



Executive Summary

This report contains details on 157 security tickets. The average ticket age is 10.7 days with 18 urgent issues. Currently, 0 tickets require attention.

Ticket Priority Distribution



Urgent: 18



High: 7



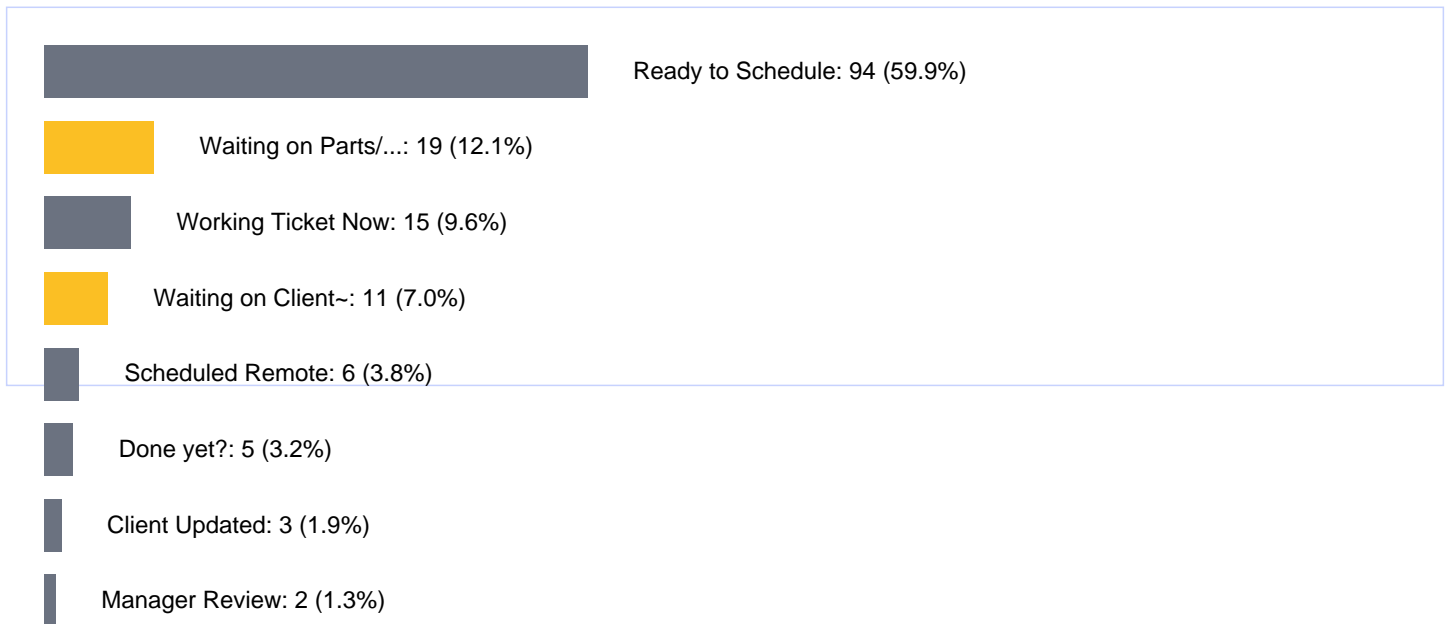
Medium: 22



Low: 110



Ticket Status Distribution



Ticket Status Distribution

Status	Count (%)
[Blue] Ready to Schedule	94 (59.9%)
[Orange] Waiting on Parts/Repair	19 (12.1%)
[Brown] Working Ticket Now	15 (9.6%)
[Yellow] Waiting on Client~	11 (7.0%)
[Purple] Scheduled Remote	6 (3.8%)
[Green] Done yet?	5 (3.2%)
[Blue] Client Updated	3 (1.9%)
[Red] Manager Review	2 (1.3%)
- Pending Closure~	1 (0.6%)
- Configuration Not Attached	1 (0.6%)

Top 5 Tickets by Company

Company Name	Ticket Count	Percentage
Medicus IT	11	7.0%

NOC - Security Ticket Dashboard

Executive Report - Generated on 2025-04-22 19:32:09



WellSpace Health	5	3.2%
Better Health Group Services	4	2.5%
Sandhills Medical Foundation, Inc.	4	2.5%
Castle Family Health Center, Inc	4	2.5%

Top 10 Oldest Tickets

Ticket #	Priority	Age	Status	Company	Resource	Summary
8219951	Urgent	120.9	Scheduled Re	Medicus IT	AAmstong,...	New clients onboarding Issue in NDT.
8255080	Urgent	104.9	Done yet?	Medicus IT	parcher, ...	AUDIT - CLT Endgame
8475525	Low	42.3	Waiting on P	North Poi...	mkumar	QPM AV - Endgame AV Not reporting in ...
8477200	Urgent	41.9	Done yet?	Rainelle ...	parcher	RMCftl Review anomalous Endgame/S1 ...
8478869	Low	41.2	Working Tick	Utili-Ser...	mkumar	QPM Security - Network Detective -Nee...
8482348	Low	40.2	Waiting on P	TROSA	VLakshmi	QPM AV - Endgame AV not reporting com...
8482335	Medium	40.2	Working Tick	Californi...	mkumar	QPM Security - Network Detective - Pa...
8482471	Low	40.1	Ready to Sch	Virginia ...	GHoover	[Phish Alert] USA Helpdesk: Re: New C...
8499790	Low	35.4	Working Tick	Triangle ...	mkumar	QPM Security - Network Detective -Nee...
8500889	High	35.0	Waiting on C	Ohio Asso...	smalaviya	Main - Joel Kauffman need to whitelis...



Top Done Yets

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

Ticket #	Priority	Age	Company	Resource	Summary
8546573	Low	15.4	Blue Ridg...	GChetty	QPM AV - Endgame AV Not reporting in DRMM
8549465	Urgent	14.4	Medicus IT	smalaviya	NOC Huddle General
8255080	Urgent	104.9	Medicus IT	parcher, ...	AUDIT - CLT Endgame
8477200	Urgent	41.9	Rainelle ...	parcher	RMCftl Review anomalous Endgame/S1 agents
8569112	Low	6.4	Medicus IT	VLakshmi	' UltraVNC uninstallation task - Copy