SITE survey. APP

SITE SURVEY REPORT

IT Maintenance Visit

Prepared for	Kinross and Hale Ltd
Date	23 Sep 2026
Site	Kinross and Hale, Bath
Prepared by	S. Novak

FORM

IT Maintenance Visit

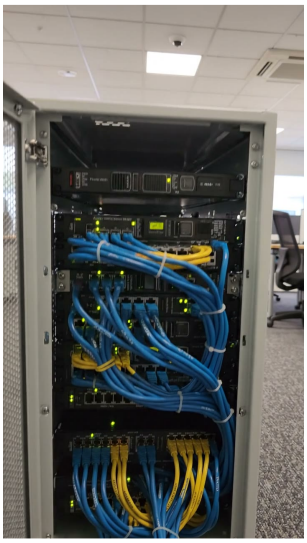
1. Job details

Project	Kinross and Hale, Bath: quarterly IT maintenance
Job or contract reference	ITM-Q3-0921
Customer	Kinross and Hale Ltd
Site	Kinross and Hale, Bath office
Address	2 Abbey Mews, Bath BA1
Date of visit	23 Sep 2026
Type of visit	Planned maintenance
Engineer name	S. Novak

2. Comms or server room

Is the room or cabinet locked?	No
Temperature at the front of the cabinet (°C)	23
Cooling	None fitted
Is the room clean, dry and free of stored items?	Yes
Any sign of water, leaks or pipes above the equipment?	No

Photos of the room and cabinet



3. UPS

Is there a UPS?	Yes
UPS make and model	1500 VA rack mount UPS
Status on the display	Replace battery warning
Load (%)	38
Runtime shown (minutes)	14
Runtime the site needs (minutes)	10
Runtime against the need	Enough
Age of the batteries (years)	5
Maker's battery replacement interval (years)	4
Battery age against the interval	Due for replacement
Self test	Failed

Photo of the UPS display



4. Servers and storage

Are there servers or storage devices on site?	Yes

Servers and storage 1: KH-FS01

Name	KH-FS01
What it does	File server and sign-in
Hardware lights and alerts	Normal
Disks or RAID	Healthy
Free disk space (%)	22
Does the operating system still get security updates?	Yes
Security updates	Installed on this visit
Event logs reviewed?	Yes
Anti-malware running and up to date?	Yes
Errors found and action taken	Failed sign-in warnings from a leaver's account. Account disabled with the practice manager's agreement.

Servers and storage 2: KH-NAS01

Name	KH-NAS01
What it does	Backup storage

Hardware lights and alerts	Normal
Disks or RAID	Healthy
Free disk space (%)	41
Does the operating system still get security updates?	Yes
Security updates	Outstanding
Release date of the oldest outstanding critical or high risk update	1 Sep 2026
Days since that update was released	22
Against 14 days	Over 14 days
Event logs reviewed?	Yes
Anti-malware running and up to date?	Yes
Errors found and action taken	NAS firmware update released 1 September needs a restart, which would stop tonight's backup. Booked for Friday 25 September after 18:00.

> Updates. Cyber Essentials requires updates that fix critical or high risk vulnerabilities to be installed within 14 days of release.

Servers checked	2
Hardware warning or fault	0
Disks degraded or failed	0
Under 15% free space	0
No longer getting security updates	0
Updates outstanding over 14 days	1
Were user and admin accounts checked for leavers and accounts no longer needed?	Yes, accounts disabled

5. Backups

Last backup job	Completed with errors
Date of the last good backup	21 Sep 2026
Days since the last good backup	2
Is there a copy off site or in the cloud?	Yes
Did you restore a file as a test on this visit?	Yes

Backup notes	Last night's job (22 September) skipped two files left open in the accounts software; the 21 September job completed cleanly. Restored a test file from last night's backup, fine.

6. Network and subscriptions

Firewall firmware	Updated on this visit
Switches	OK
Wi-Fi	OK
Internet speed, download (Mbps)	145
Internet speed, upload (Mbps)	28
Contracted download speed (Mbps)	160
Contracted upload speed (Mbps)	30
Download as a share of the contract (%)	91
Upload as a share of the contract (%)	93
Is anything due to expire in the next 90 days?	Yes
What, and when?	Firewall security subscription renews 30 November 2026. Domain name renews 14 December 2026.

7. PCs and laptops

Did you check any PCs or laptops?	Yes

Devices checked 1: KH-PC-014

Device name or asset tag	KH-PC-014
User	A. Shah
Updates	Up to date
Anti-malware	Running and up to date
Free disk space (%)	48
Cleaned: vents, keyboard, screen?	Yes

Devices checked 2: KH-LT-022

Device name or asset tag	KH-LT-022
User	R. Dunn

Updates	Installed on this visit
Anti-malware	Running and up to date
Free disk space (%)	12
Cleaned: vents, keyboard, screen?	Yes
Issues found and action taken	Disk nearly full. Cleared temporary files to get 12% free. A larger SSD is recommended.
Devices checked	2
Updates outstanding	0
Anti-malware out of date or missing	0
Under 15% free space	1

8. Outcome and parts

Outcome of the visit	Issues outstanding
What needs doing next, and who will do it?	Replace the UPS batteries, five years old against a four year interval: S. Novak, quote sent today. Install the NAS firmware update on Friday evening. Lock the network cabinet, which stands in the open office: practice manager to decide on a lock or a new position.
Recommendations	Upgrade the SSD in KH-LT-022. S. Novak to check the backup log remotely tomorrow morning and confirm the accounts files were included.
Did you use any parts or materials?	No
Next visit due	16 Dec 2026
Days to the next visit	85

9. Sign-off

Is the customer or their representative available to sign?	Yes
Customer name	P. Hale
Position	Practice manager
Customer comment	Please send the battery quote to me.
Customer signature	

Engineer name	S. Novak
Engineer signature	