IT4A Technical Department Procedures

**Title**

Creating SESW Monthly Report

**Version 0.1**

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Author: Linden M-W 28/10/2022

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# Objective

To explain the steps to create the SESW monthly report for availability and security issues seen.

# Scope

This document relates to creating the SESW Monthly report for devices that IT4A have been contracted to monitor and support on the SESW L2TP WAN network.

# Method

Step 1: Create Report Folder

Navigate here: **T:\Managed Services\Customers\3. SESW (SCADA SES Water)\10 - Customer Reports\Availability Reports.** Create a new folder with the name of the reporting period (this will be known as the “report folder”).

## Step 2: Login to N-Central

Login into N-Central using your IT4A credentials. You will need to provide a two-factor authentication code using your two factor authentication app on your phone.

## Step 3: Load Report Manager

Access Report Manager via the below menu option

Graphical user interface, application

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## Step 4: Choose the type of report.

From the Report Manager page click on the Managed IT Services link

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## Step 5: Choose the pre-defined report to use.

On the Managed IT Services page scroll down the page and click on the “Technical Summary Report”

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## Step 6: Complete Customer Selection Screen

Make the following selections in the Customer Selection screen:

Set the period for the report:



Set the Customer to Connect Plus Services

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Select only Availability (this is important, or the right data won’t autofill to the spreadsheet)

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Click Devices and select all the SESW next-gen devices in the dropdown list (not old mGuards)

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Highlight Connectivity in the dropdown list

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You don’t need to include notifications, utilization-based ranking, or SLA breakdown.

Choose Excel spreadsheet and click Generate Report.

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## Step 7: Create SLA Report

In ConnectWise Manage got to Service Desk>Service Reports>My Reports. Open the MPS SLA Report.

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Change the Company to SESW and the date range to the period of the report.

Graphical user interface

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Then click print and save as a PDF. Rename it “SESW SLA Report” and move it to the report folder.

## Step 8: Get the Security Report

You should have been emailed the Graylog monthly SESW report. Save this PDF from Outlook as “SESW Security Report” and move it to the report folder.

## Step 9: Distribution

Create another folder inside the report folder called “SESW \*period\* \*year\* Report”, now copy the Introduction, SESW Availability Data, SESW Security Report, SESW SLA Report and SLA Flowchart in this new folder and zip it (check previous month if not sure).

Now send the first email to: Luis Lazarte [Luis.Lazarte@seswater.co.uk](mailto:Luis.Lazarte@seswater.co.uk) and CC in TechTeam

Hello,

In line with current security trends, we are now encrypting client monthly report emails. Please see these instructions on how to view the encrypted mail containing this month’s SESW report which will follow in the next email.

To view report in the next email, please follow these steps:

1. In the email click “Read the message”.

Graphical user interface, application

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1. In the browser that opens, sign in with either your email account (a Gmail account in this example) or click One-time passcode. (Signing in will save you from seeing this screen again, viewing future encrypted mail from the same address is as easy as clicking “Read the message”.)

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1. Both methods of signing in will result in receiving an email with an 8-digit code, enter this on the next screen. Once your account has been verified; you will be able to view the message.

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If you have any questions, please get in touch.

Then reply to all on the first email and send the following email:

Hello,

Please see the attached SESW L2TP WAN Network monthly report.

Below are the following outstanding actions highlighted in this report:

**ACTION:** IT4A LMW: example action – 28/10/2022

If you have any questions, please get in touch.

Making sure to attach the zipped report folder, include all actions from report in cover email (same as recommendations section) and encrypt the email. Here is how to encypt:

Make sure the email is popped out in its own tab. Then go to the options tab and click encrypt.

If the customer has concerns or feedback, address these as necessary.