



Office IT health report

BUSINESS

Example Plumbing Ltd (demo)

PCS CHECKED

5 Windows PCs

CHECK DATE

October 2026 (demo)

CHECKED WITH

[Tool name], read-only



Summary for the owner

Your office scores **70 out of 100**. The basics are mostly there: every PC has antivirus running and the firewall is on. But there are a few gaps that could cost you days of work or customer data if something goes wrong.

The biggest issue is Windows 10. 3 of your 5 PCs still run it, and Microsoft stopped sending security fixes for it on **October 14, 2025**. Two of them can move to Windows 11 for free. One (DISPATCH) is too old and should be replaced.

The second issue is backups. We found no working backup on 3 PCs, including the front desk where your bookings live. A failed drive or a ransomware attack there would mean starting from scratch.

None of this needs to happen all at once. Page 3 lists the five fixes that matter most, in order.

3 of 5

PCs on Windows 10 (no more security fixes)

3 of 5

PCs with no working backup found

47

Weakest PC score (DISPATCH)

1

Risk chain: issues that add up to one big risk

Windows 10 end of support

Microsoft: "Windows 10 has reached the end of support on October 14, 2025. At this point technical assistance, feature updates and security updates is no longer provided." The PCs still turn on and work, but new security holes are no longer fixed. Business PCs can only stay covered through Microsoft's paid Extended Security Updates program for organizations.

Source: Microsoft Support, "Windows 10 support has ended on October 14, 2025", support.microsoft.com (checked Oct 18, 2026).

How to read this report

Pass working as it should **Watch** worth a look **Fix** needs fixing **Review** listed for you to review, not scored

Each PC gets a score out of 100. Serious checks (like backups and updates) count more than minor ones. Checks that couldn't be run are left out, not counted as passes.



Your PCs at a glance

PC	Windows	Windows 11 plan	Score	Fix	Watch
FRONT-DESK Office / bookings	Windows 10 22H2	Upgrade Can take the free Windows 11 upgrade	61	4	3
DISPATCH Dispatch and phones	Windows 10 22H2	Replace Hardware can't run Windows 11 (no TPM 2.0)	47	6	4
SHOP-PC Parts counter	Windows 10 22H2	Upgrade Can take the free Windows 11 upgrade	67	3	3
OWNER-LT Owner laptop	Windows 11 24H2	OK Already on Windows 11	92	0	2
ESTIMATOR-LT Estimator laptop	Windows 11 23H2	OK Already on Windows 11	81	1	4
Office average			70	14	16

Windows 10 stopped getting security updates on October 14, 2025 (Microsoft Support). "Upgrade" means the PC meets Microsoft's Windows 11 requirements, and the upgrade is free. "Replace" means it doesn't, and we won't force Windows 11 onto unsupported hardware.

Every check, every PC

Check	FRONT-DESK	DISPATCH	SHOP-PC	OWNER-LT	ESTIMATOR-LT
Supported Windows version	Fix	Fix	Fix	Pass	Pass
Windows updates	Pass	Watch	Pass	Pass	Watch
Antivirus (Defender)	Pass	Pass	Pass	Pass	Pass
Firewall	Pass	Pass	Pass	Pass	Pass
Disk encryption (BitLocker)	Watch	Fix	Watch	Pass	Fix
Secure Boot and TPM	Pass	Fix	Pass	Pass	Pass
SMBv1 file sharing	Pass	Fix	Pass	Pass	Pass
Local administrator accounts	Fix	Watch	Watch	Watch	Pass
Remote Desktop	Fix	Pass	Pass	Pass	Pass
Backups	Fix	Fix	Fix	Watch	Watch
Screen lock on idle	Watch	Pass	Pass	Pass	Watch
AutoRun/AutoPlay for USB	Pass	Watch	Pass	Pass	Pass
PowerShell v2 removed	Watch	Fix	Watch	Pass	Pass
Open file shares (Everyone)	Pass	Pass	Fix	Pass	Pass
Saved open or WEP Wi-Fi	Pass	Watch	Pass	Pass	Watch
Remote access tools (review only)	Review	Pass	Pass	Pass	Pass



Top 5 risks and how to fix them

- 1 Three PCs are on Windows 10, which no longer gets security fixes**

FRONT-DESK, DISPATCH, SHOP-PC. Every new Windows security hole stays open on these PCs. DISPATCH also still has SMBv1 file sharing turned on, the old protocol that big ransomware outbreaks spread through.

Fix: Back up, then upgrade FRONT-DESK and SHOP-PC to Windows 11 (free). Plan to replace DISPATCH, and turn SMBv1 off on it right away.
- 2 No working backup on three PCs**

FRONT-DESK, DISPATCH, SHOP-PC have no backup we could find. The two laptops back up, but the last good backup is old. A dead drive or ransomware would wipe out bookings, invoices and estimates.

Fix: Set up automatic daily backup to the cloud or an external drive on every PC, then do a test restore so you know it works.
- 3 Risk chain on FRONT-DESK: Remote Desktop on, everyday admin account, no backup**

Each one alone is a small problem. Together they are how many small-office ransomware attacks start: someone guesses a password over the internet, gets full control, and there is nothing to restore from.

Fix: Turn off Remote Desktop (or put it behind a VPN), give staff a standard account, keep one separate admin account, and fix the backup.
- 4 A shared folder on SHOP-PC is open to everyone**

The shared folder on SHOP-PC lets anyone on the network read and change it, including guests on the office Wi-Fi and any infected PC.

Fix: Limit the share to the named staff who need it, and move guests to a separate guest Wi-Fi.
- 5 Two PCs aren't encrypted, including a laptop that leaves the office**

ESTIMATOR-LT and DISPATCH have no disk encryption. If the estimator's laptop is lost or stolen, anyone can pull customer names, addresses and job details off the drive.

Fix: Turn on BitLocker (built into Windows 11 Pro) and save the recovery key somewhere safe. DISPATCH gets encryption when it is replaced.

Next steps

- 1. This week:** turn on backups for all 5 PCs and turn off Remote Desktop on FRONT-DESK.
- 2. Within 2 weeks:** upgrade FRONT-DESK and SHOP-PC to Windows 11, after a backup.
- 3. Within a month:** lock down the open shared folder, turn on BitLocker on ESTIMATOR-LT, and plan the DISPATCH replacement.
- 4. Then:** re-run the check to confirm the fixes and see your new score.

You can do these yourself using the step-by-step fixes in the full report, or have Silverkey Systems do them for you.

What this check is, and isn't

- A read-only snapshot of each PC. Nothing was changed or installed.
- It is not a penetration test, a certification, or a guarantee that the office is safe.
- Finding a backup isn't proof a restore works. Test it.
- Checks map to CIS Controls v8 (IG1) and the Canadian Centre for Cyber Security baseline controls for small organizations.