

# MONTHLY MANAGEMENT REPORT:

## Acme Corporation

### November



## SUPPORT & PROJECTS

Support Calls Logged	21
Support Calls Closed	19
Support Hours	19.50

### MAJOR TASKS COMPLETED

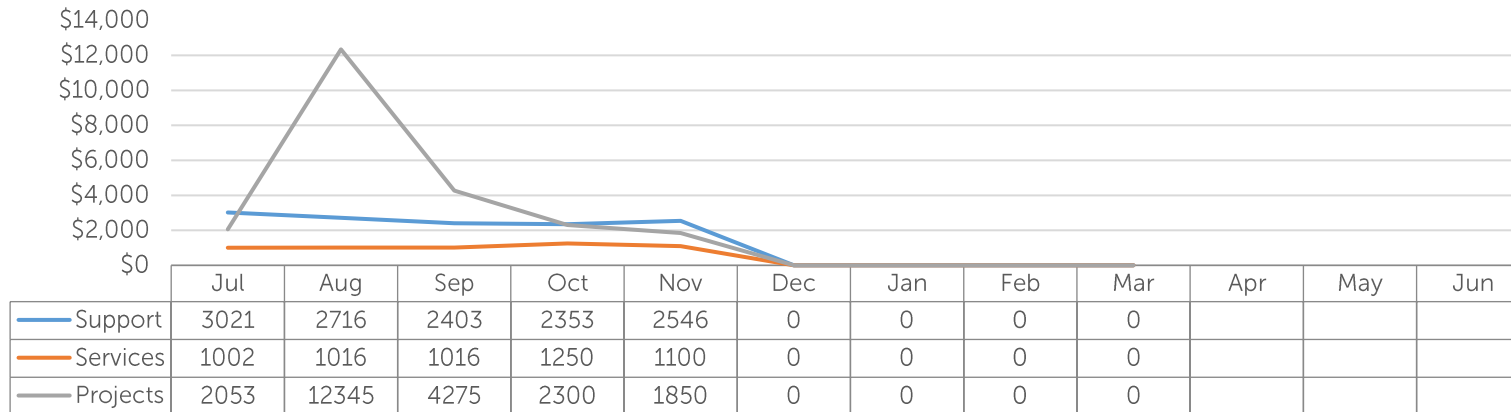
- Installed new UPS
- Installed new HPE switches
- Fixed printer offline issue at BRIA office

### MAJOR TASKS IN PROGRESS

- Security camera permission audit
- New Digium VOIP PABX
- New Vocus ISP link

## I.T. EXPENDITURE

### FINANCIAL YEAR



## UPCOMING KEY DATES

Expiry	Product / Component	Server / License	~Price
November	Managed Service - MFS - SECaaS	AMCSUBAFWL1 - Managed Firewall Service	\$135/month
November	Hosted Anti-Virus (HAV)	Hosted Anti-Virus - Monthly Cost	\$131/month
November	Managed Service - EPS	Email Protection Service – Monthly Cost	\$250/month
November	Managed Service - MRS	Managed Recovery Service – Monthly Cost	\$750/month
December	Microsoft Office 365	Office 365 E3 Annual Subscription	\$457/month
January	Domain Hosting	acme.com.au	\$200
January	Domain Hosting	acmecorp.com.au	\$200
February	Strategic IT Plan	Refresh	\$1500
March	DR IT Plan	Refresh	\$1750

## OUTAGES

Date	Type	Explanation
Monday 19 <sup>th</sup> November	Scheduled	Server updates 1hr
Wednesday 7 <sup>th</sup> November	Unscheduled	Telstra ISP link 15mins

- **Support**  
Total cost of support plus any additional charges.
- **Services**  
Total cost of all Managed Services.
- **Projects**  
Total cost of hardware and software.

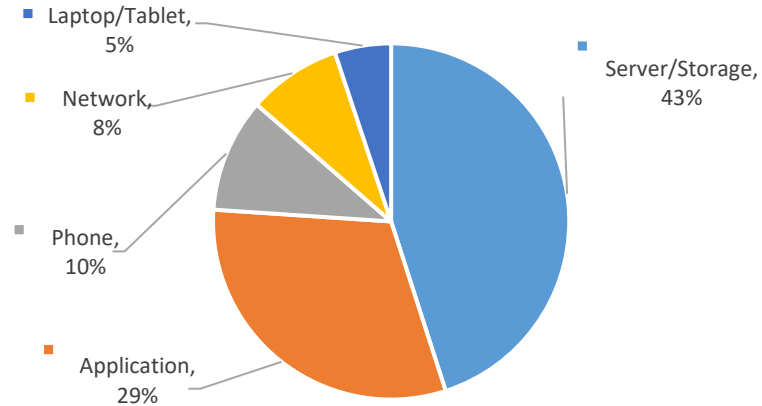
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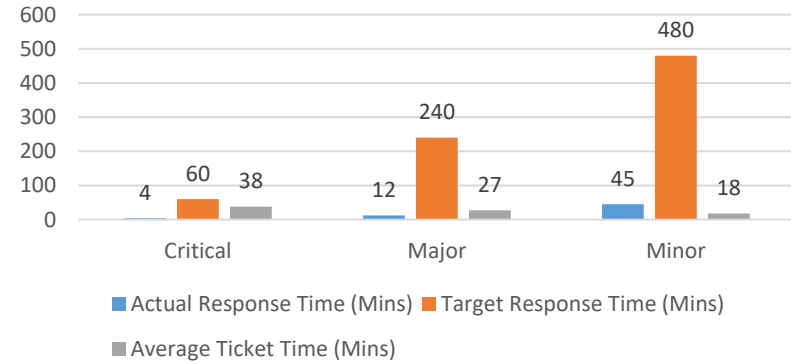
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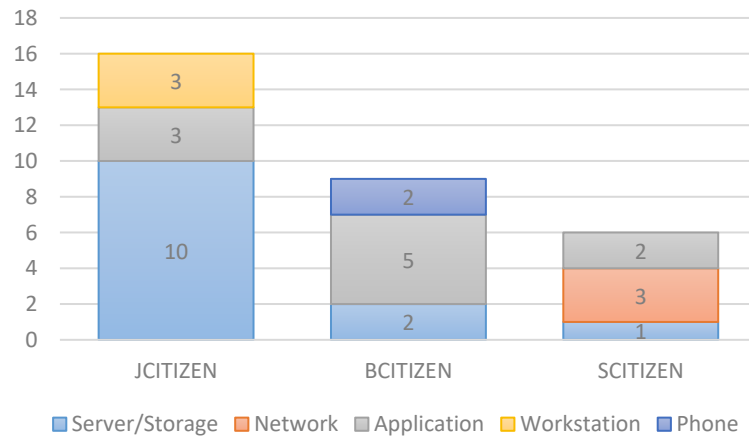
## SUPPORT TYPES



## SUPPORT SERVICE LEVELS



## TOP REQUESTORS



## UPDATES COVERAGE

