

MONTHLY MANAGEMENT REPORT:

Acme Corporation

November



SUPPORT & PROJECTS

Support Calls Logged	11
Support Calls Closed	19
Support Hours	9.92

MAJOR TASKS COMPLETED

- Installed new UPS
- Installed new switches
- Fixed printer issue in the BRI office

MAJOR TASKS IN PROGRESS

- Security camera permission audit
- New phone system
- New VIE Internet link

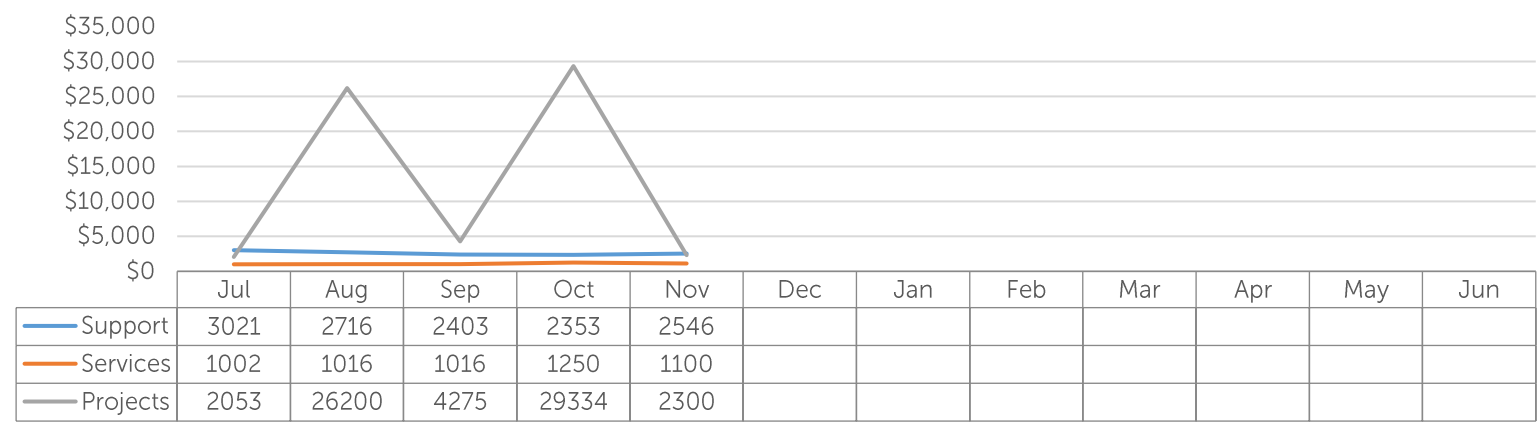
UPCOMING KEY DATES

Expiry	Product / Component	Server / License	~Price
November	Managed Service - MFS	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 Enterprise 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
February	DR IT Plan	Refresh	\$1500

OUTAGES

Date	Type	Explanation
Tuesday 24 th April	Scheduled	Server updates 1hr
	No unscheduled outages reported	

I.T. EXPENDITURE FINANCIAL YEAR



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

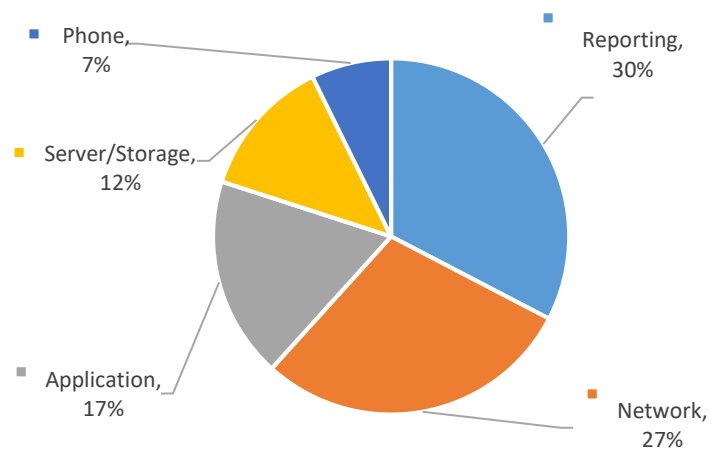
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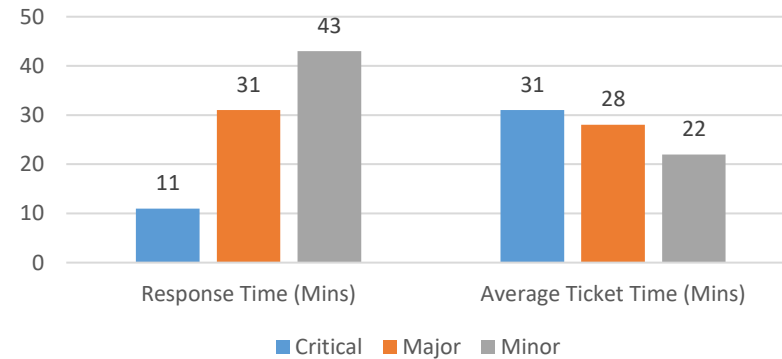
November



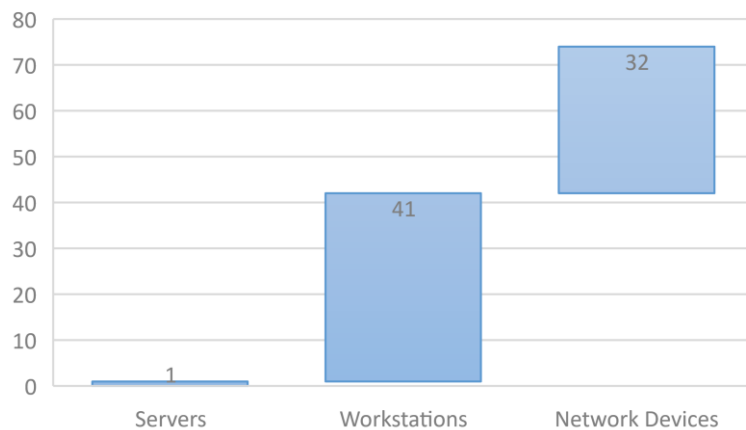
SUPPORT TYPES



SERVICE DELIVERY



DEVICE COUNT



UPDATES COVERAGE

