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Patch Management Version Control Policy



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Patch Management Version Control Policy

The Patch Management Version Control Process

Patch management is an ongoing circular process. The reality of software and network vulnerabilities is that, after you apply a patch, a new vulnerability will be addressed sooner rather than later. Add to that various versions of an application and the management complexity increases.

Robust patch management and version control life cycle include each of the following:

- **Detection** - Tools to scan systems for missing security patches. The detection should be
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- **Severity of the issue(s)** - Determine the severity of the issue(s) to determine your next steps. By understanding the severity of the vulnerabilities are you are addressing, you can determine the measures already in place, and the urgency of the update.
- **Testing** - Install the patch on a test system to verify the ramifications of the update against your production configuration.
- **Deployment** - Deploy the patch to production computers. Make sure your applications are not adversely affected. Employ your rollback or backup restore plan if needed.
- **Maintenance** - Subscribe to notifications that alert you to vulnerabilities as they are reported. Begin the patch management process again.
- **Obsolesce** – Over time versions of an application will be removed from the support cycle as the older versions may not have the features and functions that are necessary for operation within the enterprise.
- **Compliance Validation** – Validate that all changes meet necessary compliance mandates



Organizational Roles

Patch management is part of change control and revision management, as such there are roles and responsibilities that various members of the organization must fill. They all are integrated into the Change and Patch Management Committee (CPMC).

| Role | Responsibility | Department | Job Title |
|-----------------------------|--|-----------------------------------|---|
| Change Patch Coordinator | Coordinates change and patch management and evaluation meetings. Facilitates the establishment of the CPMC. Acts as a liaison between IT and the business. Notifies business and IT of status and schedule in addition to updating the Change Management Log | IT | Information Architecture Manager |
| Change Patch Administrator | Acquires and deploys the patches. Groups change and patch blocks by function and environment. Maintains the Change Management Log and communicates status and updates with IT and business functions | IT | Change Control and Patch Management Manager |
| IT System Support | Bring systems and networks back online after a change and patch deployment. Responsible for activation of remote device updates including BYODs and Internet based | IT | Production Support Manager |
| User and WFH System Support | Verifies and ensures full functionality of user devices | | User Manager & Manager WFH Support |
| Application Support | Verifies and ensures full functionality of applications | | Support Services Manager |
| IT Quality Assurance | Reviews patches before deployed. Brings outstanding issues to the committee | IT | Quality Assurance Manager |
| User Quality Assurance | Verifies changes and patches are meeting all compliance requirements – both internal and external. Bring outstanding issues to the committee. | User | User Supervisors |
| System Management | Verifies that all systems and networks are operational after the deployment of changes and patches are completed. Is responsible for rolling back the system if the change or patch is not functioning as expected | IT | Computer Operations Manager |
| Change Patch Audit | Runs compliance reports and verifies patches were deployed. Brings outstanding issues to the committee | Independent 3 rd Party | Internal Audit Manager |
| Business Approval | Provides authorization to deploy patches during the specified maintenance window | User | User Manager |
| Compliance Approval | Validate that the modification(s) meet all compliance requirements | Audit | Compliance Manager |

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Appendix

Job Descriptions

Nine (9) job descriptions are included with this policy template. They come separately in their directory.

Chief Experience Officer

Manager Change Control

Manager Customer Service

Manager Security and Workstations

Manager Training and Documentation

Manager User Support

Manager WFH Support

Change Control Supervisor

Change Control Analyst

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Electronic Form

Three (3) electronic forms are included with this policy template. It comes separately in its directory.

Change and Patch Management Control Log

- This comes as an MS Excel Workbook and PDF file, with detailed instructions on how to use the form.

Work From Home Contact Information

Work From Home IT Checklist

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2024 Edition

- Added three job descriptions
 - Chief Experience Officer
 - Manager Customer Service
 - Manager Security and Workstations
- Updated all the included forms
- Updated all the included job descriptions

2023 Edition

- Added three job descriptions
 - Manager Training and Documentation
 - Manager User Support
 - Manager WFH Support
- Updated all the included forms
- Updated all the included job descriptions

2022 Edition

- Updated all the included forms
- Updated all the included job descriptions
- Updated remote worker considerations

2021 Edition

- Updated WFH patch management and version control requirements
- Added a job description for Manager WFH Support
- Added two WFH forms
 - Work From Home Contact Information
 - Work From Home IT Checklist
- Updated all the included forms
- Updated all the included job descriptions

2020 Edition

- Added Work From Home considerations
- Added Work From Home Sample KPI Metrics
- Updated electronic forms
- Updated job descriptions
 - Manager Change Control
 - Change Control Supervisor
 - Change Control Analyst
- Added compliance approval step before implementation
- Updated to meet the latest compliance requirements (including GDPR)