



# Monthly Support Report

**Client:** Dira Immigration Consultants Ltd

**Period:** January 2026

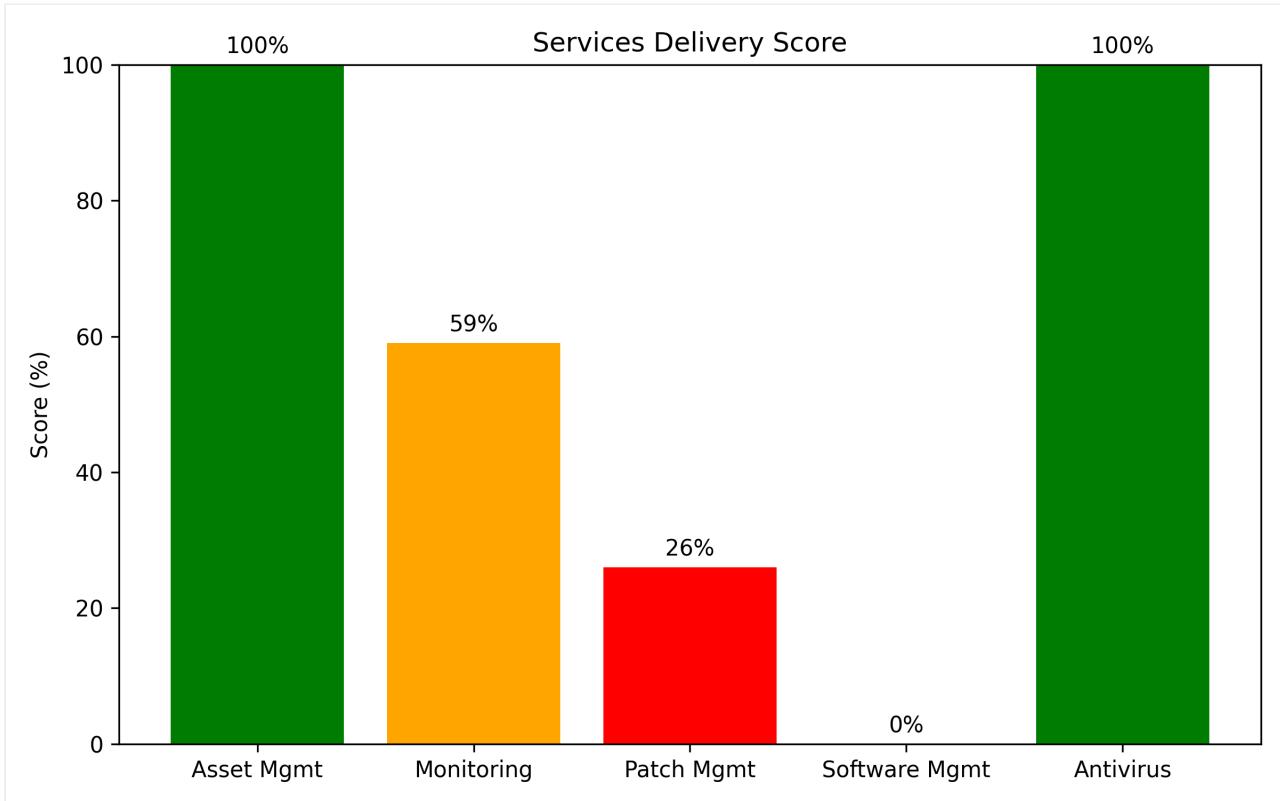
**Generated:** 2026-01-28

## Executive Summary

This monthly report for Dira Immigration Consultants Ltd covers January 2026. Overall network health score is 57%. Key areas include Asset Management at 100%, Monitoring at 59%, Patch Management at 26%, Software Management at 0%, and Antivirus at 100%.

Tickets	Antivirus	Patch Status	Score
<b>1092</b>	<b>15</b>	<b>4</b>	<b>57%</b>
Resolved	Protected	Fully Patched	Service Score

## Monthly Overview



Service Delivery Score: 57%

## Ticket Summary

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In January 2026, a total of **1092** tickets were submitted and resolved within the SLA.

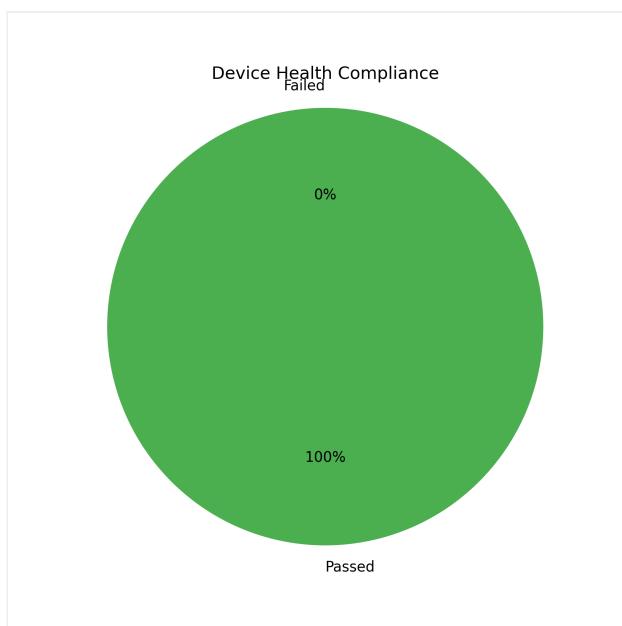
- **Software:** 800
- **Hardware:** 292

# Device Health & Compliance

**Managed Devices:** 15

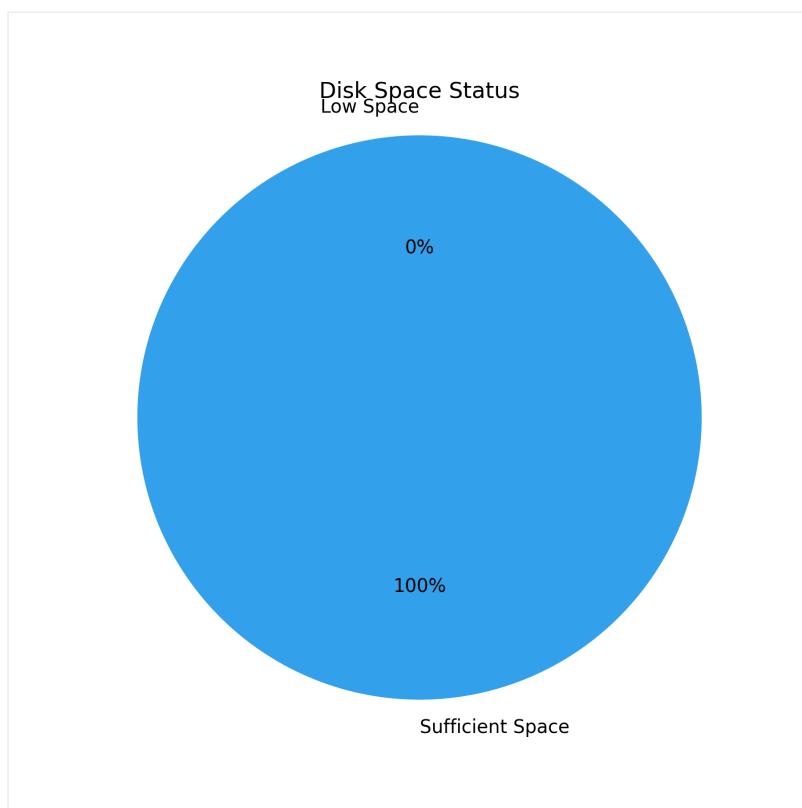
**Compliance Score:** 100%

- **Disk Space:** 15/15 Passed
- **RAM:** 15/15 Passed
- **OS Support:** 15/15 Passed



## Disk Space Analysis

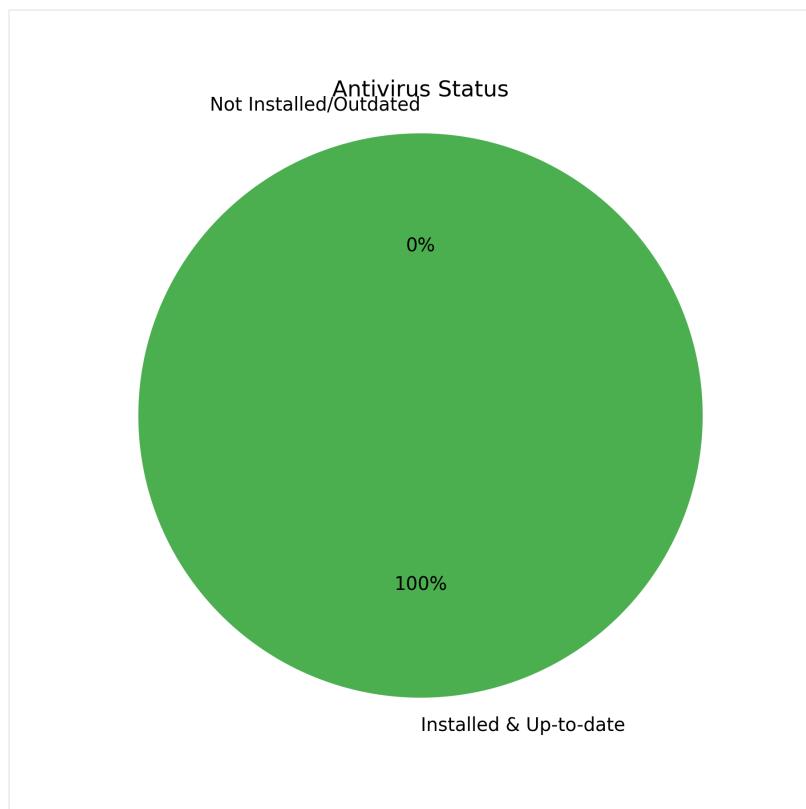
Devices with low disk space: 0



## Antivirus Status

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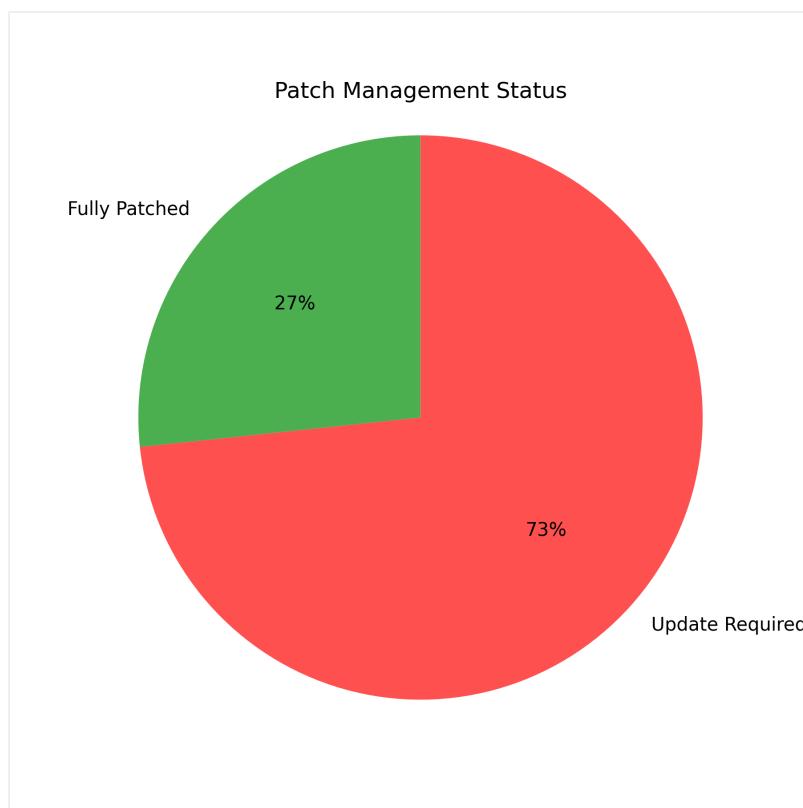
15 endpoints have Webroot installed and active.



# Patch Management

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4 devices are fully patched. 11 require updates/reboot.



## Windows 10 Upgrade Recommended

The following users are recommended to upgrade to Windows 11:

- DIRA-PURITY
- DESKTOP-THLH11P
- DIRA-DUNCAN
- DIRA-MONICAH
- DIRA-FRIDAH
- DIRA-SAMUEL
- DESKTOP-U5RTEDI
- DIRA-STALIN
- DIRA-DAVIS
- DIRA-STALINM
- DIRA-VIVIAN
- DESKTOP-F0MRD7V
- DIRA-CAROLINEM
- DIRA-MERCY

## **Recommendations**

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- Improve patch management compliance by ensuring updates are installed promptly.
  - Address high-priority monitoring alerts to improve network health.
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