Monthly Customer Report

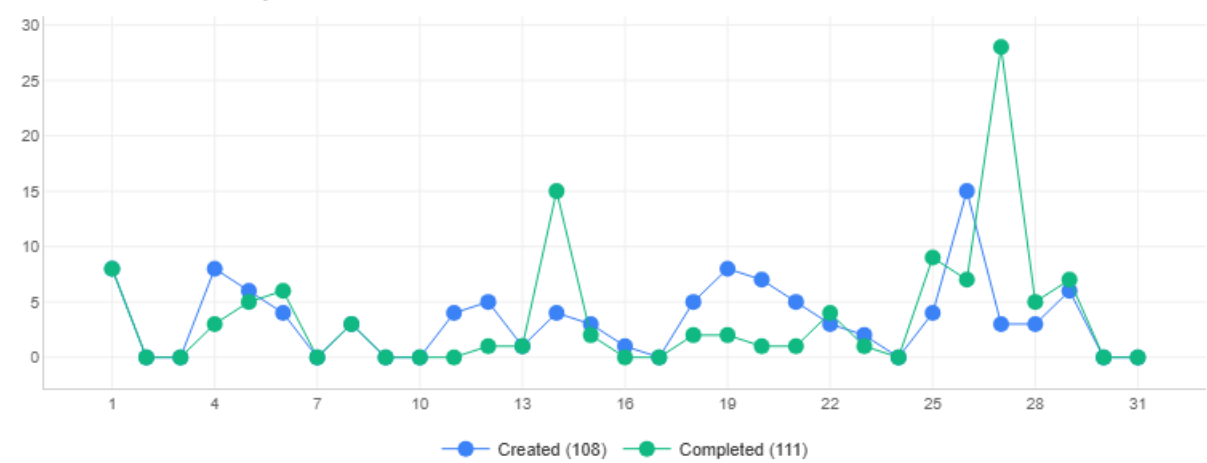Customer: Shelton Keller Group

Created on: September 2025

Created by: Murtuza Choilawala

9800 N Lamar Blvd, Suite 280
Austin, TX 78753
MAIN 512.501.1077
EMAIL murtuzac@TeamLogicIT.com
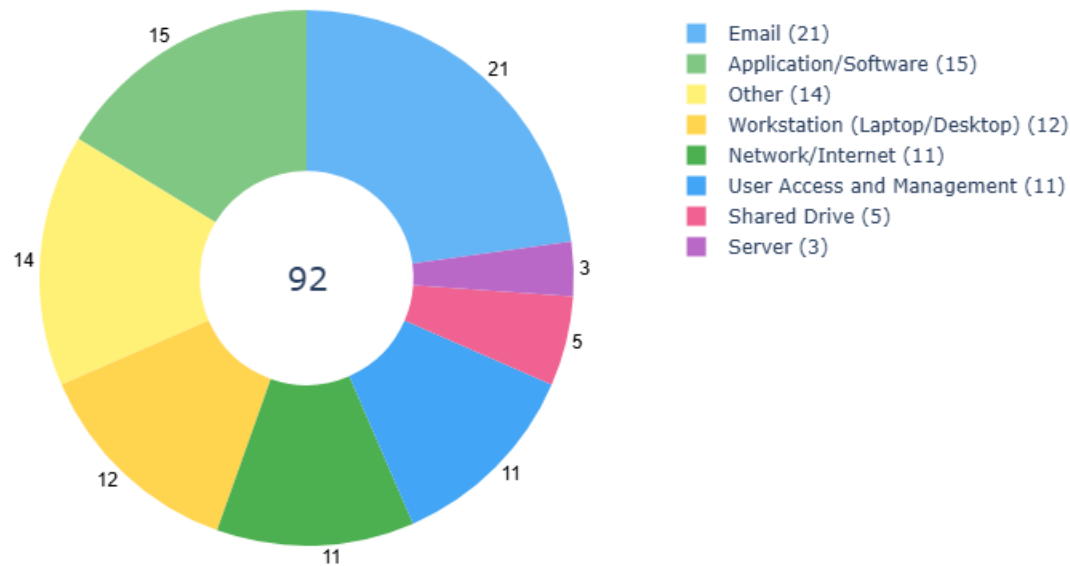WEBSITE teamlogicit.com/NEAustinTX

Daily Tickets Created vs. Completed

Tickets Created vs. Completed

Created (108) — Completed (111)
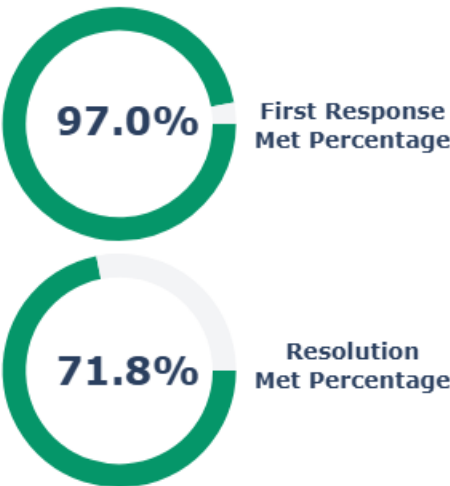
Monthly Tickets by Issue Type

92

- Email (21)
- Application/Software (15)
- Other (14)
- Workstation (Laptop/Desktop) (12)
- Network/Internet (11)
- User Access and Management (11)
- Shared Drive (5)
- Server (3)

Priority Distribution & SLA Performance

Open Tickets by Priority

5

5

■ Medium

SLO Metrics

97.0% First Response Met Percentage

71.8% Resolution Met Percentage

Tickets Created by Contact

Total Tickets: 107

■ Emily Gupton (34)
■ Beth Inbox (4)
■ Sarah Schepis (4)
■ Amanda Fuentes (3)
■ Christina Francis (2)

■ Automation SmartSheet (13)
■ TLIT unknown (4)
■ Valerie Morris (3)
■ Amy McClellan (3)
■ Other (21)

■ Lucia Wood (6)
■ Michaela Frisina (4)
■ Camille Gordon (3)
■ Jamie MaCal (3)
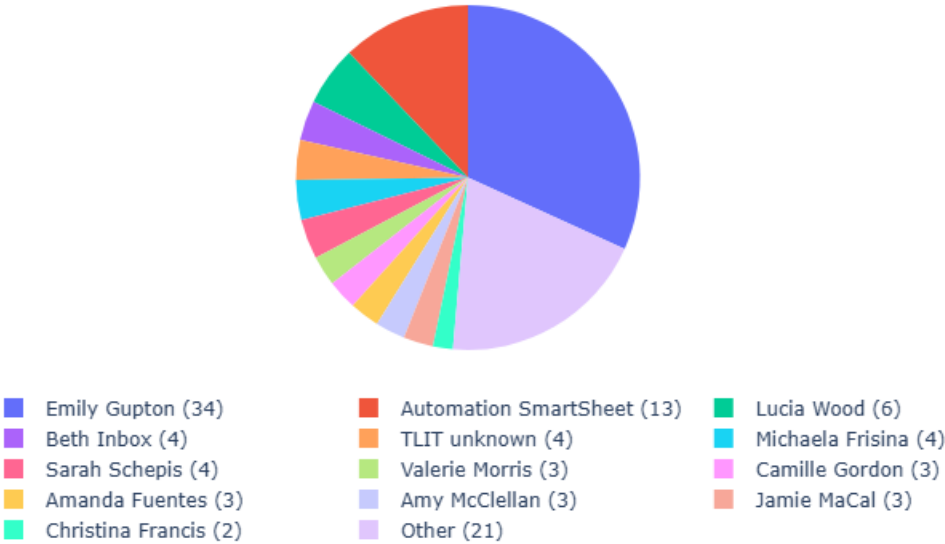
Patch Management Enablement

1

81

- Enabled
- Disabled
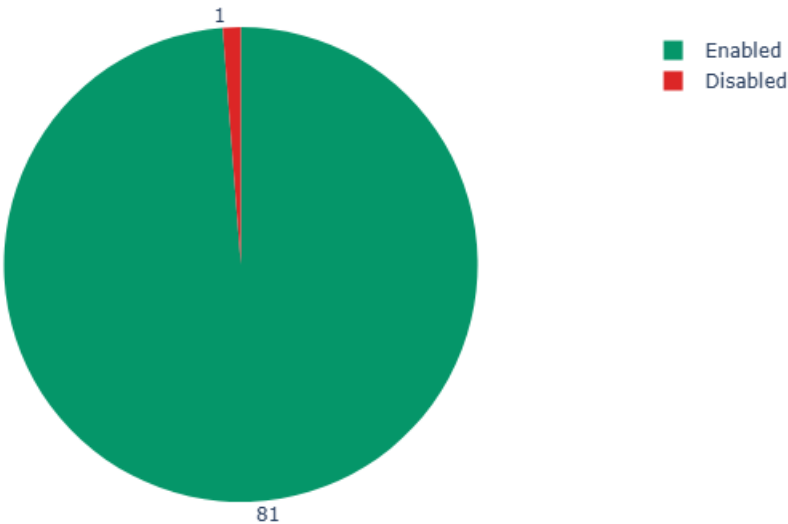
All Devices with Failed Patches

All Devices with Failed OS Patches

Failed Patches	0
Success	508
Failed	0

Device	Failed Patches	Last Successful Scan Date
No devices with failed patches		

All Devices with Failed 3rd Party Patches

Failed Patches	0
Success	242
Failed	0

Device	Failed Patches	Last Successful Scan Date
No devices with failed patches		

Device Patch Compliance & Status Distribution

Device Patch Compliance

100.0%

Total Patches: 221

- **Installed:** 217
- **Approved:** 4
- **Failed:** 0
- **Pending:** 0

Patch Status Distribution

4

217
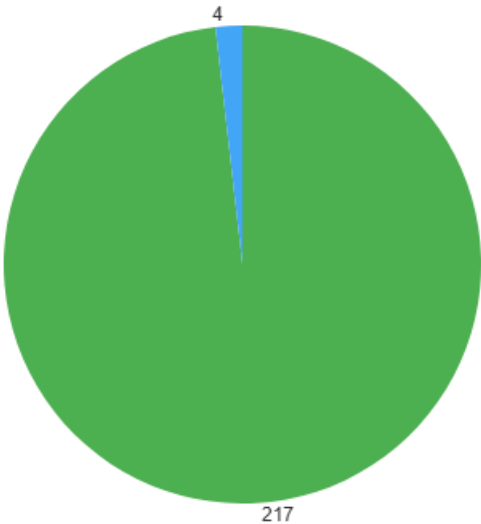
Device Inventory Details

Workstation	User	Make	Serial	Model	OS	RAM	CPU	Storage
SKG036	afuentes	Dell Inc.	6THSNL3	Latitude 5520	Windows 11 Pro	32GB	1Gen i7-1185G7	474GB
SKG038	mmcgowan	Dell Inc.	DGBGHG3	Latitude 5320	Windows 11 Pro	16GB	1Gen i5-1135G7	236GB
SKG113	jpayumo	Dell Inc.	F8T2W93	Vostro 15 7510	Windows 11 Pro	32GB	1Gen i7-11800H	475GB
SKG039	Maguilar	Dell Inc.	J1P2WT3	XPS 9315	Windows 11 Pro	16GB	1Gen i7-1250U	935GB
SKG028	bzamora	Dell Inc.	HGP3R93	Vostro 7500	Windows 11 Pro	24GB	i7-10750H	457GB
SKG006	enilssonlasa	Dell Inc.	18T2W93	Vostro 15 7510	Windows 11 Pro	40GB	1Gen i7-11800H	474GB
SKG002	networkitect	Alienware	CFRBYR3	Alienware m17 R5 A	Windows 11 Pro	31GB	Ryzen 9 6900HX	934GB
SKG070	dholmes	HP	5CD143HK90	HP ENVY Laptop 15-	Windows 11 Pro	32GB	1Gen i7-11800H	953GB
SKG001	adamian	Dell Inc.	CKFC4B3	Vostro 15 5510	Windows 11 Pro	16GB	1Gen i7-11370H	475GB
SKG078	Networkitect	HP	5CD209DHD6	HP ENVY Laptop 15t	Windows 11 Pro	32GB	1Gen i7-11800H	953GB
SKG068	egupton	HP	5CD143HK8W	HP ENVY Laptop 15-	Windows 11 Pro	32GB	1Gen i7-11800H	953GB
SKG032	jsoto	Dell Inc.	GGP3R93	Vostro 7500	Windows 11 Pro	16GB	i7-10750H	457GB
SKG009	cbennington	Dell Inc.	42P2WT3	XPS 9315	Windows 11 Pro	16GB	1Gen i7-1250U	935GB
SKG110	dswanson	Dell Inc.	7FPNGS3	Vostro 7620	Windows 11 Pro	24GB	1Gen i7-12700H	934GB
SKG075	asmith	HP	5CD143HK5N	HP ENVY Laptop 15-	Windows 11 Pro	32GB	1Gen i7-11800H	953GB
KASTLESERVER	KASTLESERVER	Dell Inc.	CDYLST2	XPS 15 9570	Windows 11 Pro	32GB	i7-8750H	237GB
SKG018	brichard	Dell Inc.	2DPNGS3	Vostro 7620	Windows 11 Pro	40GB	1Gen i7-12700H	934GB
SKG023	amcclellan	Dell Inc.	FWPLHX2	G7 7700	Windows 11 Pro	32GB	i7-10750H	932GB
SKG027	afuentes	Dell Inc.	2Q961B3	Latitude 5520	Windows 11 Pro	16GB	1Gen i5-1135G7	474GB
SKG080	aevans	Dell Inc.	H2CBLN3	Latitude 5420	Windows 11 Pro	15GB	1Gen i7-1185G7	474GB
SKG150	lbishop	Dell Inc.	H6P4WT3	XPS 9315	Windows 11 Pro	16GB	1Gen i7-1250U	935GB
SKG079	jgupton	Dell Inc.	24CBLN3	Latitude 5420	Windows 11 Pro	15GB	1Gen i7-1185G7	476GB
8CJ18	mcarrillo	Dell Inc.	6WPBVT2	XPS 15 9570	Windows 11 Pro	8GB	i7-8750H	221GB
SKG041	cpadilla	Dell Inc.	BLFSWT2	XPS 15 9570	Windows 11 Pro	8GB	i7-8750H	237GB
8CL53DC-AAAHU	networkitect	Microsoft	4779-9284-55	Virtual Machine	Win Server 2016	10GB	Intel(R) Xeon(R) Sil	4523GB
SKG019	jbischoff	Dell Inc.	47YKHX2	G7 7700	Windows 11 Pro	32GB	i7-10750H	953GB
8CV38	cyarbrough	Dell Inc.	J7BGHG3	Latitude 5320	Windows 11 Pro	16GB	1Gen i5-1135G7	238GB
SKG030	rliboon	Dell Inc.	CGP3R93	Vostro 7500	Windows 11 Pro	40GB	i7-10750H	457GB
2020SERVERSOLA	Networkitect	Dell Inc.	4ZJ3WT3	XPS 9315	Windows 11 Pro	16GB	1Gen i7-1250U	935GB
SKG029	cgordon	Dell Inc.	53N3R93	Vostro 7500	Windows 11 Pro	16GB	i7-10750H	457GB
SKG081	kallen	Dell Inc.	1THSNL3	Latitude 5520	Windows 11 Pro	16GB	1Gen i7-1185G7	474GB
SKG042	smartsheetap	Dell Inc.	F4ZYCP2	Precision 5820 Tow	Windows 11 Pro	128GB	Intel(R) Xeon(R) W-2	475GB
SKG037	glopez	Dell Inc.	CCT2W93	Vostro 15 7510	Windows 11 Pro	32GB	1Gen i7-11800H	457GB
SKG119	frodriguez	Alienware	HDBFYR3	Alienware m17 R5 A	Windows 11 Pro	31GB	Ryzen 9 6900HX	934GB
SKG010	agoff	Dell Inc.	DTHSNL3	Latitude 5520	Windows 11 Pro	32GB	1Gen i7-1185G7	474GB

Device Inventory Details (continued - page 2)

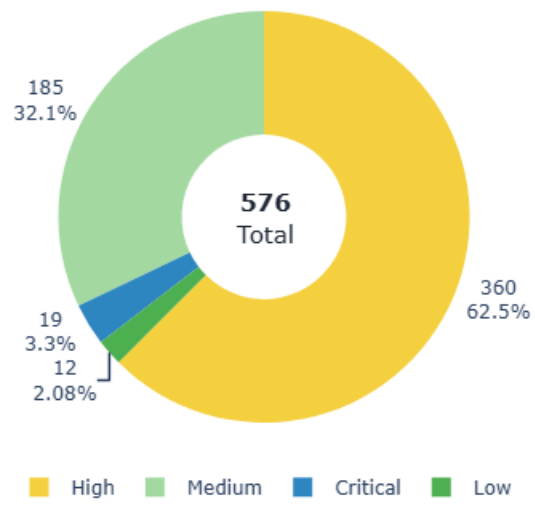| Workstation	User	Make	Serial	Model	OS	RAM	CPU	Storage
SKG118	bgoff-mcmill	HP	5CD143HK4V	HP ENVY Laptop 15-	Windows 11 Pro	32GB	1Gen i7-11800H	953GB
SKG114	nhewlett	Dell Inc.	2WSZKY3	Latitude 5540	Windows 11 Pro	16GB	1Gen i7-1355U	474GB
SKG112	ralterman	Dell Inc.	HWSZKY3	Latitude 5540	Windows 11 Pro	32GB	1Gen i7-1355U	474GB
SKG116	hmyers	Alienware	HWXFMX3	Alienware m18 R1	Windows 11 Pro	32GB	1Gen i9-13900HX	930GB
SKG117	csalazar	Alienware	DWXFMX3	Alienware m18 R1	Windows 11 Pro	32GB	1Gen i9-13900HX	930GB
SKG026	networkitect	Dell Inc.	4Q961B3	Latitude 5520	Windows 11 Pro	32GB	1Gen i5-1135G7	474GB
SKG106	jguthrie	Alienware	94MC5X3	Alienware x17 R2	Windows 11 Pro	32GB	1Gen i9-12900HK	1906GB
SKG127	mhunt	Dell Inc.	BC7V224	Latitude 3550	Windows 11 Pro	32GB	1Gen i7-1355U	474GB
SKG044	SKG044\tlitn	Dell Inc.	238V224	Latitude 3550	Windows 11 Pro	32GB	1Gen i7-1355U	474GB
SKG043	nremmell	Dell Inc.	G38V224	Latitude 3550	Windows 11 Pro	32GB	1Gen i7-1355U	474GB
SKG126	lwood	Dell Inc.	7D7V224	Latitude 3550	Windows 11 Pro	32GB	1Gen i7-1355U	474GB
SKG012	accountingre	Dell Inc.	6F1LPR3	OptiPlex 5000	Windows 11 Pro	16GB	1Gen i7-12700T	238GB
SKG074	mwittorp	HP	5CD143HK9X	HP ENVY Laptop 15-	Windows 11 Pro	32GB	1Gen i7-11800H	953GB
SKG024	klovett	Dell Inc.	FDX3P34	Latitude 3550	Windows 11 Pro	32GB	1Gen i7-1355U	474GB
SKG129	jmacal	Dell Inc.	DDX3P34	Latitude 3550	Windows 11 Pro	32GB	1Gen i7-1355U	474GB
SKG132	cyarbrough	Dell Inc.	6DX3P34	Latitude 3550	Windows 11 Pro	32GB	1Gen i7-1355U	474GB
SKG135	kmellett	Alienware	3M4W954	Alienware m18 R2	Windows 11 Pro	64GB	i9-14900HX	1884GB
SKG139	sjimenez	Alienware	8N4W954	Alienware m18 R2	Windows 11 Pro	64GB	i9-14900HX	1884GB
SKG138	vmorris	Alienware	2BTW954	Alienware m18 R2	Windows 11 Pro	64GB	i9-14900HX	1884GB
SKG140	astinnette	Dell Inc.	5CDW954	Latitude 3550	Windows 11 Pro	32GB	1Gen i7-1355U	474GB
SKG141	wtravieso	Dell Inc.	GDX3P34	Latitude 3550	Windows 11 Pro	32GB	1Gen i7-1355U	474GB
SKG031	mkothari	Alienware	CC53R54	Alienware m18 R2	Windows 11 Pro	64GB	i9-14900HX	1884GB
SKG146	jsacone	Dell Inc.	FM39J54	Latitude 3550	Windows 11 Pro	32GB	1Gen i7-1355U	474GB
SKG143	cbryant	Dell Inc.	93L9J54	Latitude 3550	Windows 11 Pro	32GB	1Gen i7-1355U	475GB
SKG144	sschepis	Dell Inc.	7J89J54	Latitude 3550	Windows 11 Pro	32GB	1Gen i7-1355U	474GB
SKG145	mfrisina	Dell Inc.	83L9J54	Latitude 3550	Windows 11 Pro	32GB	1Gen i7-1355U	474GB
SKG142	klauzon	Dell Inc.	8D19J54	Latitude 3550	Windows 11 Pro	32GB	1Gen i7-1355U	474GB
2020SERVERHLC	networkitect	Dell Inc.	J2BGHG3	Latitude 5320	Windows 11 Pro	16GB	1Gen i5-1135G7	236GB
SKG124	egoff	Dell Inc.	JSHSNL3	Latitude 5520	Windows 11 Pro	32GB	1Gen i7-1185G7	474GB
SKG025	amartinez	Dell Inc.	3Q961B3	Latitude 5520	Windows 11 Pro	32GB	1Gen i5-1135G7	476GB
SKG003	cmay	Dell Inc.	FP0GY74	Latitude 3550	Windows 11 Pro	32GB	Intel(R) Core(TM) UI	474GB
SKG004	snye	Dell Inc.	JP0GY74	Latitude 3550	Windows 11 Pro	32GB	Intel(R) Core(TM) UI	474GB
SKG005	nvanschaack	Dell Inc.	CP0GY74	Latitude 3550	Windows 11 Pro	32GB	Intel(R) Core(TM) UI	474GB
SKG008	jcarlton	Dell Inc.	GP0GY74	Latitude 3550	Windows 11 Pro	32GB	Intel(R) Core(TM) UI	474GB
SKG007	kfiser	Dell Inc.	DP0GY74	Latitude 3550	Windows 11 Pro	32GB	Intel(R) Core(TM) UI	474GB

Device Inventory Details (continued - page 3)

Workstation	User	Make	Serial	Model	OS	RAM	CPU	Storage
SKG020	hraman	Dell Inc.	HP0GY74	Latitude 3550	Windows 11 Pro	32GB	Intel(R) Core(TM) UI	474GB
SKG011	cgood	Dell Inc.	9P0GY74	Latitude 3550	Windows 11 Pro	32GB	Intel(R) Core(TM) UI	474GB
SKG015	dmiller	Dell Inc.	2Q0GY74	Latitude 3550	Windows 11 Pro	32GB	Intel(R) Core(TM) UI	474GB
SKG013	srudin	Dell Inc.	3Q0GY74	Latitude 3550	Windows 11 Pro	32GB	Intel(R) Core(TM) UI	474GB
SKG014	cfrancis	Dell Inc.	1Q0GY74	Latitude 3550	Windows 11 Pro	32GB	Intel(R) Core(TM) UI	474GB
SKG017	mcalame	Dell Inc.	BP0GY74	Latitude 3550	Windows 11 Pro	16GB	Intel(R) Core(TM) UI	474GB
SKG021	lramirez	Dell Inc.	JDPNGS3	Vostro 7620	Windows 11 Pro	24GB	1Gen i7-12700H	952GB
SKG022	salexander	Dell Inc.	FCDW954	Latitude 3550	Windows 11 Pro	32GB	1Gen i7-1355U	474GB

Asset Type Distribution
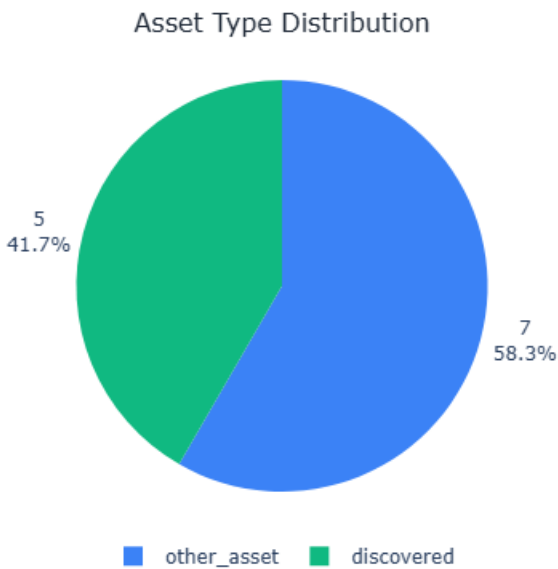
Vulnerability Assessment Overview

Vulnerability Severity Distribution

185
32.1%

576
Total

360
62.5%

19
3.3%

12
2.08%

High   Medium   Critical   Low

Security Risk Score

Risk Score

50

25

75

3.56 /100

Low

0

100

Agent Type Distribution

Count by Agent Type

Total: 83

LIGHTWEIGHT: 82 (98.80%)   PROBE: 1 (1.20%)