

Scorecard Types

12 Devices

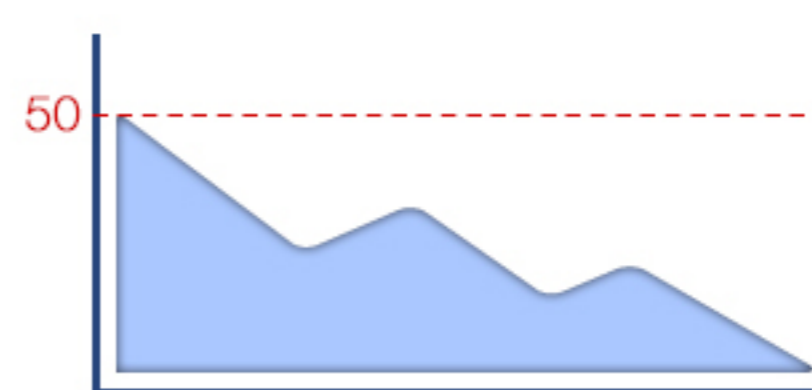
Not scanned within 30 days



143

104 Critical
45 High
136 Medium

Devices with Vulnerabilities



4% Last 30 days

Without Antivirus Installed



8% Devices

With out-of-date Antivirus



Top 3 vulnerabilities

MS13-039_MSU



81% devices

ADOBEAIRV3.9.0.1030



76% devices

MS13-087_INTL



68% devices

8%

234/2412 Incidents

657/1231 Requests

Incidents/Requests open last 30 days



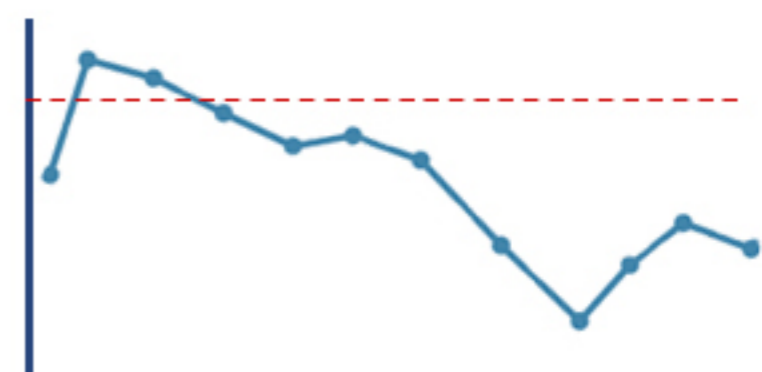
56%

Incidents

Resolved on First Call

9.9%

Last 30 days



Top 5

Services by Incident Volume

SAP



213

AD Password Reset



178

Software Packaging



167

Workday



156

Onboarding



119