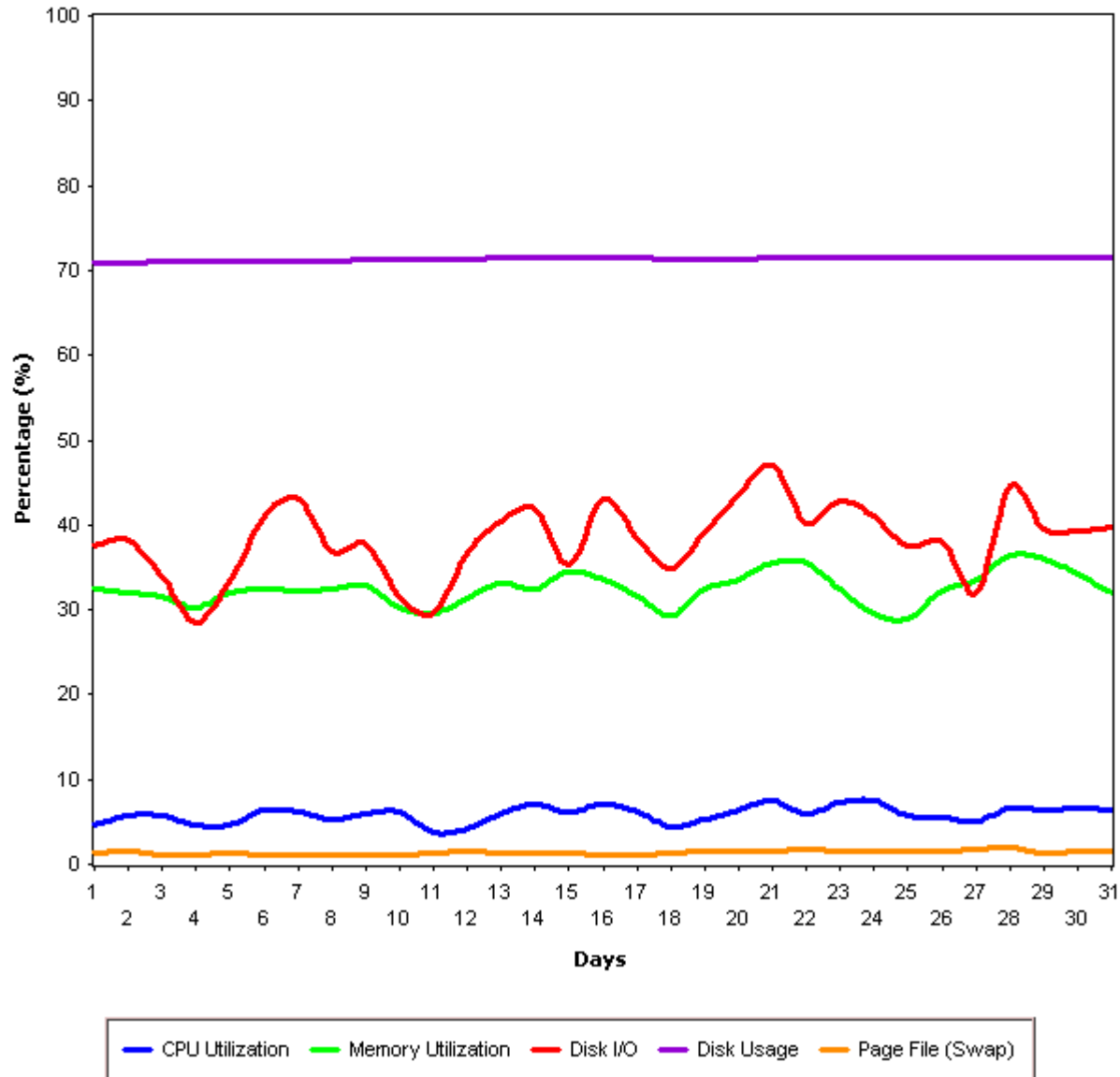
**Managed Services
Monthly Activity Report
October 2009**

Oct - 29	8.87	69.66	4.53	32.95	28.46
Oct - 30	11.73	70.80	13.72	32.38	29.52
Oct - 31	8.02	69.33	8.56	32.95	29.31

Managed Services
Monthly Activity Report
October 2009

PERFORMANCE ANALYSIS OF INDIVIDUAL SERVERS

Performance Monitoring for [REDACTED]



Confidential Information

**Managed Services
Monthly Activity Report
October 2009**

Resource Name : SERVER					
Day/Category	CPU Utilization (%)	Memory Utilization (%)	Disk I/O (%)	Disk Usage (%)	Page File (Swap) Utilization (%)
Oct - 1	4.69	32.40	37.47	70.89	1.42
Oct - 2	5.84	31.96	38.24	70.92	1.50
Oct - 3	5.67	31.50	34.01	70.98	1.01
Oct - 4	4.62	30.21	28.43	70.98	1.09
Oct - 5	4.55	32.01	33.31	71.04	1.23
Oct - 6	6.31	32.38	41.16	71.10	1.04
Oct - 7	6.18	32.21	43.03	71.15	1.04
Oct - 8	5.31	32.45	36.76	71.19	1.09
Oct - 9	5.87	32.88	37.70	71.37	1.04
Oct - 10	6.16	30.23	31.46	71.40	1.08
Oct - 11	3.65	29.60	29.56	71.38	1.23
Oct - 12	4.21	31.44	36.64	71.37	1.47
Oct - 13	6.05	33.05	40.39	71.43	1.38
Oct - 14	6.98	32.44	41.97	71.47	1.26
Oct - 15	6.22	34.54	35.25	71.46	1.28
Oct - 16	7.05	33.58	43.14	71.47	1.20
Oct - 17	6.18	31.60	38.42	71.45	1.09
Oct - 18	4.51	29.39	34.79	71.41	1.32
Oct - 19	5.32	32.50	39.01	71.38	1.64
Oct - 20	6.41	33.56	43.41	71.40	1.45
Oct - 21	7.56	35.44	46.91	71.42	1.59
Oct - 22	5.92	35.46	40.20	71.44	1.67
Oct - 23	7.36	32.36	42.86	71.47	1.46
Oct - 24	7.56	29.66	40.98	71.45	1.61
Oct - 25	5.75	29.02	37.57	71.43	1.59
Oct - 26	5.44	32.19	37.95	71.44	1.57
Oct - 27	4.97	33.47	32.01	71.47	1.87
Oct - 28	6.61	36.35	44.58	71.48	1.90

Confidential Information

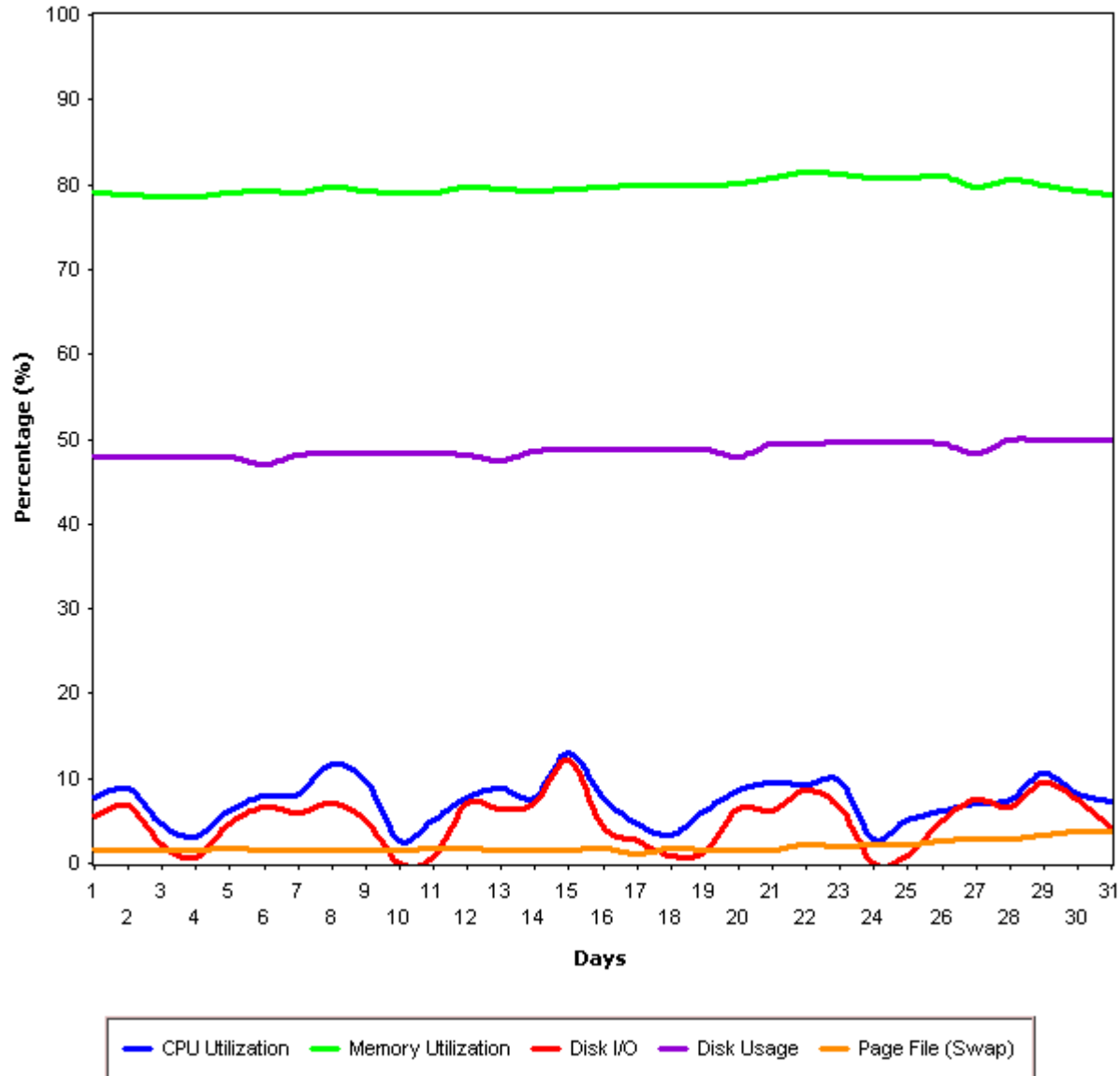
**Managed Services
Monthly Activity Report
October 2009**

Oct - 29	6.51	35.96	39.45	71.48	1.39
Oct - 30	6.62	34.31	39.30	71.56	1.45
Oct - 31	6.33	32.08	39.84	71.57	1.58

Managed Services
Monthly Activity Report
October 2009

PERFORMANCE ANALYSIS OF INDIVIDUAL SERVERS

Performance Monitoring for [REDACTED]



Confidential Information

**Managed Services
Monthly Activity Report
October 2009**

Resource Name : SERVER					
Day/Category	CPU Utilization (%)	Memory Utilization (%)	Disk I/O (%)	Disk Usage (%)	Page File (Swap) Utilization (%)
Oct - 1	7.79	79.00	5.52	47.94	1.61
Oct - 2	8.76	78.86	6.75	47.98	1.49
Oct - 3	4.62	78.66	2.30	48.00	1.47
Oct - 4	3.18	78.53	0.72	48.01	1.49
Oct - 5	6.24	79.04	4.53	47.88	1.74
Oct - 6	7.90	79.15	6.69	46.97	1.47
Oct - 7	8.22	79.01	5.93	48.20	1.44
Oct - 8	11.68	79.72	7.09	48.26	1.47
Oct - 9	9.79	79.25	5.01	48.31	1.44
Oct - 10	2.61	79.03	0.02	48.36	1.56
Oct - 11	5.03	78.99	0.64	48.38	1.74
Oct - 12	7.81	79.64	7.06	48.23	1.73
Oct - 13	8.80	79.39	6.38	47.39	1.58
Oct - 14	7.62	79.17	7.01	48.63	1.59
Oct - 15	12.96	79.45	12.11	48.72	1.46
Oct - 16	7.80	79.73	4.17	48.77	1.75
Oct - 17	4.68	79.92	2.63	48.79	1.12
Oct - 18	3.22	79.98	0.96	48.80	1.67
Oct - 19	6.13	79.94	1.36	48.80	1.63
Oct - 20	8.56	80.15	6.32	47.94	1.60
Oct - 21	9.49	80.72	6.15	49.44	1.64
Oct - 22	9.28	81.40	8.52	49.54	2.10
Oct - 23	9.79	81.30	6.56	49.62	1.93
Oct - 24	2.83	80.86	0.08	49.63	2.31
Oct - 25	5.07	80.80	0.82	49.65	2.12
Oct - 26	6.18	80.95	5.04	49.51	2.60
Oct - 27	6.97	79.76	7.61	48.34	2.87
Oct - 28	7.49	80.61	6.62	49.83	2.98

Confidential Information

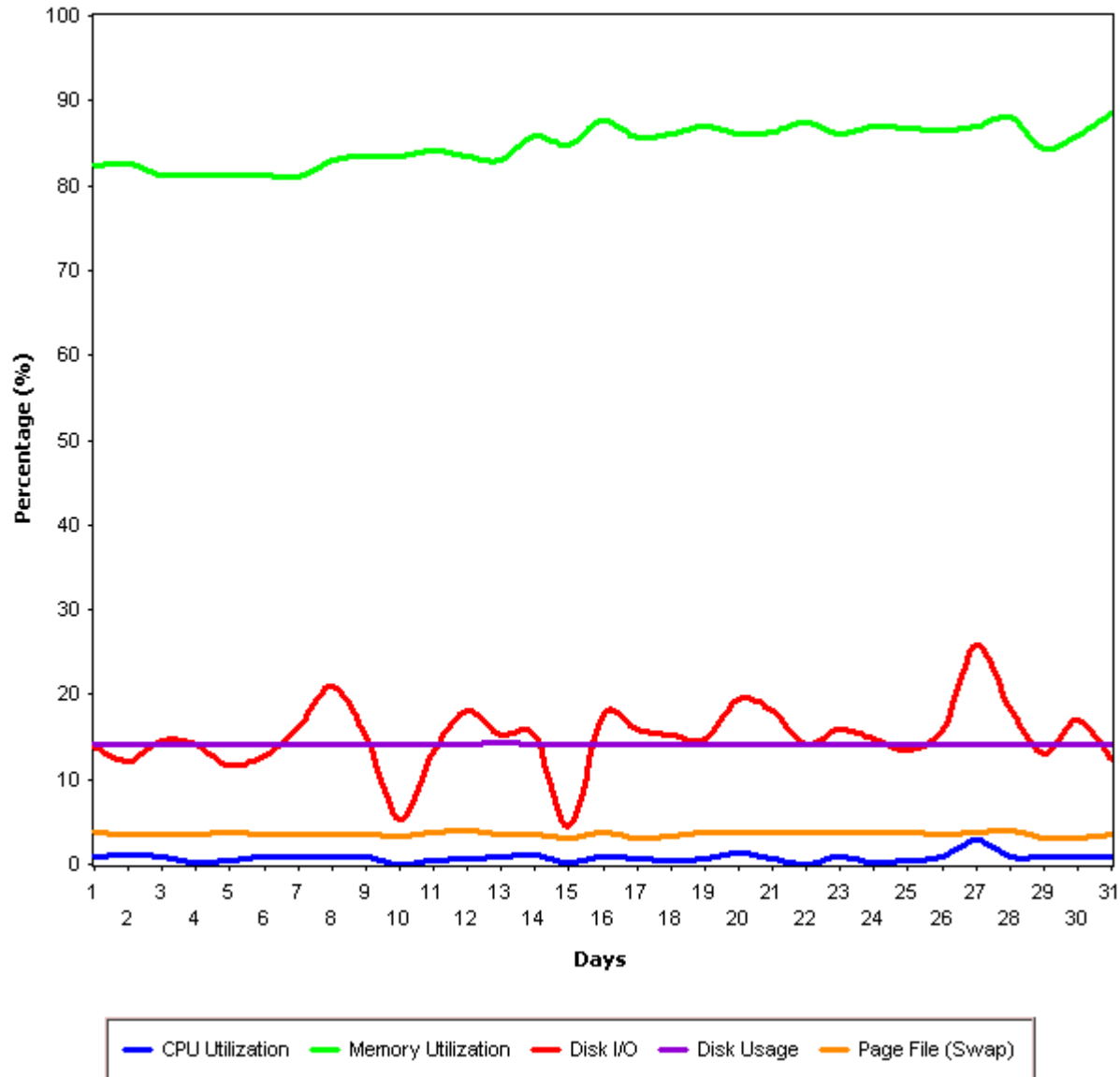
**Managed Services
Monthly Activity Report
October 2009**

Oct - 29	10.69	79.81	9.45	49.88	3.24
Oct - 30	8.19	79.18	7.51	49.92	3.70
Oct - 31	7.27	78.86	4.26	49.94	3.70

Managed Services
Monthly Activity Report
October 2009

PERFORMANCE ANALYSIS OF INDIVIDUAL SERVERS

Performance Monitoring for **CCIMATH**



Confidential Information

**Managed Services
Monthly Activity Report
October 2009**

Resource Name : SERVER					
Day/Category	CPU Utilization (%)	Memory Utilization (%)	Disk I/O (%)	Disk Usage (%)	Page File (Swap) Utilization (%)
Oct - 1	0.84	82.38	13.92	14.18	3.72
Oct - 2	1.06	82.50	12.14	14.20	3.56
Oct - 3	0.87	81.18	14.51	14.16	3.53
Oct - 4	0.32	81.26	14.14	14.17	3.55
Oct - 5	0.45	81.15	11.67	14.21	3.65
Oct - 6	0.84	81.15	12.85	14.18	3.52
Oct - 7	0.90	81.04	16.05	14.19	3.51
Oct - 8	0.91	83.05	21.02	14.19	3.48
Oct - 9	0.93	83.46	15.04	14.20	3.52
Oct - 10	0.05	83.36	5.23	14.17	3.37
Oct - 11	0.36	84.10	13.35	14.17	3.67
Oct - 12	0.75	83.49	18.20	14.20	3.88
Oct - 13	0.86	83.00	15.22	14.28	3.52
Oct - 14	1.00	85.90	15.31	14.20	3.55
Oct - 15	0.12	84.81	4.51	14.21	3.18
Oct - 16	0.91	87.74	17.64	14.19	3.78
Oct - 17	0.57	85.61	15.89	14.16	3.05
Oct - 18	0.51	86.18	15.30	14.15	3.41
Oct - 19	0.67	86.87	14.76	14.16	3.72
Oct - 20	1.30	86.08	19.46	14.17	3.66
Oct - 21	0.66	86.30	18.17	14.16	3.67
Oct - 22	0.11	87.51	14.23	14.15	3.68
Oct - 23	0.78	86.20	15.92	14.15	3.68
Oct - 24	0.30	87.00	14.89	14.13	3.70
Oct - 25	0.44	86.84	13.36	14.14	3.67
Oct - 26	0.89	86.56	15.87	14.17	3.64
Oct - 27	2.97	86.90	25.87	14.16	3.75
Oct - 28	0.89	88.04	18.40	14.16	3.98

Confidential Information

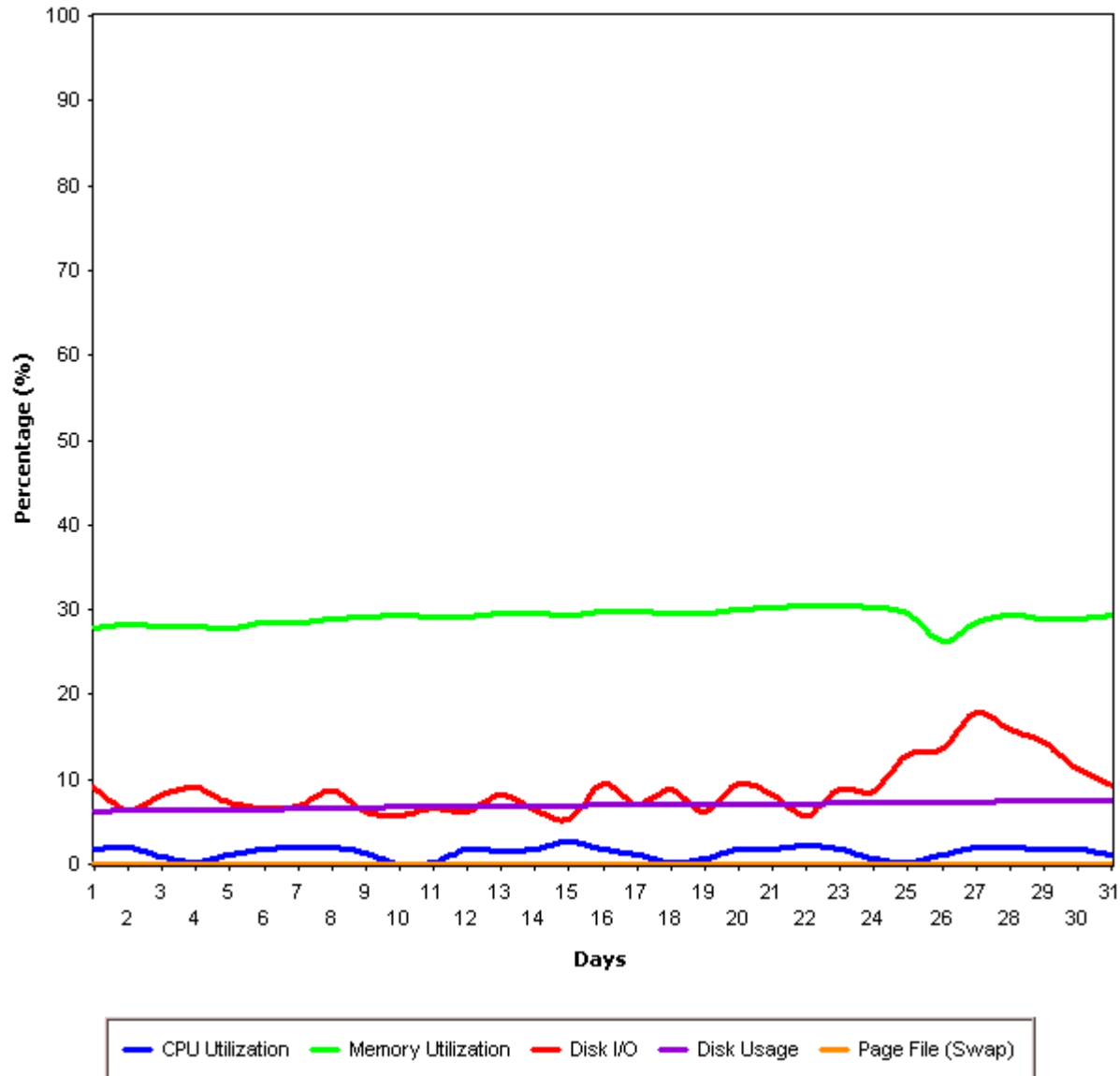
**Managed Services
Monthly Activity Report
October 2009**

Oct - 29	0.90	84.24	13.10	14.16	3.09
Oct - 30	0.98	85.98	16.89	14.16	3.05
Oct - 31	0.91	88.44	12.29	14.13	3.63

Managed Services
Monthly Activity Report
October 2009

PERFORMANCE ANALYSIS OF INDIVIDUAL SERVERS

Performance Monitoring for [REDACTED] UP



Confidential Information

**Managed Services
Monthly Activity Report
October 2009**

Resource Name : SERVER					
Day/Category	CPU Utilization (%)	Memory Utilization (%)	Disk I/O (%)	Disk Usage (%)	Page File (Swap) Utilization (%)
Oct - 1	1.74	27.84	9.13	6.29	0.00
Oct - 2	1.96	28.16	6.47	6.33	0.00
Oct - 3	0.87	28.12	8.15	6.38	0.00
Oct - 4	0.18	27.98	8.99	6.40	0.00
Oct - 5	1.06	27.91	7.18	6.44	0.00
Oct - 6	1.80	28.55	6.62	6.47	0.00
Oct - 7	2.08	28.49	6.79	6.59	0.00
Oct - 8	1.89	28.90	8.61	6.66	0.00
Oct - 9	1.37	29.10	6.24	6.69	0.00
Oct - 10	0.08	29.36	5.77	6.74	0.00
Oct - 11	0.13	29.03	6.70	6.76	0.00
Oct - 12	1.87	29.11	6.20	6.80	0.00
Oct - 13	1.60	29.51	8.07	6.84	0.00
Oct - 14	1.82	29.50	6.38	6.88	0.00
Oct - 15	2.74	29.46	5.23	6.93	0.00
Oct - 16	1.80	29.89	9.58	6.98	0.00
Oct - 17	1.18	29.80	7.02	7.02	0.00
Oct - 18	0.18	29.66	8.93	7.04	0.00
Oct - 19	0.62	29.68	6.11	7.07	0.00
Oct - 20	1.76	30.10	9.52	7.10	0.00
Oct - 21	1.82	30.20	8.13	7.13	0.00
Oct - 22	2.18	30.41	5.73	7.16	0.00
Oct - 23	1.85	30.45	8.79	7.20	0.00
Oct - 24	0.62	30.27	8.51	7.24	0.00
Oct - 25	0.25	29.57	12.72	7.27	0.00
Oct - 26	1.03	26.32	13.70	7.32	0.00
Oct - 27	1.99	28.52	17.91	7.34	0.00
Oct - 28	2.00	29.25	16.00	7.40	0.00

Confidential Information

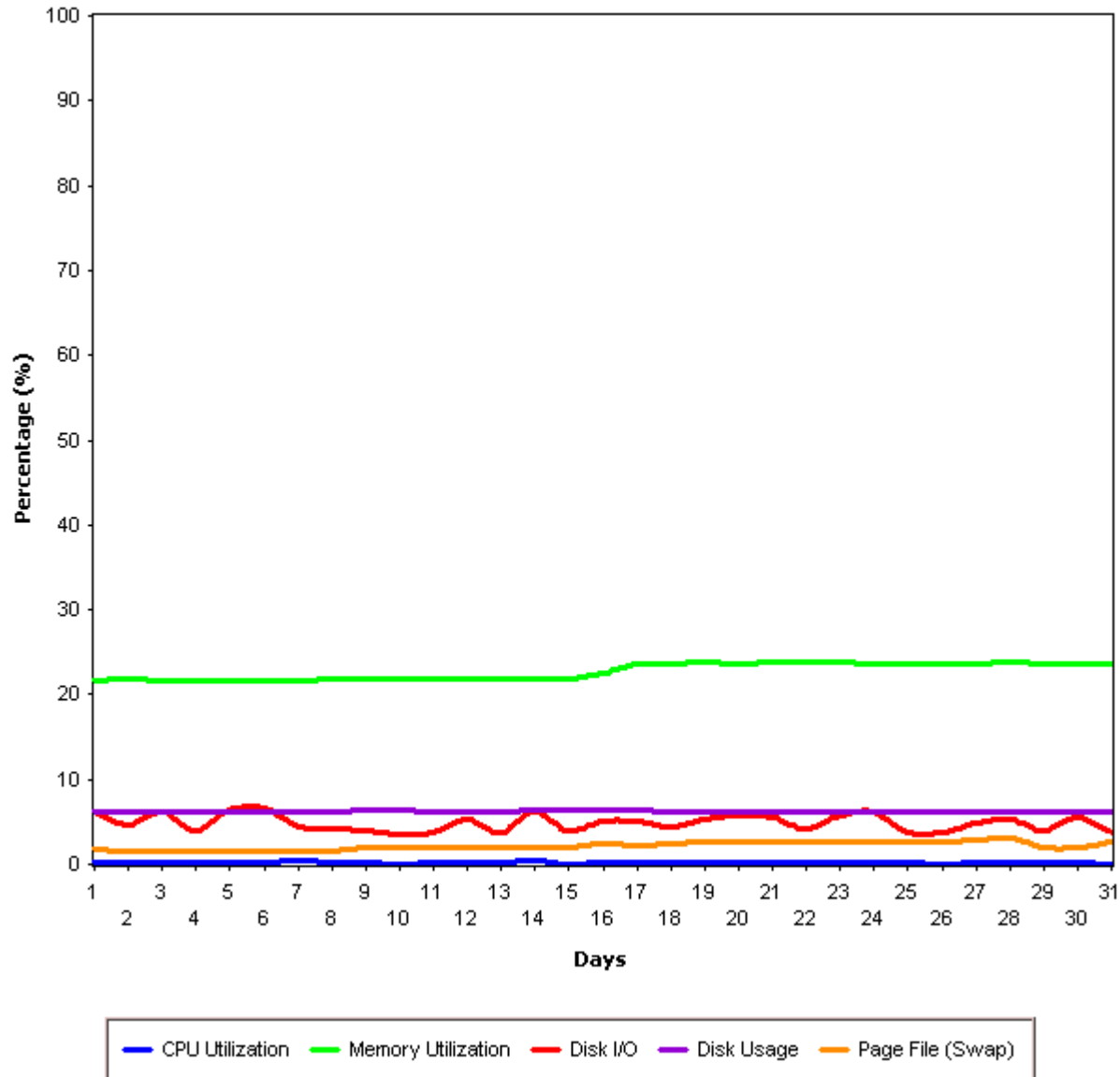
**Managed Services
Monthly Activity Report
October 2009**

Oct - 29	1.81	28.81	14.30	7.42	0.00
Oct - 30	1.82	29.02	11.18	7.46	0.00
Oct - 31	1.04	29.25	9.20	7.49	0.00

Managed Services
Monthly Activity Report
October 2009

PERFORMANCE ANALYSIS OF INDIVIDUAL SERVERS

Performance Monitoring for [REDACTED]



Confidential Information

**Managed Services
Monthly Activity Report
October 2009**

Resource Name : SERVER					
Day/Category	CPU Utilization (%)	Memory Utilization (%)	Disk I/O (%)	Disk Usage (%)	Page File (Swap) Utilization (%)
Oct - 1	0.32	21.67	6.08	6.27	1.66
Oct - 2	0.18	21.75	4.64	6.27	1.56
Oct - 3	0.22	21.56	6.14	6.28	1.51
Oct - 4	0.12	21.57	4.03	6.28	1.53
Oct - 5	0.15	21.71	6.32	6.28	1.64
Oct - 6	0.15	21.64	6.55	6.29	1.51
Oct - 7	0.37	21.67	4.52	6.29	1.49
Oct - 8	0.25	21.77	4.16	6.29	1.56
Oct - 9	0.25	21.84	3.90	6.30	2.00
Oct - 10	0.05	21.91	3.53	6.30	2.00
Oct - 11	0.15	21.95	3.73	6.28	2.00
Oct - 12	0.31	21.85	5.28	6.28	2.00
Oct - 13	0.16	21.89	3.84	6.28	2.04
Oct - 14	0.46	21.89	6.13	6.30	2.00
Oct - 15	0.02	21.95	3.87	6.30	2.00
Oct - 16	0.24	22.59	5.09	6.31	2.34
Oct - 17	0.31	23.55	5.14	6.34	2.17
Oct - 18	0.12	23.67	4.40	6.29	2.42
Oct - 19	0.19	23.77	5.31	6.28	2.69
Oct - 20	0.30	23.68	5.77	6.27	2.66
Oct - 21	0.30	23.81	5.55	6.25	2.66
Oct - 22	0.18	23.77	4.27	6.25	2.68
Oct - 23	0.24	23.84	5.78	6.24	2.64
Oct - 24	0.22	23.73	6.27	6.24	2.65
Oct - 25	0.12	23.70	3.82	6.23	2.65
Oct - 26	0.10	23.73	3.65	6.23	2.65
Oct - 27	0.28	23.62	4.90	6.23	2.85
Oct - 28	0.24	23.80	5.31	6.24	2.99

**Managed Services
Monthly Activity Report
October 2009**

Oct - 29	0.18	23.70	4.03	6.24	2.09
Oct - 30	0.24	23.68	5.54	6.25	2.03
Oct - 31	0.11	23.68	3.67	6.25	2.62

**Managed Services
Monthly Activity Report
October 2009**

SNMP DEVICE TREND ANALYSIS	
Device Name	10.0.1.13 (LaserJet 4250)
Device Description	LJ4250 (HP ETHERNET MULTI-ENVIRONMENT,ROM none,JETDIRECT,JD128,EEPROM V.28.47,CIDATE 11/17/2004)
Interface Number	1
Interface Description	HP ETHERNET MULTI-ENVIRONMENT,ROM NONE,JETDIRECT,JD128,EEPROM V.28.47

**Managed Services
Monthly Activity Report
October 2009**

10.0.1.13 (Interface Number: 1)



1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

Days

**Managed Services
Monthly Activity Report
October 2009**

Day	Input Utilization	Output Utilization
Oct - 1	0	0
Oct - 2	0	0
Oct - 3	0	0
Oct - 4	0	0
Oct - 5	0	0
Oct - 6	0	0
Oct - 7	0	0
Oct - 8	0	0
Oct - 9	0	0
Oct - 10	0	0
Oct - 11	0	0
Oct - 12	0	0
Oct - 13	0	0
Oct - 14	0	0
Oct - 15	0	0
Oct - 16	0	0
Oct - 17	0	0
Oct - 18	0	0
Oct - 19	0	0
Oct - 20	0	0
Oct - 21	0	0
Oct - 22	0	0
Oct - 23	0	0
Oct - 24	0	0
Oct - 25	0	0
Oct - 26	0	0

Confidential Information

**Managed Services
Monthly Activity Report
October 2009**

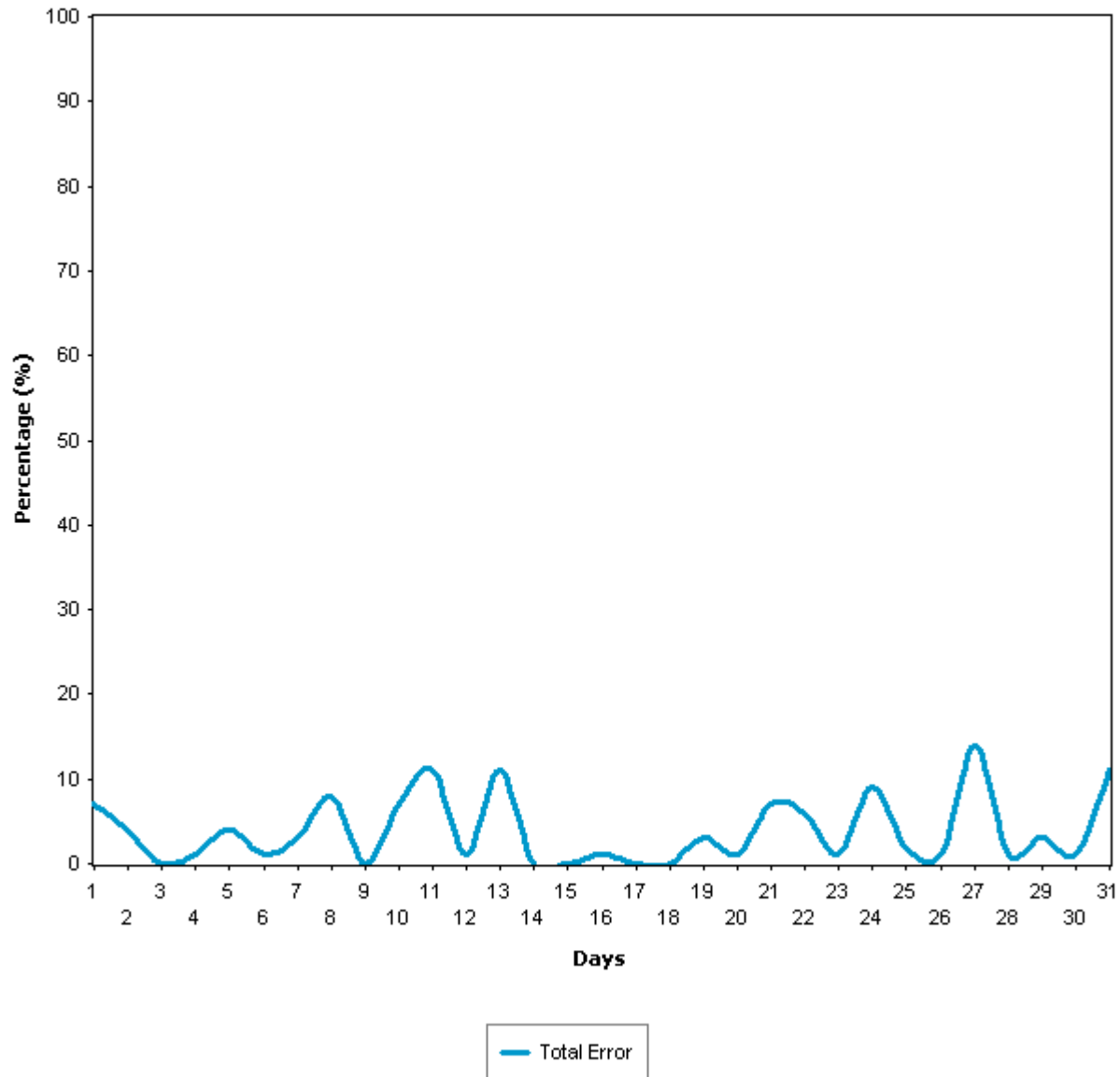
Oct - 27	0	0
Oct - 28	0	0
Oct - 29	0	0
Oct - 30	0	0
Oct - 31	0	0

**Managed Services
Monthly Activity Report
October 2009**

SNMP DEVICE TREND ANALYSIS	
Device Name	10.0.1.13 (LaserJet 4250)
Device Description	LJ4250 (HP ETHERNET MULTI-ENVIRONMENT,ROM none,JETDIRECT,JD128,EEPROM V.28.47,CIDATE 11/17/2004)
Interface Number	2
Interface Description	HP ETHERNET MULTI-ENVIRONMENT,ROM NONE,JETDIRECT,JD128,EEPROM V.28.47

Managed Services
Monthly Activity Report
October 2009

10.0.1.13 (Interface Number: 2)



**Managed Services
Monthly Activity Report
October 2009**

Day	Input Utilization	Output Utilization
Oct - 1	8	0
Oct - 2	8	0
Oct - 3	10	0
Oct - 4	7	0
Oct - 5	22	0
Oct - 6	6	0
Oct - 7	8	0
Oct - 8	14	0
Oct - 9	22	0
Oct - 10	13	0
Oct - 11	11	0
Oct - 12	10	0
Oct - 13	11	0
Oct - 14	7	0
Oct - 15	9	0
Oct - 16	12	0
Oct - 17	2	0
Oct - 18	7	0
Oct - 19	15	0
Oct - 20	4	0
Oct - 21	7	0
Oct - 22	6	0
Oct - 23	5	0
Oct - 24	19	0
Oct - 25	9	0
Oct - 26	13	0

Confidential Information

**Managed Services
Monthly Activity Report
October 2009**

Oct - 27	14	0
Oct - 28	4	0
Oct - 29	5	0
Oct - 30	12	0
Oct - 31	11	0