



Service Catalogue

Your secure data centric guardians

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Windows Server and Client - Patch Management

1 Introduction

Amicus ITS are secure data centric guardians. We follow the tough regulatory procedures of ISO 20000, ISO27001 and ISO 9001, along with the process frameworks of PRINCE2 and ITIL_v3 methodologies. As a leading provider of managed IT and cloud services, we specialise in delivering holistic solutions tailored for our customers in healthcare, public sectors, regulated markets and to blue chip corporates. Amongst our capabilities, we are specialists in design and build and maintaining services to align with boardroom strategies.

2 Objectives and Benefits

We help our customers develop and maintain an effective patch management strategy, aligned with Microsoft to improve the efficiency of their patch management system. We have a wealth of important information on the nuts-and-bolts aspects of building and maintaining a patch management system to support Microsoft products as we are Microsoft Gold Partners.

The patch management system that we help you build and maintain is, among other things, the channel through which we deploy security updates from Microsoft. Patch management is not a systems management discipline, but is a security discipline, as its role in addressing vulnerabilities through the deployment of updates makes it a vital component in an organisation's security operations. Timely application of security updates is one of the most important and effective things we can do to protect our customers' systems and networks.

3 Service

Our Microsoft Triple Gold Certified Partnership status represents a very high level of competence, experience and expertise. This endorses Amicus ITS as a true expert within the industry and assures our customers that we have the competencies in order to deliver the benefits to our customers.

The service includes reviewing of Microsoft security bulletins and identification of required Windows updates (contributes to risk assessment), deploying of required patches, hot fixes and security updates to Windows devices, through an agent-based automated solution or WSUS server.

Within our approach to deliver this service, we include vetting of information from security and patch information sources, patch prioritisation and scheduling, patch testing (depends on availability of testing platform), tracking through change management, patch installation and deployment, health checks, audit and assessment to meet consistency and compliance.

4 Service Scope

WINDOWS SERVER & CLIENT PATCH MANAGEMENT	Basic	Enhanced	Advanced
Vetting of information from security and patch information sources	✓	✓	✓
Patch level /device status reporting	✓	✓	✓
Patch prioritisation and scheduling	Optional	✓	✓
Patch installation and deployment	Optional	✓	✓

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Patch testing (depends on availability of testing platform)	Optional	✓	✓
Tracking through change management	Optional	Optional	✓
Health checks (pre – post patching)	Optional	Optional	✓
Patching of MS applications (not part of core operating system)	Optional	Optional	Optional
Patching of 3rd party applications	Optional	Optional	Optional
Audit and assessment of devices (consistency and compliance)	Optional	Optional	Optional

5 Clarifications

- Product Support Lifecycle - Windows devices running on legacy operating system (EOL and EOS from Microsoft), would not be covered under this service, as Microsoft no longer provides automatic fixes, updates, or technical assistance. We suggest our customers ensure they have the latest available update or service pack installed or upgrade to the latest supported OS version, wherein we offer to provide assistance with the OS upgrades if required. Without Microsoft support, we will no longer receive security updates that can help protect our customers' devices from harmful viruses, spyware, and other malicious software.
- Service Packs – Service Pack installation for Windows Operating System is not included in the service as such upgrades can adversely affect the functioning of an application or component installed on a device due to compatibility limitations. This requires careful planning and testing which is dealt with outside the scope of this service.

Security updates are comprehensive for the vulnerabilities they address and they are only released when they reach an appropriate level of quality. However, Service Packs are a broader vehicle - both in the scope of the updates they contain and the testing process they undergo. A Service Pack includes as much as possible i.e. all the security updates made available for that product before its release. The Service Pack also contains other updates and improvements from the ongoing work of code maintenance that individual security updates may not contain, so we recommend our customers run their systems on the latest Service Packs, as it ensures an overall protection.

- The service is solely aimed at Microsoft Windows, and does not cover installation of updates for 3rd party applications or any Microsoft application which is not part of the core Operating System.
- We expect our customers to share with us the asset list of all devices to be covered under this service with information on the role of the server, installed business applications and application owners. This all helps us to plan for downtime required to deliver the service with minimal impact to the availability of the business service. Any alterations to the asset list would need to be communicated from time to time to assure protection on all devices and security of their environment.

6 How We Provide This Service

This service is built up from the NOC Team and Change Management Team working closely with Service Desk for communication and Service Delivery Manager for Service Reviews and CSIP.

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7 Service Reporting

The standard monthly reports include:

- Patch level / device status reporting

8 Service Pricing

This will be based upon the number of endpoints that need to be patched. [NOTE: Does not also include any cost for Optional Services above]