MONTHLY REPORT / 01

Your IT at a glance

Musterbetrieb GmbH | 1-30 September 2026 | 1 site

BASIC REPORT | INCLUDED IN SELECTED MONITORING

AMBER: Action required	15 / 15 devices	3 / 3 servers
Updates and recovery evidence pending	Recorded in the sample	Recorded in the sample

Management summary

Operations were mostly available. Two devices require updates. Three failed backup runs were followed by successful runs. A documented recovery test is missing, so recoverability remains unconfirmed.

Rating	Outcome	Next step
GREEN	No unresolved faults in monitored server services.	Continue checks.
AMBER	2 devices have pending updates; 1 has outdated protection signatures.	Agree a maintenance window.
RED	No documented recovery test.	Approve test scope and date.

What this report demonstrates

It documents agreed checks, events and open items. An individual green result is not a security guarantee. Areas that are not connected are explicitly marked as not assessed.

All companies, systems, readings, events and work in this public sample are fictional. An actual customer report covers only the commissioned and connected areas.

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Coverage & operational status

What was monitored and where the assessment has limits.

Area	Sample result	Status
Devices & updates	15 devices recorded; 13 up to date, 2 with pending updates.	AMBER
Endpoint protection	15 devices report active protection; 1 has outdated signatures.	AMBER
Servers & services	3 servers; no unresolved fault in the defined service checks at month-end.	GREEN
Network & internet	1 gateway; one 18-minute outage.	AMBER
Backup runs	90 scheduled runs; 87 successful, 3 failed.	AMBER
Recovery	No documented test during the reporting period.	RED
Microsoft 365	Not commissioned / not connected. No assessment of MFA or mailbox rules.	NOT ASSESSED

Data sources & measurement limits

Sample sources: monitoring agents, gateway checks, endpoint protection status and backup logs. As of 30 September 2026, 23:59. Sample check interval: 5 minutes. Coverage: 15 of 15 devices and 3 of 3 servers.

Understanding availability

An 18-minute internet outage out of 43,200 calendar minutes equates to 99.96% availability. This is not an SLA commitment; outages between checks may go undetected. Missing or stale data must not be treated as a safe state.

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Events & evidence

Traceable results, beyond a traffic-light colour.

Reference / date	Observation and handling	State
EVT-01 / 08.09.	Internet unreachable for 18 minutes. An alert was triggered; connection subsequently available again. Cause unconfirmed.	Closed
BK-01 / 12.-14.09.	3 backup runs failed; subsequent runs succeeded. The technical cause has not yet been verified.	Runs successful again
UP-01 / 21.09.	13 devices report up-to-date status; 2 devices still require updates.	Open
AV-01 / 30.09.	1 device has outdated protection signatures; protection itself reports active.	Open

Backup is not recovery

Evidence	Sample result
Latest daily run	30 September: 3 out of 3 server backups successful.
Retention	Target: 30 daily restore points. Full compliance is not evidenced here.
Recovery test	Not documented. Duration and outcome unknown.
Pending decision	Approve test data and a test window.

Work recorded in the sample

Check results consolidated, events documented, open update and protection alerts recorded and priorities passed to the contact person. Unsubstantiated repairs and invented working hours are not presented as actual work.

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Priorities for October

Clear tasks, responsibilities and verifiable results.

Priority	Task / success criterion	Owner / target
HIGH	Restore an approved dataset in isolation; document integrity and duration.	Customer: approval IT World One: once commissioned Target: 7 October
MEDIUM	Update signatures on 1 device; confirm current protection status.	Customer: device reachable IT World One: check Target: 2 October
MEDIUM	Update the 2 remaining devices; verify restart and status.	Agreed maintenance window Target: 9 October

Your feedback

Please confirm a contact person, device availability and a possible test window. The scope and billing of any required work will be agreed in advance.

Transparent service scope

Included in monitoring	To be agreed separately
Agreed checks, ongoing important alerts, a monthly basic report and a short priority list.	Repairs, installations, on-site work and execution of additional tests and measures.
Urgent alerts are not held until the monthly report.	Service work at the agreed hourly rate in 30-minute increments. Licences, hardware and travel separate.

Optional: IT analysis & consultation

€129 per month excluding VAT: trend assessment, review of recurring issues, a prioritised action plan and a 30-minute personal consultation. Implementation charged separately.

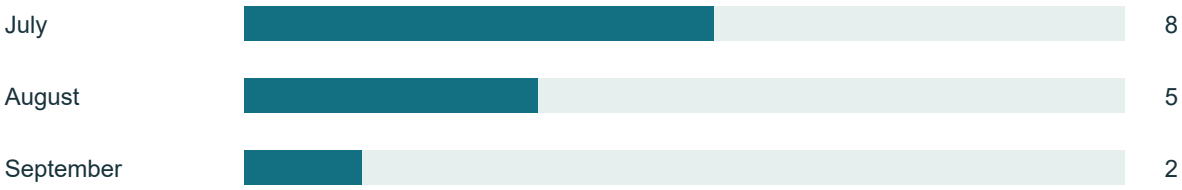
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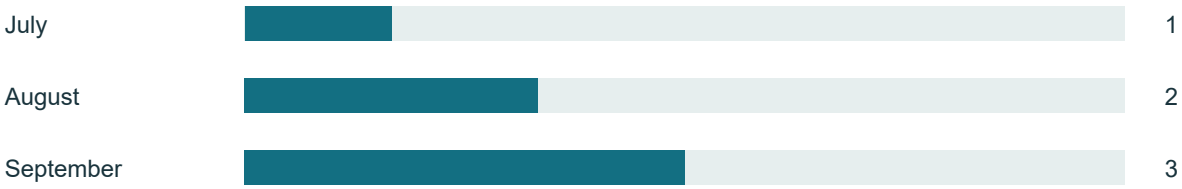
Trends & causes

IT analysis & consultation | Add-on: €129 per month excluding VAT

Devices with pending updates (out of 15 devices)



Failed backup runs (out of 90 scheduled runs)



Interpretation for management

The update backlog falls from 8 to 2 devices. Meanwhile, failed backup runs rise from 1 to 3. Better update compliance does not resolve uncertainty about recovery. Both areas remain separate priorities.

Hypothesis	Evidence required
Backup target intermittently full	Compare failure times with capacity and logs. Cause not yet confirmed.
2 devices rarely reachable	Review connection history and agree a firm maintenance window.

Decisions required

Establish recoverability first. Commission storage expansion only after confirming the cause and forecasting capacity needs. Do not purchase based on a hypothesis alone.

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Actions & consultation

A shared plan with measurable results.

Step	Acceptance / benefit	Dependencies
1. Recovery test	Restore a test file in isolation; document integrity and duration.	Customer approves test data; execution commissioned separately.
2. Backup analysis	Compare logs and capacity; document the cause or remaining uncertainty.	Approve additional technical work in advance.
3. Maintenance window	Keep 2 devices reachable; verify update and protection status after implementation.	Customer coordinates users; agree implementation.

30-minute personal consultation

Duration	Topic	Outcome
5 minutes	Current situation and open risks	Shared overview
10 minutes	Trends and possible causes	Confirm priorities
10 minutes	Actions and approvals	Assign owners
5 minutes	Questions and next meeting	Record decisions

Record the agreement

Consultation: not yet held | Approvals: pending
Customer owner: to be agreed during the meeting
Next check: after approved measures have been implemented

What the €129 covers

Monthly in-depth analysis and a 30-minute consultation. Additional technical troubleshooting, recovery tests, repairs and implementation are agreed separately. This does not include unlimited support or a security guarantee.