**Patch Management Production Overview**

Maintaining the patch level of operating systems and software on university computers has proven challenging and time consuming. A program, in production as of July, 2015, has been created to give participating departments access to a central IBM Tivoli Endpoint Manager system (“Big Fix”) Patch Management. This system is intended to function as a tool to assist departmental IT staff in remotely patching operating systems and client software.

The system has the capacity to assign management roles for predefined groups. Using this feature, predefined groups will be created to allow participating departments to manage the remote patching of their own systems. Participating departments will be required to submit an inventory of machines using the system upon request to assist in group management.

**Important Notice**

Use of this system is intended to help reduce risks associated with cyber-attacks that exploit vulnerabilities found in operating systems and client software. The use of Patch Management does not guarantee that systems and data will be safeguarded, but it is a component of a best practice that will help to reduce the risk of a system compromise or loss of data.

Maintaining operating systems and software patching is considered a key component of Information Technology best practices. Change management practices including the testing of patches are also considered a best practice. Participating departments will continue to be responsible for their own testing procedures while using Patch Management.

Participation in this program and use of this system is not intended to replace the use of antivirus software, proper firewall configurations, appropriate user behavior, or other controls necessary to safeguard systems and data.

**Consideration**

The Patch Management program moved into a production phase on July 1, 2015. There may be a cost associated with using the Patch Management program in the future and a new MOU will be required for the continued use if charges apply.

**Departmental Approval**

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Name of College/Dept. Head (Receiving Services)

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Signature

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Date: