



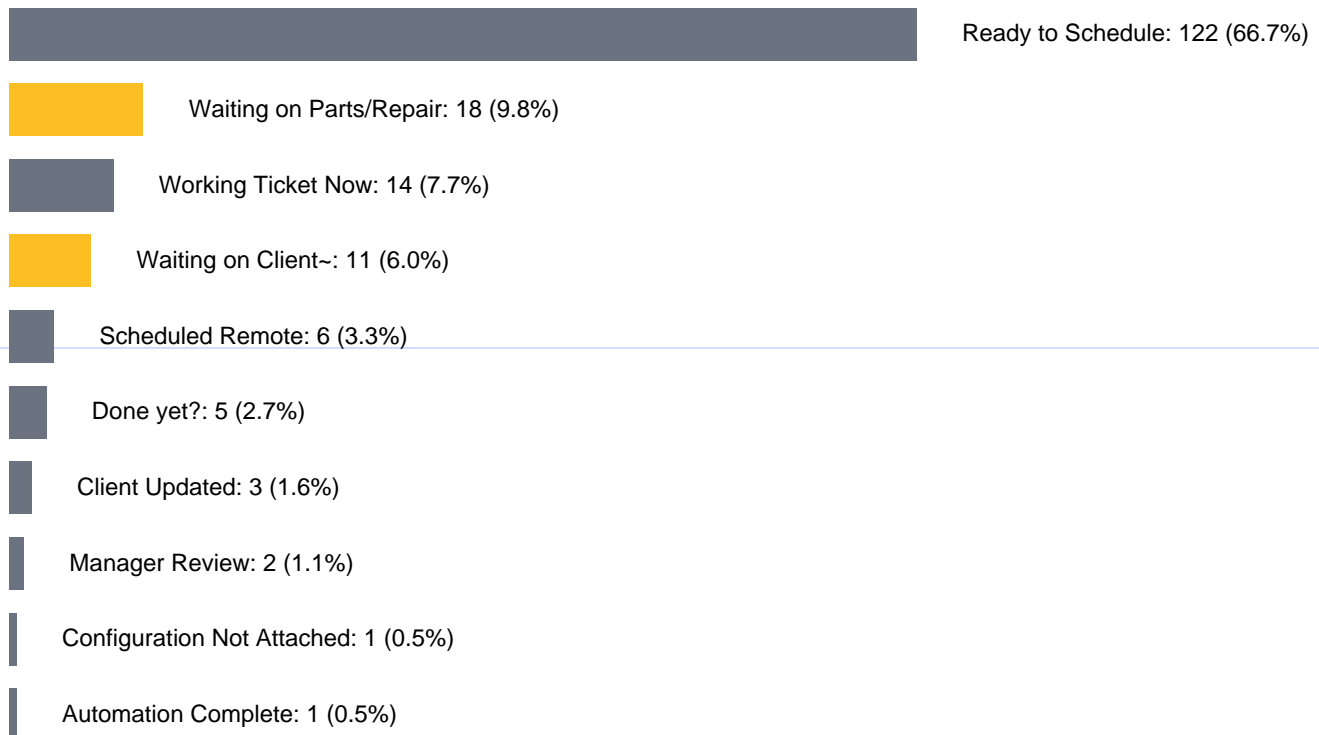
Executive Summary

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



Ticket Status Distribution



Ticket Priority Distribution



NOC - Security Ticket Dashboard

Executive Report - Generated on 2025-04-22 18:38:04



Urgent: 17



High: 10



Medium: 23



Low: 133

Urgent: 17 (9.3%)

High: 10 (5.5%)

Medium: 23 (12.6%)

Low: 133 (72.7%)

Tickets by Company (Top 10)

Medicus IT		
WellSpace He...		5
Castle Famil...		4
Hiram Dentistry		4
Better Healt...		4
Eisner Healt...		4
Sandhills Me...		4
Western Sier...		3
FALM First A...		3



2406 Cancer ...

NOC - Security Ticket Dashboard

Executive Report - Generated on 2025-04-22 18:38:04



3

Top 10 Oldest Tickets

Ticket #	Priority	Age	Status	Company	Summary
8219951	Urgent	121.0	Scheduled Remot	Medicus IT	New clients onboarding Issue in NDT.
8255080	Urgent	105.1	Done yet?	Medicus IT	AUDIT - CLT Endgame
8475525	Low	42.4	Waiting on Part	North Point ...	QPM AV - Endgame AV Not reporting in DRMM
8477200	Urgent	42.0	Done yet?	Rainelle Med...	RMCftl Review anomalous Endgame/S1 agents
8478869	Low	41.3	Working Ticket	Utili-Serve,...	QPM Security - Network Detective -Need to ...
8482348	Low	40.4	Waiting on Part	TROSA	QPM AV - Endgame AV not reporting computers
8482335	Medium	40.4	Working Ticket	California H...	QPM Security - Network Detective - Partial...
8482471	Low	40.3	Ready to Schedu	Virginia Com...	[Phish Alert] USA Helpdesk: Re: New Case O...
8499790	Low	35.5	Working Ticket	Triangle Fam...	QPM Security - Network Detective -Need to ...
8500889	High	35.2	Waiting on Clie	Ohio Associa...	Main - Joel Kauffman need to whitelist som...



Critical Security Alerts

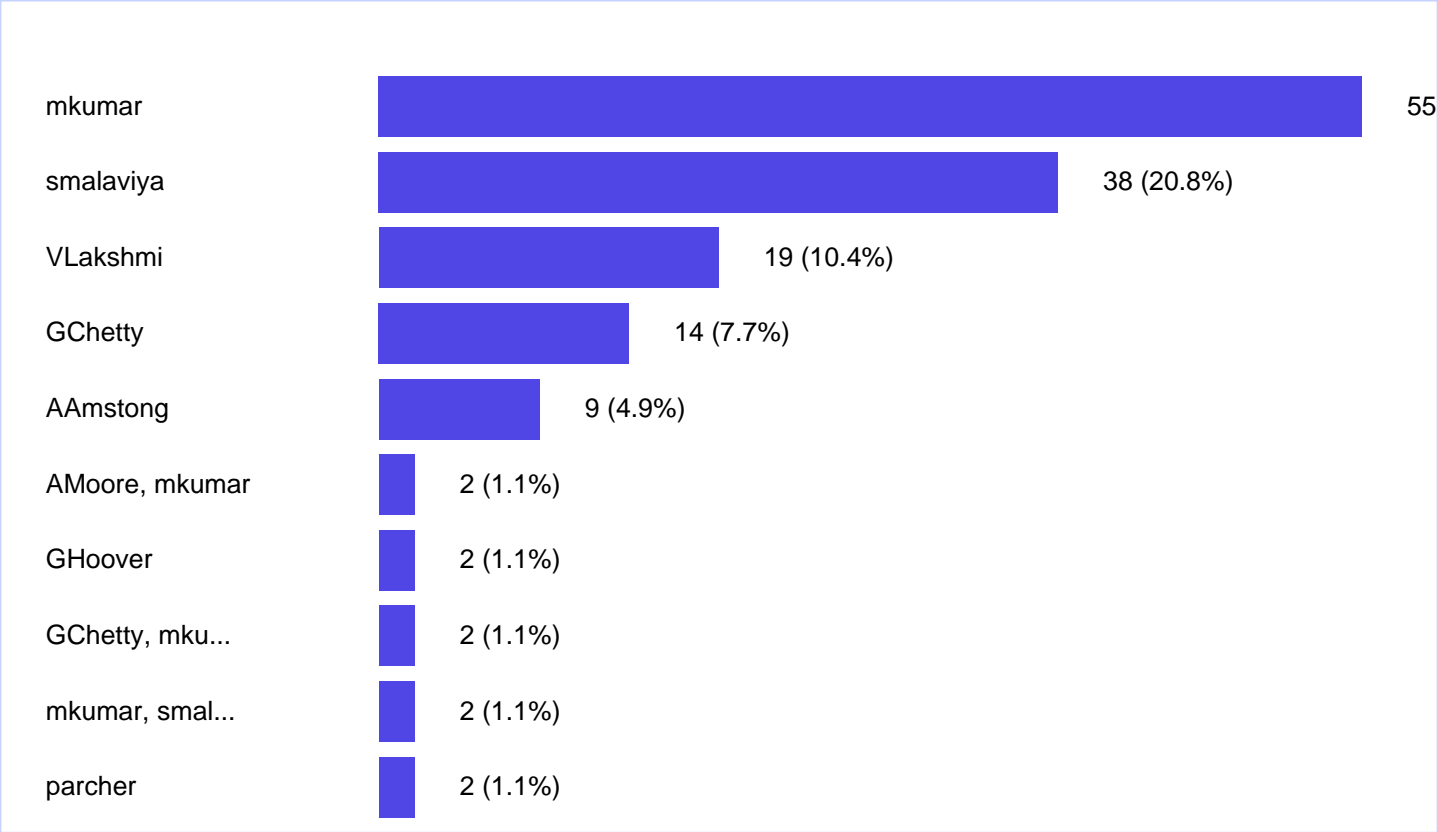
The following tickets have been identified as critical security alerts requiring immediate attention based on keywords in their descriptions:

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



Resource Allocation

The following shows the distribution of tickets among the top 10 technicians:



NOC - Security Ticket Dashboard

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Technician Details

Technician	Ticket Count	Percentage
mkumar	55	30.1%
smalaviya	38	20.8%
VLakshmi	19	10.4%
GChetty	14	7.7%
AAmstong	9	4.9%
AMoore, mkumar	2	1.1%
GHoover	2	1.1%
GChetty, mkumar, VLakshmi	2	1.1%
mkumar, smalaviya	2	1.1%
parcher	2	1.1%