

## Customer Service History for Township of Douro-Dummer

<b>Technician</b>	<b>Service Date</b>	<b>Location</b>	<b>Billabl Hours</b>	<b>Comments</b>
O'Gorman, Dan	14/03/2018	Remote	2	TWP Douro Dummer Remote - Portal – Regular March-14-18 9:00 am – 11:00 am Checked backups – all running as scheduled. Installed Windows updates to servers, scheduled after hours re-boot. Logged into the QNAP backup device – ran a system file check, as recommended by the system. Checked firewall logs. Reviewed server logs. Installed windows updates the host server TWPDDSRV, scheduled reboot for Saturday at 6:00 am. AV Defender is current on all connected devices.
O'Gorman, Dan	28/03/2018	Office	3	TWP Douro Dummer Onsite - Portal – Regular March-28-18 9:00 am – 11:00 am Checked backups – all working as scheduled. Reviewed server logs. AV Defender is current on all connected systems. Updated Windows Agent on DDTWP-Council-4 and DDTWP-LT-5, they were not updating automatically since the units were not online long enough to receive the update. Installed Windows updates to these units as well. No windows updates needed for the servers at this time. Checked firewall, no issues.