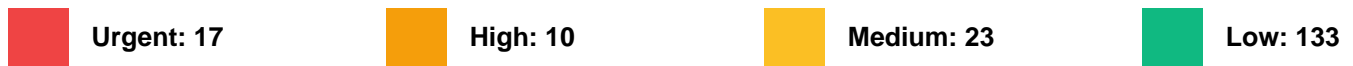




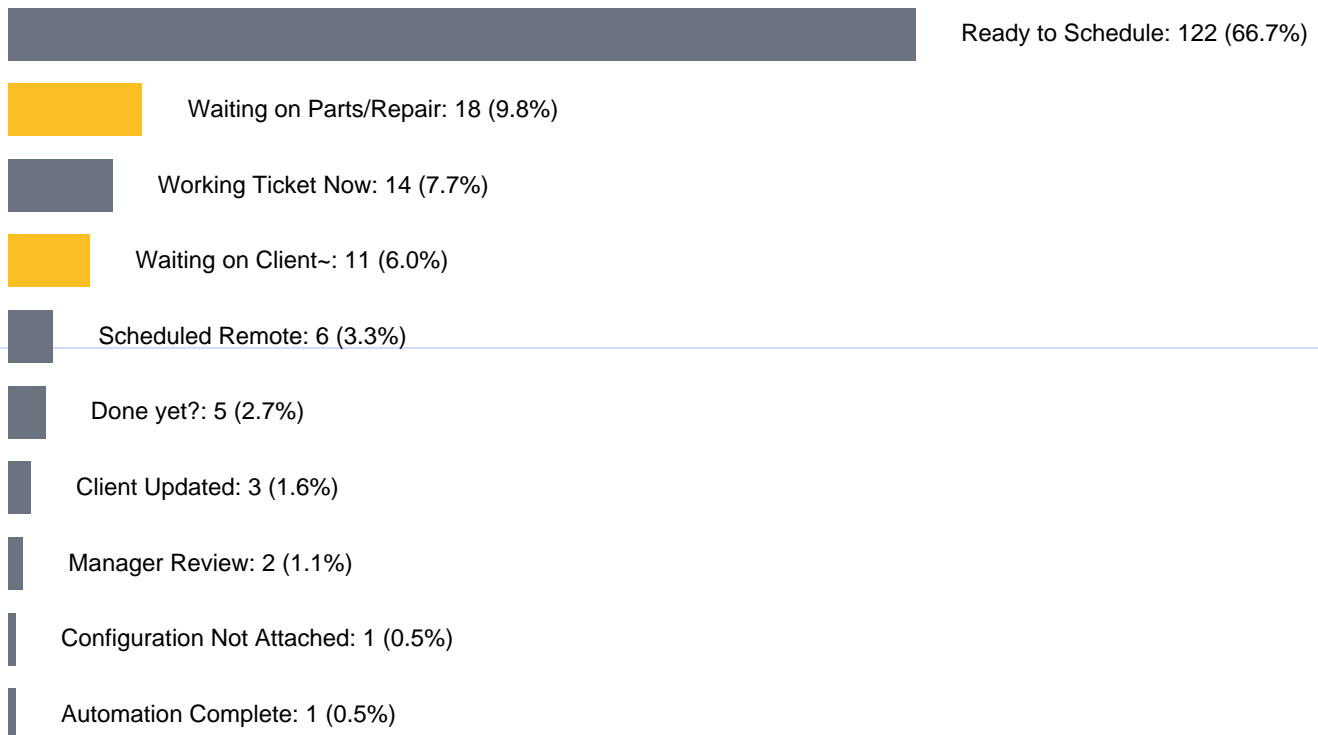
Executive Summary

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 18:32:58



Urgent:

NOC - Security Ticket Dashboard

Executive Report - Generated on 2025-04-22 18:32:58



17 (9.3%)

NOC - Security Ticket Dashboard

Executive Report - Generated on 2025-04-22 18:32:58



High:

NOC - Security Ticket Dashboard

Executive Report - Generated on 2025-04-22 18:32:58



10 (5.5%)



Medium:



23 (12.6%)

NOC - Security Ticket Dashboard

Executive Report - Generated on 2025-04-22 18:32:58



Low:

NOC - Security Ticket Dashboard

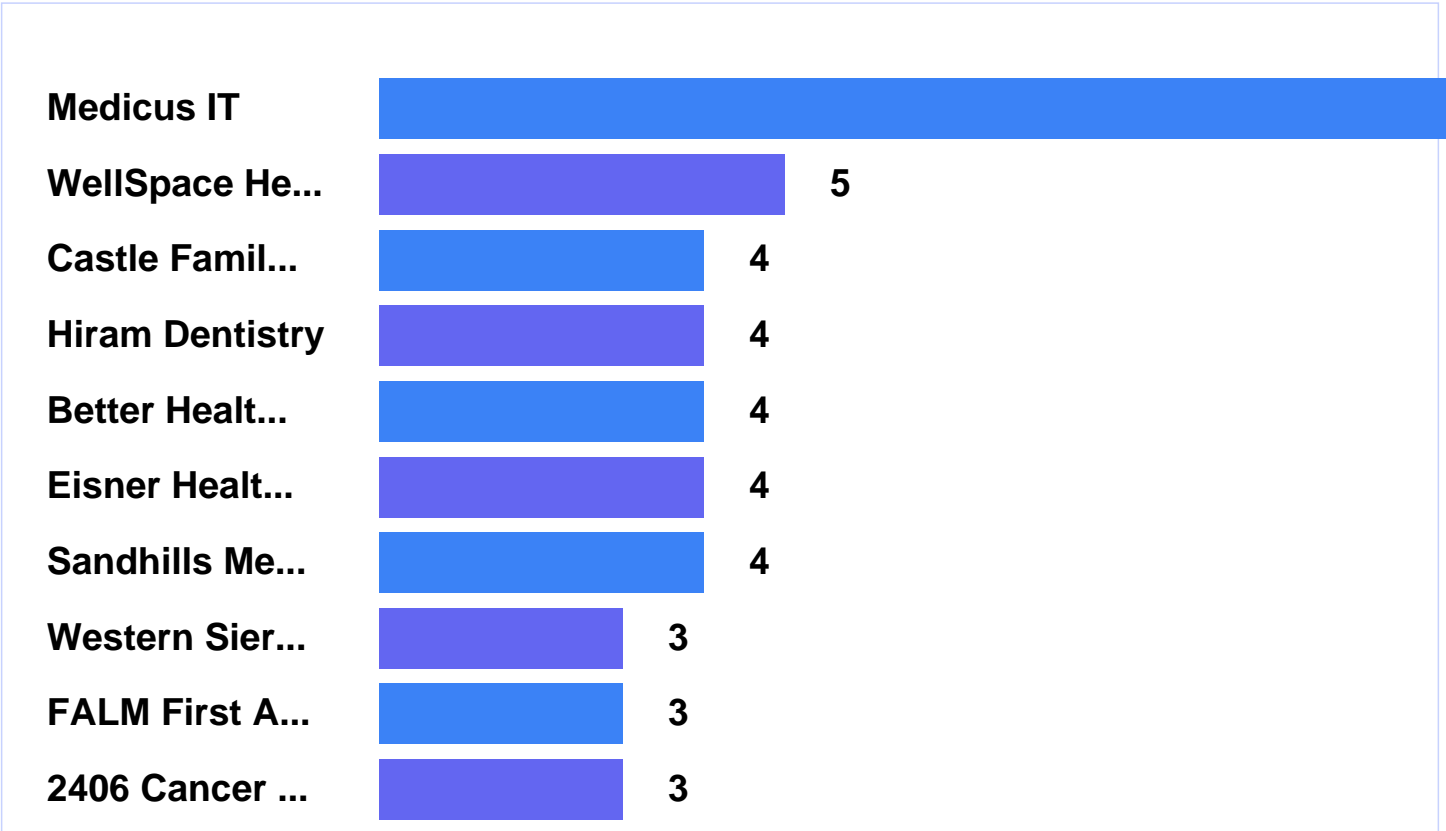
Executive Report - Generated on 2025-04-22 18:32:58



133 (72.7%)



Tickets by Company (Top 10)



NOC - Security Ticket Dashboard

Executive Report - Generated on 2025-04-22 18:32:58



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

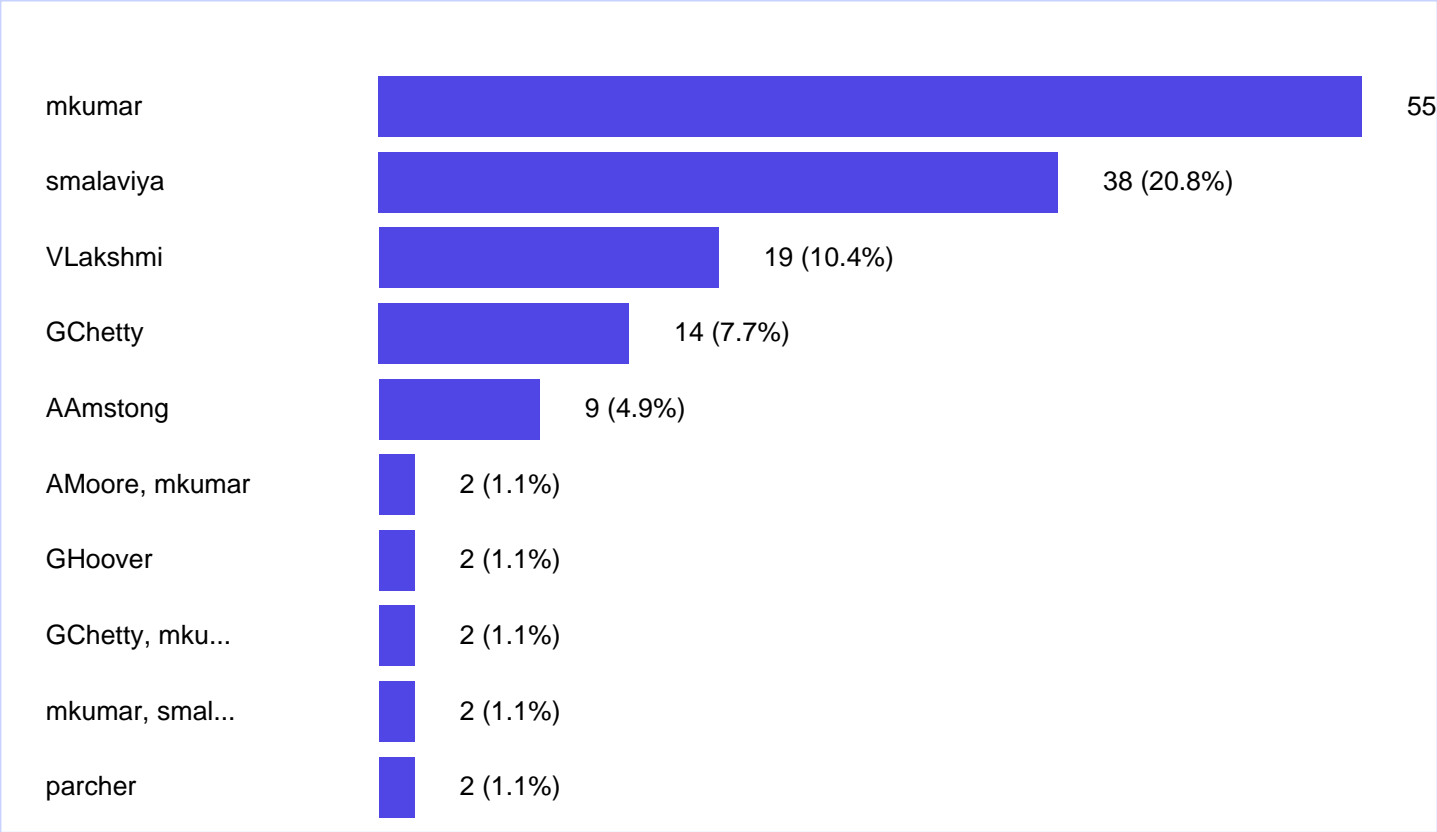
The following tickets have been identified as critical security alerts requiring immediate attention based on keywords in their descriptions:

| 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

Executive Report - Generated on 2025-04-22 18:32:58



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% |