Executive Summary

This report contains details on 183 security tickets. The average ticket age is 9.2 days with 17 urgent issues. Currently, 0 tickets require attention.
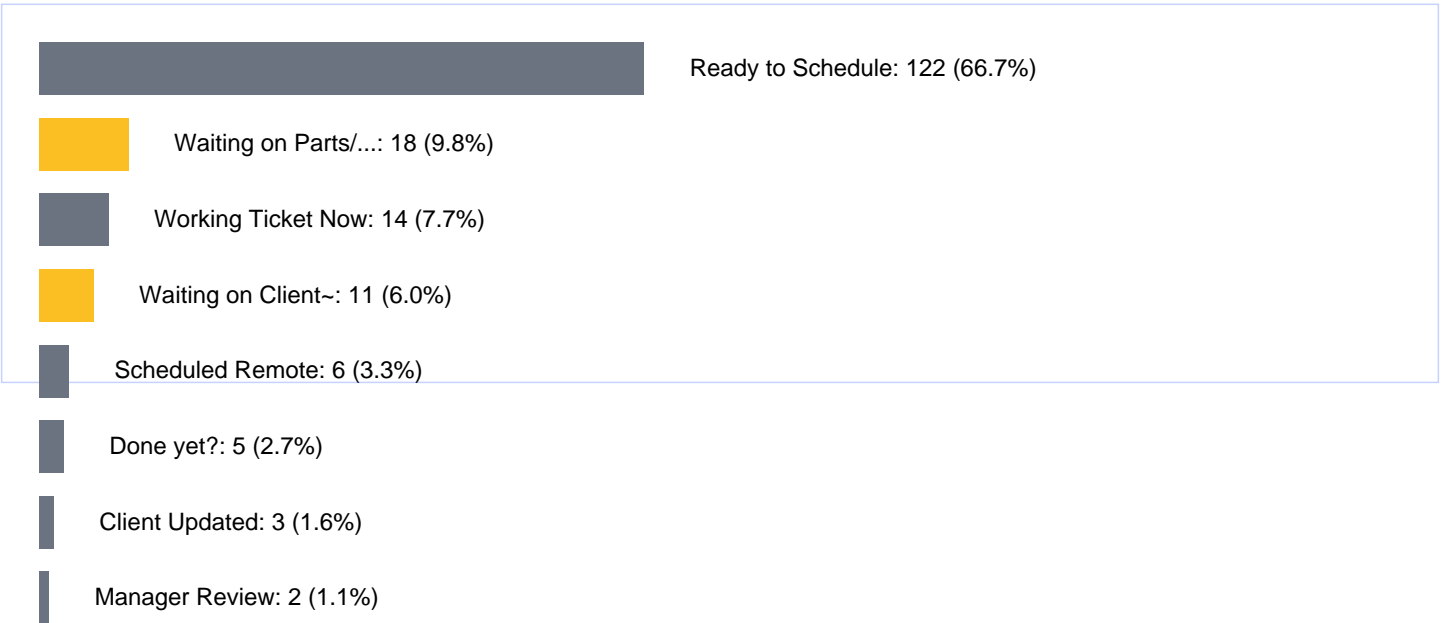
Ticket Priority Distribution

Urgent: 17   **High: 10**   **Medium: 23**   **Low: 133**

Ticket Status Distribution

Ready to Schedule: 122 (66.7%)

Waiting on Parts/...: 18 (9.8%)

Working Ticket Now: 14 (7.7%)

Waiting on Client~: 11 (6.0%)

Scheduled Remote: 6 (3.3%)

Done yet?: 5 (2.7%)

Client Updated: 3 (1.6%)

Manager Review: 2 (1.1%)

NOC - Security Ticket Dashboard

Executive Report - Generated on 2025-04-22 19:13:37

Daily Security Update

Report for: April 22, 2025

> Today's Security Activities: 17 new tickets processed, 4 high-priority items addressed. Current focus is on resolving critical alerts and reducing SLA breaches.

Top 5 Tickets by Company

Company Name	Ticket Count	Percentage
Medicus IT	14	7.7%
WellSpace Health	5	2.7%
Castle Family Health Center, Inc	4	2.2%
Hiram Dentistry	4	2.2%
Better Health Group Services	4	2.2%

Top 10 Oldest Tickets

Ticket #	Priority	Age	Status	Company	Resource	Summary
8219951	Urgent	121.0	Scheduled Re	Medicus IT	AAmstong,...	New clients onboarding Issue in NDT.
8255080	Urgent	105.1	Done yet?	Medicus IT	parcher, ...	AUDIT - CLT Endgame
8475525	Low	42.4	Waiting on P	North Poi...	mkumar	QPM|AV - Endgame AV Not reporting in ...
8477200	Urgent	42.0	Done yet?	Rainelle ...	parcher	RMCftl	Review anomalous Endgame/S1 ...
8478869	Low	41.3	Working Tick	Utili-Ser...	mkumar	QPM|Security - Network Detective -Nee...
8482348	Low	40.4	Waiting on P	TROSA	VLakshmi	QPM|AV - Endgame AV not reporting com...
8482335	Medium	40.4	Working Tick	Californi...	mkumar	QPM|Security - Network Detective - Pa...
8482471	Low	40.3	Ready to Sch	Virginia ...	GHoover	[Phish Alert] USA Helpdesk: Re: New C...
8499790	Low	35.5	Working Tick	Triangle ...	mkumar	QPM|Security - Network Detective -Nee...

| 8500889 | High | 35.2 | Waiting on C | Ohio Asso... | smalaviya | Main - Joel Kauffman need to whitelis... |

Critical Security Alerts

The following tickets have been identified as critical security alerts requiring immediate attention based on keywords in their descriptions:

Ticket #	Priority	Status	Company	Alert Description
8585005	Low	Ready to Schedu	Virginia Heart	[Phish Alert] EXTERNAL: Microsoft 365 security: You ...
8584795	Low	Ready to Schedu	Ohio Gastroe...	[Phish Alert] Fw: ATTN Jasmine McCoy	Keeling Mathe...
8584742	Low	Ready to Schedu	Medicus IT	[Endgame Alert]: Suspicious Script Object Execution ...
8584731	Medium	Ready to Schedu	Eye Specialt...	[Phish Alert] PAY RESET
8584641	Low	Ready to Schedu	Hamilton Cap...	[Phish Alert] VM_Msg Trans..(46899225)Teams_Note_Ref...
8584495	High	Ready to Schedu	Eisner Healt...	[Phish Alert] Provider Experience Study: Share Your ...
8584393	Low	Ready to Schedu	Medicus IT	[Phish Alert] Last 2 Days for a Chance to Win $50! T...
8583967	Low	Ready to Schedu	Lake & Trail...	[Endgame Alert]: User Added to Administrator Group o...
8583966	Low	Ready to Schedu	Lake & Trail...	[Endgame Alert]: User Account Creation on ScanningPOS
8583965	Low	Ready to Schedu	Medicus IT	[Endgame Alert]: User Account Creation on MKWKS112

Top Done Yets

The following table shows tickets with "Done yet?" status, requiring final verification:

Ticket #	Priority	Age	Company	Resource	Summary
8569112	Low	6.5	Medicus IT	VLakshmi	' UltraVNC uninstallation task - Copy
8549465	Urgent	14.5	Medicus IT	smalaviya	NOC Huddle General
8546573	Low	15.6	Blue Ridg...	GChetty	QPM|AV - Endgame AV Not reporting in DRMM
8477200	Urgent	42.0	Rainelle ...	parcher	RMCftl | Review anomalous Endgame/S1 agents
8255080	Urgent	105.1	Medicus IT	parcher, ...	AUDIT - CLT Endgame