



CRAWLEY & CO.

# 2022 QUARTERLY REPORT

PREPARED BY

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**01 Service Overview 3**

**02 Discussion Items 8**

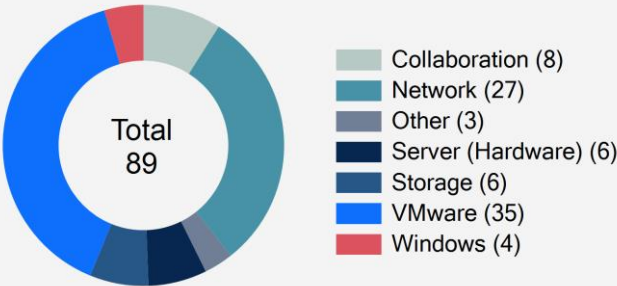
**01**

# **Service Overview**

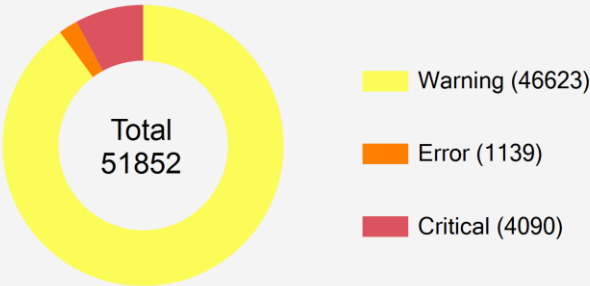


# At A Glance

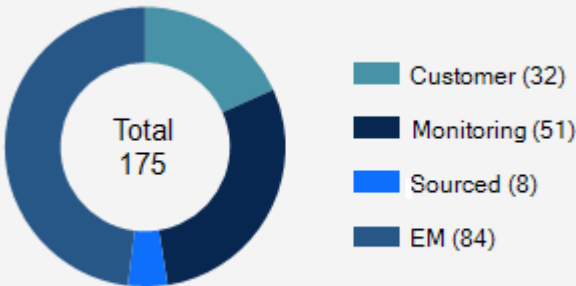
Devices Managed



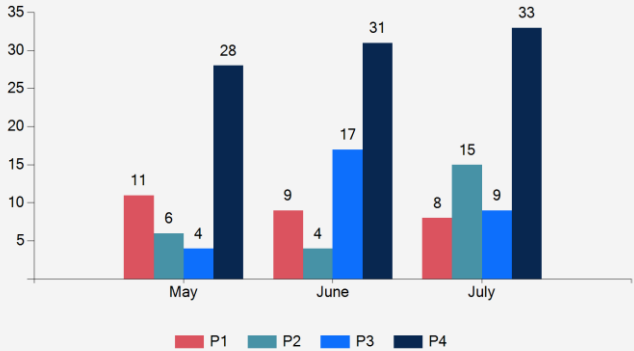
Alerts – Last 3 months



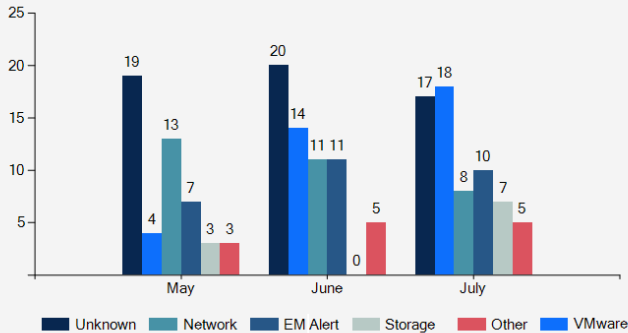
Opened Tickets by Source – Last 3 months



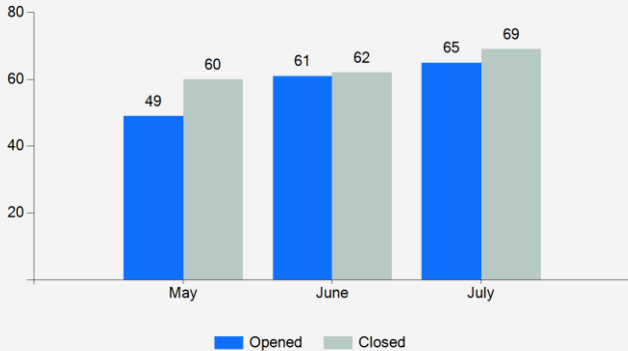
Tickets Opened by Priority Last 3 months



Tickets Opened by Type – Last 3 months



Tickets Opened/Closed – Last 3 months





# Service Level Agreements Overview

Priority	Description	SLA	Total	Achieved SLA	Response Time (Avg)
Priority 1	Critical	1 Hour	28	92.86%	1.12 hours
Priority 2	High / Chronic	2 Hour	25	76.00%	9.80 hours
Priority 3	Medium	4 Hour	30	95.65%	1.39 hours
Priority 4	Low / Info	8 Hour	92	93.94%	1.72 hours



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# Key Issues

Ticket	Priority	Opened	Ticket Title
T20220712.4032	P2	2022-07-12 10:19:13	Security Event - Response
T20220721.1204	P2	2022-07-21 14:21:38	2FA Setup for Groups



# Quarterly Software Updates

Manufacturer	Device Type	Current Version	Recommended Version	Status	Affected Devices	Comments
Cisco	ADA1235	9.8(4)29	9.10(1)42	🕒	1	Update pending
Cisco	CISCO1923/K9	15.6(3)M9	TBA	🕒	1	
Cisco	N5K-C4556UP	7.3(8)N1(1)	TBA	🕒	1	
Cisco	UPS-FD-6496UP	5.0(3)N2(4.13d)	TBA	🕒	1	
PaloAlto	PA-856	9.1.13-h3	TBA	🕒	1	
VMware	vSphere	VMware ESXi 6.7.0 build- 19195723	TBA	🕒	1	
VMware	vSphere	VMware ESXi 6.7.0 build-19195723	TBA	🕒	1	

**02**

# **Discussion Items**



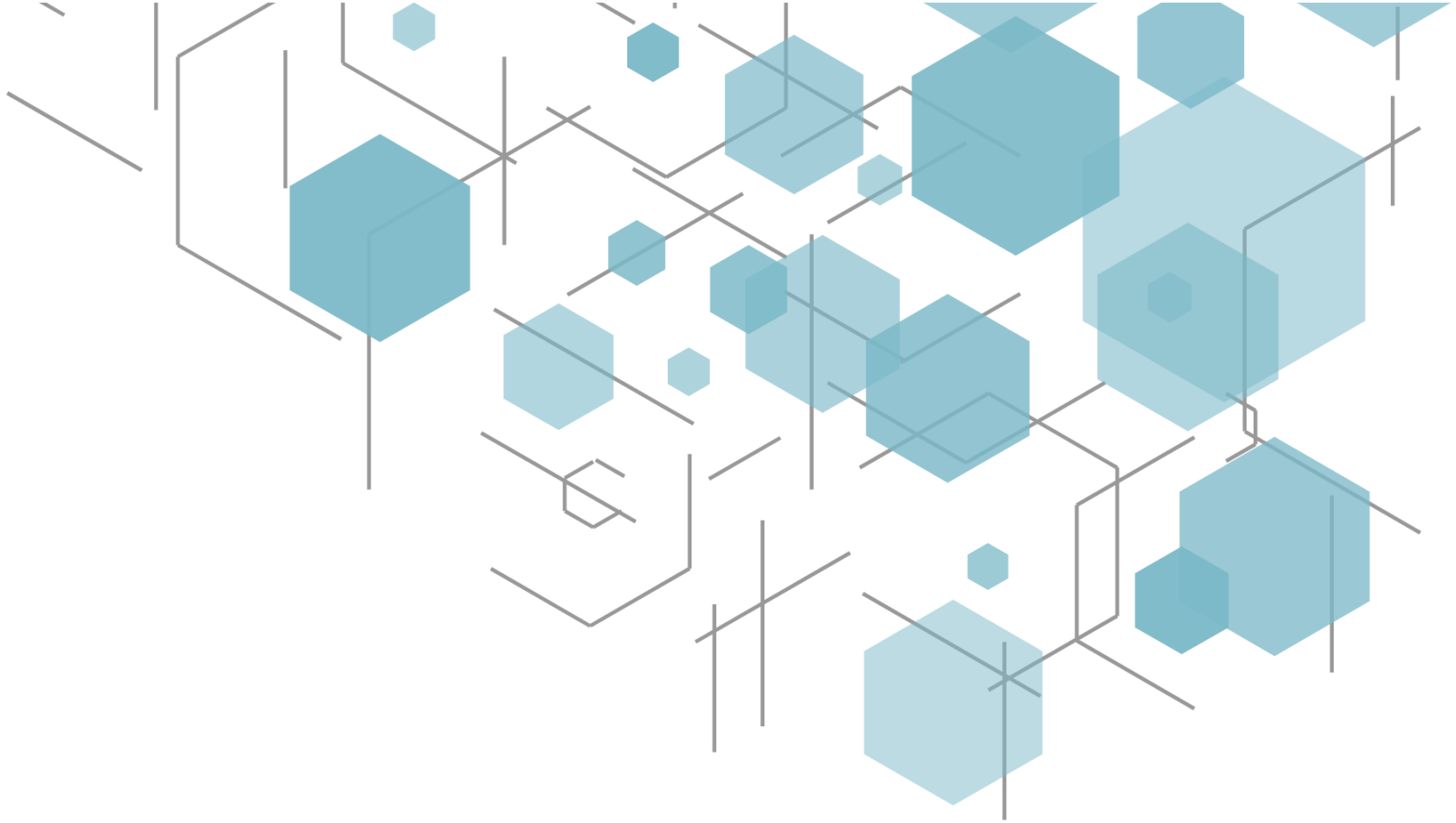


# Recommendations

# 12 Month Renewals



**CRAWLEY & CO.**



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