IT Operations Report - Retail Customer (Dummy Data)

# 1. Infrastructure Overview

The retail customer operates across 120 store locations and a central data center. The IT infrastructure includes on-premise servers, cloud workloads, and a hybrid network setup.

Key Components:  
- 50 On-premise servers (Windows/Linux)  
- 120 Store POS systems  
- 300 Employee laptops/desktops  
- 20 Business-critical applications hosted on AWS  
- Hybrid WAN with SD-WAN implementation

# 2. Incident Logs (Sample)

|  |  |  |  |
| --- | --- | --- | --- |
| Incident ID | Date | Description | Status |
| INC1001 | 2025-07-14 | POS outage at Store #45 due to network issue | Resolved |
| INC1002 | 2025-07-20 | Database latency in product catalog service | Monitoring |
| INC1003 | 2025-08-05 | Email server downtime (Office365) | Resolved |
| INC1004 | 2025-08-25 | Payment gateway timeout issue | In Progress |

# 3. Change Management Records

Recent Approved Changes:  
- CHG2001: Firewall policy update (2025-07-01)  
- CHG2002: Migration of inventory app to AWS (2025-07-18)  
- CHG2003: Windows patching for all store POS (2025-08-02)  
- CHG2004: Database index optimization for catalog service (2025-08-22)

# 4. Service Requests

|  |  |  |
| --- | --- | --- |
| Request ID | Request Type | Status |
| SR3001 | New laptop request - Finance | Completed |
| SR3002 | Password reset - HR | Completed |
| SR3003 | VPN access for remote employee | In Progress |

# 5. Performance Metrics (Q3 2025)

- Average POS Uptime: 99.5%  
- Average Website Response Time: 1.8s  
- SLA Compliance (Applications): 98.9%  
- Average Incident Resolution Time: 3.5 hours