

Monthly Support Report

Client: Dira Immigration Consultants Ltd

Period: January 2026

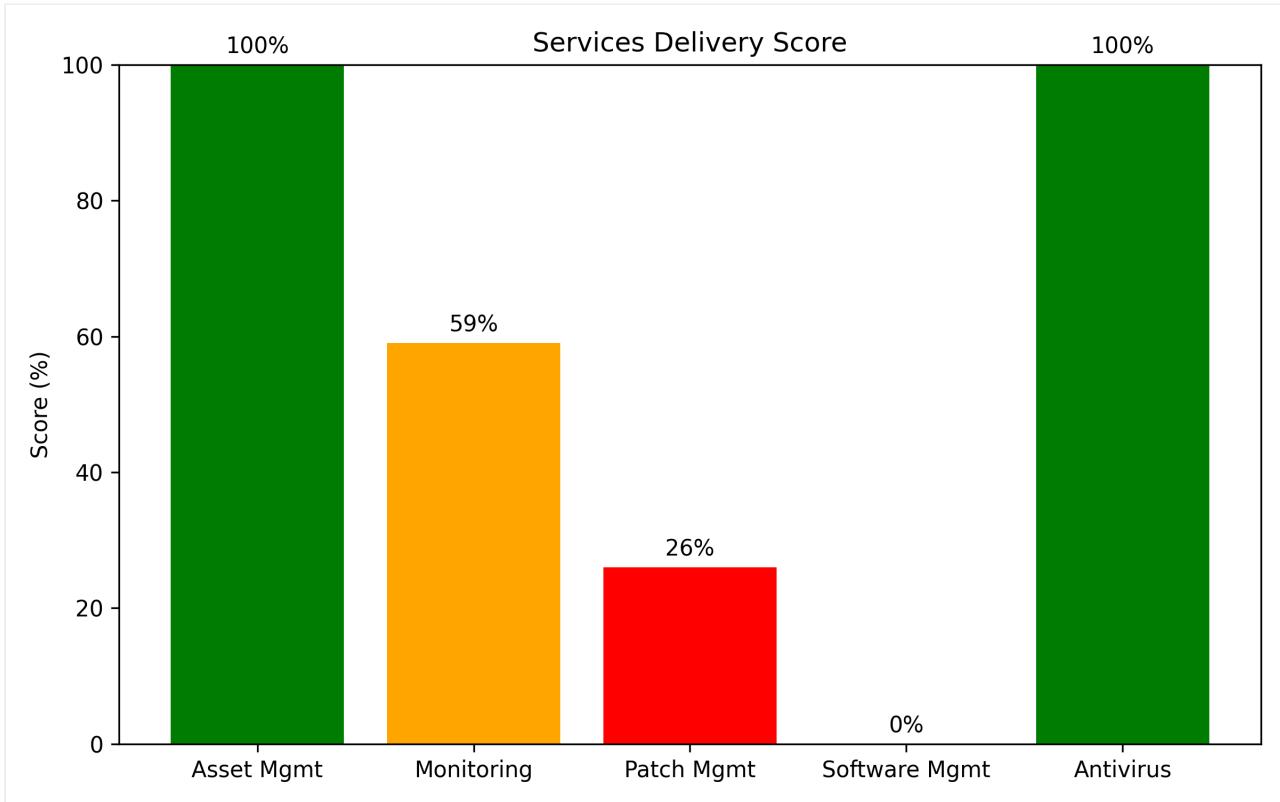
Generated: 2026-01-28

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
1092	15	4	57%
Resolved	Protected	Fully Patched	Service Score

Monthly Overview



Service Delivery Score: 57%

Ticket Summary

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

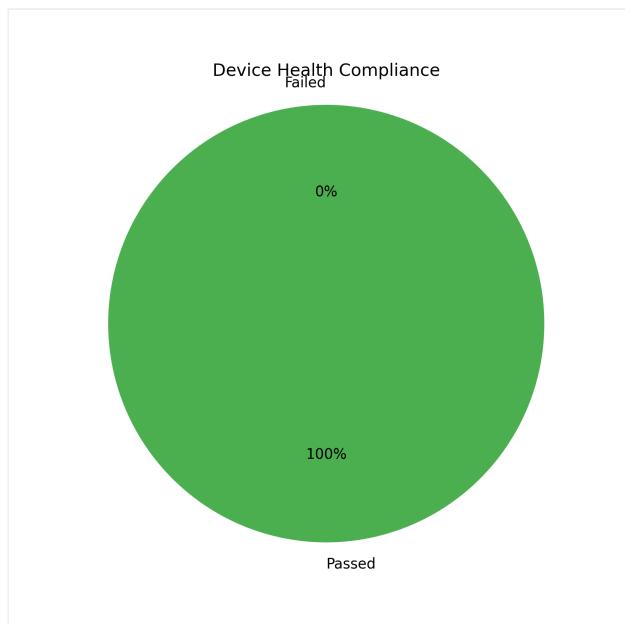
- **Software:** 800
- **Hardware:** 292

Device Health & Compliance

Managed Devices: 15

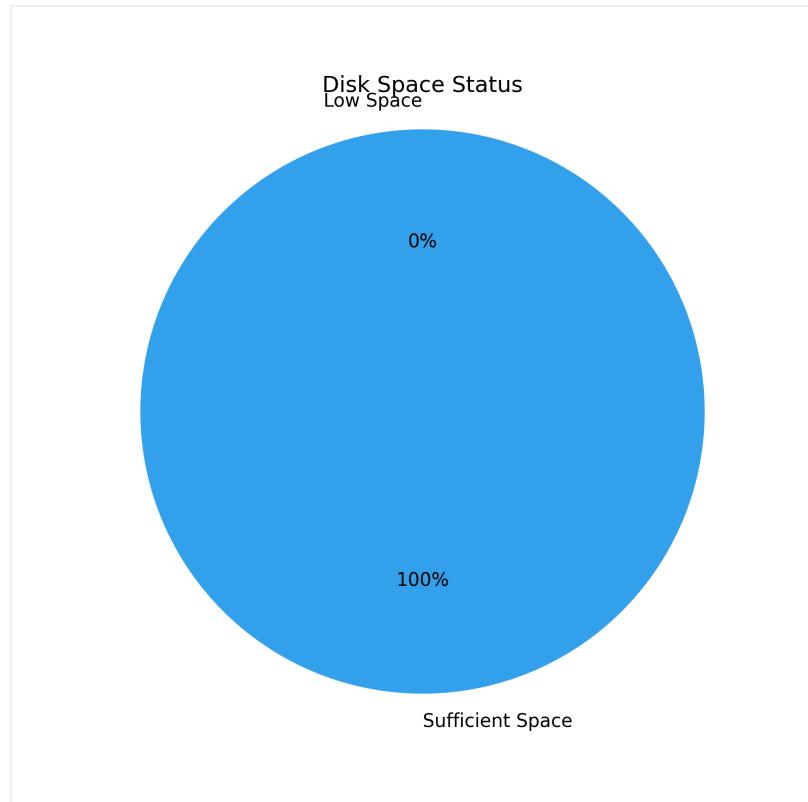
Compliance Score: 100%

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



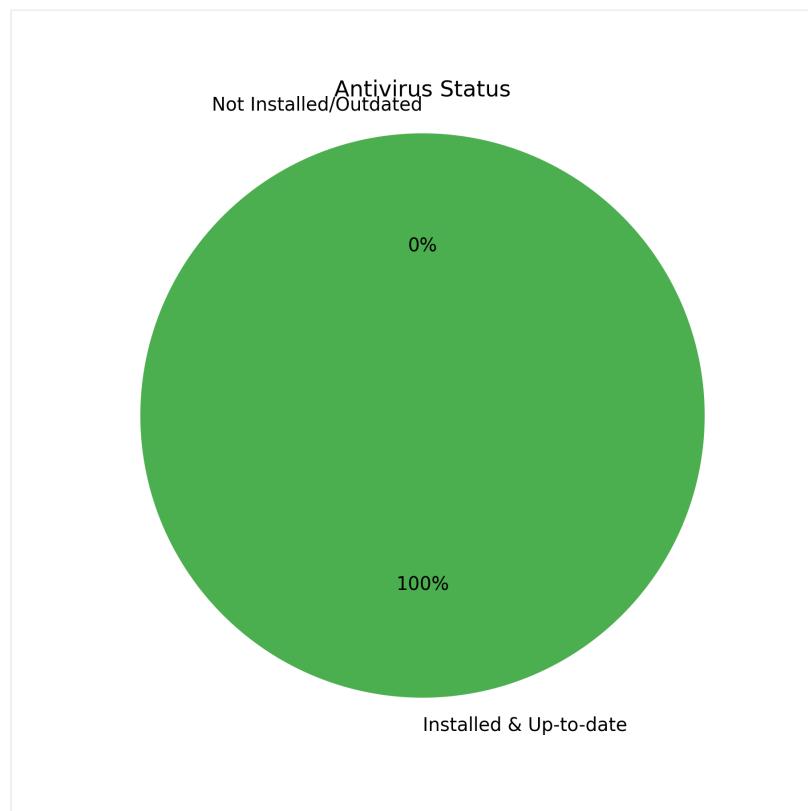
Disk Space Analysis

Devices with low disk space: 0



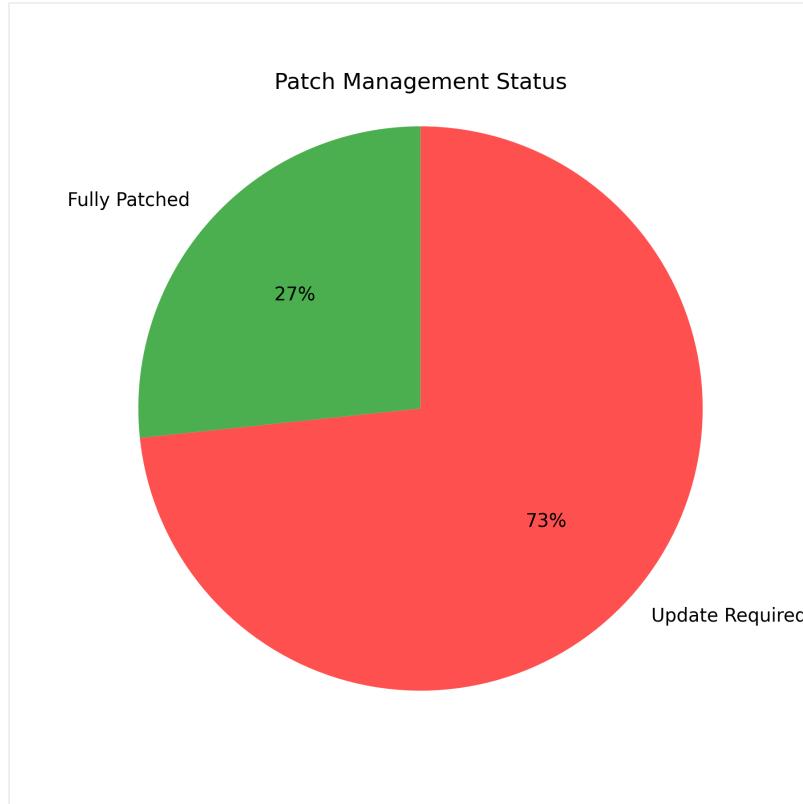
Antivirus Status

15 endpoints have Webroot installed and active.



Patch Management

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

- Improve patch management compliance by ensuring updates are installed promptly.

- Address high-priority monitoring alerts to improve network health.
-