MAPLE
NORTH IT

SAMPLE REPORT · FICTIONAL BUSINESS

# Compliance Readiness Audit

An example of the written report you get within 48 hours of a one-hour review. The business, people and numbers below are made up. The kinds of findings are real and common.

PREPARED FOR
Harbourview Dental Group

SIZE
24 staff, two clinics

LOCATIONS
Vancouver and North Vancouver, BC

REASON FOR REVIEW
Cyber insurance renewal, 1 December

REVIEW SESSION
14 October 2026, 60 minutes, read-only

REPORT DELIVERED
16 October 2026

maplenorthit.com · info@maplenorthit.com · Harbourview Dental Group is a fictional business created for this sample.

EXECUTIVE SUMMARY

# Where you stand

Your staff email accounts are well protected, and that is the hardest part to get right. The real risks are three former employees who can still read clinic email, backups nobody has ever tested, and a setting that lets anyone send fake email as you. All four Critical items can be fixed in about a day and a half of work, for roughly $1,100 to $1,700 if you hire them out.

| 4 | 5 | 5 |
|---|---|---|
| Critical: do this week | Important: next 30 days | Recommended: next 90 days |

> **Before you sign the insurance renewal:** all four Critical items show up as questions on most cyber insurance forms. If you answer "yes" today and a claim investigator finds otherwise, the insurer can refuse to pay. Fix them first, then sign.

**What is already working**

- Multi-factor authentication is on for all 24 staff Microsoft 365 accounts.
- The practice management server is backed up every night.
- Outgoing email is signed (DKIM) and your SPF record is correct.
- The North Vancouver firewall is current and under support.
- The server's Windows version gets security updates until January 2029.

## How this review was done

A 60-minute screen-share session with your office manager, plus outside checks of your domain, email settings and website run the day before. Nothing was installed and no passwords were shared. This is not a penetration test, and it did not look at individual patient records.

# Accounts, email and devices

CRITICAL Action 2

### The front-desk login has no multi-factor authentication

Both reception computers sign in with one shared account, frontdesk@. MFA was switched off on it last spring because "it kept asking." That account opens the appointments inbox, where patients send referral letters and insurance forms.

Anyone who guesses or phishes that one password can read patient emails from anywhere. On your insurance form, the honest answer to "Is MFA enabled for all email accounts?" is currently no.

CRITICAL Action 4

### Anyone can send email that looks like it came from you

Your DMARC record is set to p=none, which means "report fakes, but deliver them anyway." In September a supplier received an email that looked like it came from your clinic manager, asking to change the bank account for payments. They caught it with a phone call. The next one may not be caught.

IMPORTANT Action 7

### Four people can change anything in Microsoft 365

There are four Global Administrator accounts: the owner, the office manager, an unused admin@ account, and the IT contractor whose contract ended in March 2025. Two is enough. The owner also uses his admin account for everyday email, so one phishing click on it would hand over the whole tenant.

IMPORTANT Action 9

### Two imaging computers no longer get free security updates

The X-ray imaging PCs run Windows 10, which stopped getting free security updates in October 2025. The imaging software vendor says Windows 11 support comes in its next release. Until then, these two machines sit on the same network as everything else. Microsoft Defender is running on the other 20 computers.

IMPORTANT Action 8

### Patient details are going into a free chatbot

Two staff use a free AI chatbot to draft recall letters. One pasted a patient's treatment notes into it last month to "make it sound friendlier." There is no written rule about what can go into these tools. Under BC's privacy law, the clinic is responsible for where patient information goes.

RECOMMENDED Action 11

### Supplier logins live in a spreadsheet

Logins for the lab portal, the dental supply site and the insurer portal are kept in a spreadsheet on the shared drive, readable by all 24 staff. A password manager keeps them shared but locked, and shows who used what.

02 · BACKUP AND RECOVERY REVIEW

## Could you get your data back?

CRITICAL Action 3

### Backups run every night, but nobody has ever restored one

The practice management server backs up nightly to a USB drive that stays plugged into the same server. A copy goes to a cloud backup service once a week, on Sundays.

That setup has three problems. Ransomware that hits the server would also encrypt the USB drive, because it is always connected. The cloud copy is weekly, so a Friday failure loses up to six days of appointments and charting. And nobody has ever tested a restore, so nobody knows if the backups work or how long recovery takes. Your office manager guessed "a few hours." In clinics this size it is often two to three days.

RECOMMENDED Action 10

### Email and OneDrive are not backed up separately

Microsoft keeps deleted email and files for a few weeks, not forever. If a mailbox is deleted by mistake or wiped by an attacker, older messages are gone. A separate Microsoft 365 backup costs a few dollars per user per month.

### Recovery today, in plain terms

| IF THIS HAPPENS | TODAY | AFTER THE CRITICAL FIXES |
|---|---|---|
| Server hardware fails on a Friday | Up to 6 days lost, recovery time unknown | At most 1 day lost, recovery time measured |
| Ransomware hits the server | Local backup likely encrypted too | Offline and cloud copies untouched |
| Someone deletes a mailbox | Recoverable for a few weeks only | Unchanged until Action 10 |

03 · INFRASTRUCTURE OVERVIEW

# Network, server and licences

Each clinic has a business firewall, and the two are joined by a site-to-site VPN. The practice management server sits in the Vancouver clinic's back room. Everything else, including email and file storage, runs in Microsoft 365 Business Premium.

IMPORTANT Action 5

### Patients' phones share a network with the reception computers

The waiting-room Wi-Fi in Vancouver is on the same network as the front-desk PCs and the server. A patient's infected phone, or anyone in the waiting room, can reach machines that hold patient records. North Vancouver already keeps guests on a separate network, so the fix is known.

IMPORTANT Action 6

### The Vancouver firewall firmware is three years out of date

It was last updated in 2023. The vendor has published several security fixes since then, including at least one for the VPN feature you use to link the clinics. The hardware itself is still supported, so this is an update, not a replacement.

RECOMMENDED Action 13

### You are paying for three licences nobody uses

Three Business Premium licences are still assigned to former staff. That is about $90 a month, or roughly $1,100 a year. Freeing them pays for the Microsoft 365 backup in Action 10.

**Fine for now**

- The server hardware is from 2019 and its Windows version is supported until January 2029. Budget for a replacement in 2028.
- The North Vancouver firewall was replaced in 2025 and is current.

04 · USER MANAGEMENT REVIEW

# Who can get in

CRITICAL Action 1

### Three former employees can still read clinic email

Staff who left in February, June and August 2026 still have active Microsoft 365 accounts. One of them still has clinic email syncing to a personal phone. The old IT contractor's admin account, mentioned above, is also still active.

There is no offboarding checklist. When someone leaves, the office manager changes the door code and collects keys. Nobody owns the IT side.

RECOMMENDED Action 12

### New hires are set up from memory

Setting up a new hygienist takes about two days and depends on what the office manager remembers. A one-page checklist for joining and leaving makes it consistent and stops the problem above from coming back.

RECOMMENDED Action 14

### The setup lives in one person's head

Firewall logins, the backup schedule and vendor contacts are known to the office manager and partly to the old contractor. If she is away when something breaks, nobody else knows where to start.

05 · PRIORITIZED ACTION PLAN

# What to do, in order

Costs are rough, in Canadian dollars, for hiring the work out. Your office manager can do several of these with this report. Items marked with a service name match a fixed-price job on our Services page.

| | ACTION | EFFORT | ROUGH COST |
|---|---|---|---|
| | **CRITICAL · DO THIS WEEK** | | |
| 1 | **Close former staff and contractor accounts.** Block sign-in for the three ex-staff and the old contractor admin, remove clinic email from the personal phone, and keep any mailboxes you need as shared mailboxes. | 1 to 2 hours | $150 to $250 or Offboarding & Access Cleanup, $599, for a full account review |
| 2 | **Turn on MFA for the front-desk login,** or give each receptionist their own account with MFA and share the inbox instead of the password. | 1 hour | $150 |
| 3 | **Fix and prove the backups.** Unplug the USB drive between backups or switch to a rotating pair, move the cloud backup to nightly, then restore the server to a test machine and time it. | 4 to 6 hours | $600 to $900 Backup Verification & Restore Test, $699 |
| 4 | **Stop fake email in your name.** Review two weeks of DMARC reports, then move from p=none to p=quarantine. | 1 hour, over 2 weeks | $150 to $400 Email Authentication Package, $399 |
| | **IMPORTANT · NEXT 30 DAYS** | | |
| 5 | **Move waiting-room Wi-Fi onto its own network** in Vancouver, matching North Vancouver. | 2 hours | $200 to $300 |
| 6 | **Update the Vancouver firewall firmware** after hours, with a saved copy of the current settings first. | 2 hours | $200 to $300 |
| 7 | **Cut Global Administrators from four to two.** Give the owner a separate admin account used only for admin work. | 1 hour | $150 |

| | | | |
|---|---|---|---|
| **8** | **Set rules for AI tools.** No patient information in public chatbots, one approved tool, a short team briefing, signed acknowledgements. | 2 to 3 hours | $89 template, or AI Policy Rollout, $499 |
| **9** | **Protect the two Windows 10 imaging PCs.** Buy one year of Extended Security Updates, or put them on their own network until the vendor supports Windows 11. | 1 to 2 hours | About $90 per PC, plus setup |
| ● | **RECOMMENDED · NEXT 90 DAYS** | | |
| **10** | **Back up Microsoft 365 email and OneDrive** with a separate service. | 1 hour | $3 to $5 per user a month |
| **11** | **Move shared supplier logins into a password manager** and delete the spreadsheet. | 2 hours | About $5 per user a month |
| **12** | **Write a one-page joining and leaving checklist** and give the IT steps an owner. | 2 hours | In-house |
| **13** | **Release the three unused licences.** | 15 minutes | Saves about $90 a month |
| **14** | **Write down the setup:** one page listing the network, admin accounts, backup schedule and vendor contacts, kept somewhere two people can reach. | 3 hours | In-house, or $300 to $450 |

06 · YOUR INSURANCE FORM

# How you would answer today

These are questions we see on most Canadian cyber insurance applications this year. Your insurer's wording will differ. Answer from what is actually set up, not from what you plan to do.

| QUESTION | TODAY | AFTER CRITICAL FIXES |
|---|---|---|
| Is MFA required for all email access? | **No (front-desk login)** | **Yes** |
| Are former employees' accounts disabled promptly? | **No** | **Yes** |
| Are backups kept offline or separate from the network? | **No** | **Yes** |
| Have you tested restoring from backup in the last 12 months? | **No** | **Yes** |
| Is DMARC set to quarantine or reject? | **No** | **Yes** |
| Do you use endpoint protection on all computers? | Yes, with two exceptions to disclose | Yes, with two exceptions to disclose |

**Next steps**

Do Actions 1 to 4 before 1 December. Your office manager can handle 1 and 2 with this report. If you would rather hand off any item, each one is a fixed price agreed in writing first.

Book a short re-check in 90 days. We will confirm what changed and update the insurance answers above.

This is a sample report. Harbourview Dental Group, its staff and all numbers in this document are fictional and were created to show the format and level of detail of a Maple North IT Compliance Readiness Audit. A real report is based on a one-hour read-only session and outside checks of public records. It is not a penetration test, a certification or legal advice. Prices are rough estimates in Canadian dollars as of November 2026.