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Illustrative Sample - Network Health Check Report

This is a synthetic example created to show the report format. It does not describe a real client, a real site, or real findings. All names, branch details, observations and staff reports below are fictional and invented for illustration only.

InfraGov KSA - Network & IT Infrastructure Health Check
Branch: Example Dental Clinic - Olaya District branch (illustrative)
Visit date: 12 October 2026 (illustrative) - Assessor: Muhammad Mohib Khan
Scope agreed beforehand: internet/Wi-Fi, routers/switches, cabling/rack, power/UPS, incident records. Repairs and configuration changes excluded.

Top findings (priority order)

1. HIGH - Single internet line: interruption risk

Evidence source: staff report (receptionist, on the visit day) + visual confirmation of one fibre entry point.
Observation (fictional): The branch runs on one fibre line. Staff reported a 40-minute outage last month during which card payments and the booking system stopped together.
Assessment limitation: The outage cause was not independently verified; no failover test was performed.
Impact: Any provider-side interruption halts revenue and patient flow.
Recommended priority: First. Assess backup options - coverage, compatibility with existing equipment, and controlled failover testing - then keep the chosen option as a budgeted next step.

2. HIGH - Possible Wi-Fi coverage issue in the far treatment rooms

Evidence source: phone walkthrough (three passes) + staff report.
Observation (fictional): Signal dropped in rooms 3 and 4 during the walkthrough. Staff said the card reader fails there "most afternoons".
Assessment limitation: A phone walkthrough identifies a possible coverage issue; it does not establish the cause or the exact remedy.
Impact: Payment failures in front of patients.
Recommended priority: Second. Perform a coverage and connectivity assessment before selecting access-point placement and backhaul.

3. MEDIUM - No incident record

Evidence source: staff interview (practice manager).
Observation (fictional): Problems are reported by word of mouth; nothing is written down.
Assessment limitation: Based on interview only; older incidents may be forgotten or misremembered.
Impact: Missing records weaken diagnosis - repeat faults can't be spotted, and knowledge leaves with staff.
Recommended priority: Third. Start a one-page incident log (template available).

4. MEDIUM - No labelling on the cabinet

Evidence source: visual inspection + photo references.
Observation (fictional): 14 cables enter a wall cabinet; 3 are labelled. Nobody on site could say which switch port feeds reception.
Assessment limitation: Cables were traced visually only; nothing was disconnected.
Impact: Every fault takes longer to trace; any vendor visit starts from zero.
Recommended priority: Fourth. Agree a work window after checking cable tracing and access requirements, then label both ends.

5. MEDIUM - UPS status unclear

Evidence source: visual inspection.
Observation (fictional): One UPS under the reception desk, indicator amber, no service date visible.
Assessment limitation: An amber indicator needs model-specific interpretation; no manual was available on site and no event log was checked.
Impact: Unknown how long systems survive a power dip.
Recommended priority: Fifth. Check the unit's manual, event status and service history before proposing any replacement.

Supporting observations

- Router (ISP-provided) in good physical condition; admin password held by the practice manager (entered by staff, not recorded).
- Cabling generally tidy except the cabinet noted above.
- Electrical safety and circuit capacity were not assessed.

Next steps

1. Decide on the backup-connectivity assessment (we can review options with you).
2. Commission the coverage assessment and labelling work - any competent vendor can do it from this report.
3. Keep the incident log for 60 days, then review.

Report prepared from observations on site. It documents the setup and highlights what needs attention; it does not implement fixes.