

 <p>Category: Information Technology</p> <p>Applicable for: Technology Services</p>	<p><i>Procedure/Guideline Title:</i> Software Updates and Patches</p> <p>Effective Date: 11.16.2016</p> <p>Prior Effective Date:</p> <p>Enabling Act: Technology Steering Committee Approval</p>	<p><i>Number:</i> 034.TS.203</p> <p>Owner: Technology Steering Committee</p> <p>Responsible Office(s): Technology Services</p>
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Background

As an institution of higher learning, UC Clermont both uses information technology and supplies it to the members of the university community. This procedure has been developed to outline the specific details relevant to core 3rd party software/security updates on University owned computers. It works to create a framework that ensures an effective technology infrastructure for all faculty, staff, students and visitors at the college. The primary directive of technology at UC Clermont is to support, promote and enhance the learning process.

As per the University of Cincinnati's policy on Information Technology, all operating units that use information technology shall be responsible for:

- Developing and implementing, when appropriate, additional IT policies, guidelines or procedures specific to their academic or administrative units.

Procedure

Operating System/Microsoft Updates

Microsoft Windows Server Update Server (WSUS) enables Technology Services to deploy Microsoft Product Updates these currently include:

- ASP.Net
- Developer Tools (Report Viewer, Visual Studio, SDK Components)
- Lync, Skype, Skype for Business
- Office 2010-2016
- Silverlight
- SQL Server
- System Center and System Center Virtual Machine Manager

- Windows Server and Virtual Server
- Windows 7, 8, 8.1, and Windows 10
- Windows Defender

Weekly Automated Processes

Checking/downloading updates – The WSUS server is set to synchronize updates with Microsoft update at 11:00 PM, with a random offset up to 30 minutes. The synchronization will download the appropriate updates based on selected products.

Update Approval – WSUS is set to automatically approve definition updates, security updates, and update rollups for installation. All critical updates, drivers, feature packs, service packs, tools, updates, and upgrades must manually be approved.

Update Installation – All updates are configured to auto download to the client workstations. Installation is based on workstation usage:

- Lab Computers – Everyday at 12:00 AM
- Staff and Faculty Computers – Everyday at 1:00 AM

Monthly Manual Processes

Update Approval – The Systems Administrator will review updates every second Friday of the month or more often as necessary in order to approve or decline updates as necessary.

Ongoing Manual Processes

Verify Installation – The Systems Administrator will verify that installations are being completed each month. A software update report will be submitted the last business day of each month and be placed on the Technology Services SharePoint site for review/comparison with the weekly reports. This report will include any machines that have not completed installation and or have failed installations.

Follow-up – Machines that have failed installations will require manual intervention, which could include updating the software manually or fixing any underlying problems with the automatic update settings. Technology Services will handle these issues as required.

Third Party Software Updates

The Dell Kace server supports third party software updating for a variety of vendors including, but not limited to the following;

- Adobe Products (Creative Suites, Flash, Shockwave, etc...)
- Oracle (Java Runtime, Java SDK, etc...)
- Apple (iTunes, QuickTime, etc...)
- AutoDesk (AutoCAD, Revit, etc...)

Weekly Automated Processes

Checking for Updates - The Dell Kace server is set to check for updates to core 3rd party software that the University has deployed across campus (Adobe products, Java, Microsoft etc...) on a nightly basis at 1:00AM

Downloading Updates - The Kace server determines which updates are needed based on its currently inventoried software and what has been released from the software vendor. The updates are downloaded nightly as they are released. Updates that are no longer needed are automatically removed from the Kace server after 2 weeks.

Update Approval - Kace is set to automatically approve high priority and security updates for installation. Recommended and newer versions of software are set to inactive and need to be approved manually by a client services team member.

Update Installation - Updates are scheduled to be installed every Wednesday at 1:00 PM. If this day is missed, installation will commence the next time the computer reports that it's online and available. Updates that do not install correctly after 4 attempts will be marked as failed. See Ongoing Manual process.

Weekly Manual Processes

Update Approval - The client services team will be in charge of verifying recommended and newer software version updates every Monday and making decisions on approving these updates for installation.

Verify Installation - The client services team will run weekly reports to verify successful installation of that week's updates. A report will be submitted every Friday afternoon and placed on the Technology Services SharePoint site.

Ongoing Manual Processes

Verify Installation – The client services team will verify that installations are being completed each month. A software update report will be submitted the last business day

of each month and be placed on the Technology Services SharePoint site for review/comparison with the weekly reports. This report will include any machines that have not completed installation and or have failed installations.

Follow-up – Machines that have failed installations will require manual intervention, which could include updating the software manually or fixing any underlying problems with the automatic update settings. Client Services will handle these issues as needed.

Contacts

Technology Services 513.732.5216

History