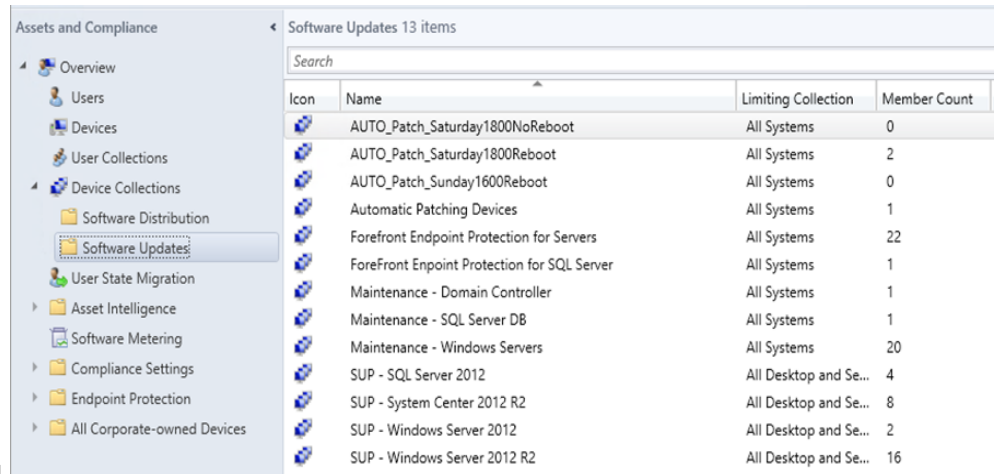# Kelverion

## Automated Patching Solution

### Automated definition and execution of the monthly patching cycle

Monthly patch deployments of software and security updates can be a very time consuming and unreliable process, which leaves companies with huge security and compliance issues. When the SCCM Administrator is looking after a large estate or multiple customers, the patching process often becomes a full time job. Many of the same tasks are repeated monthly and the SCCM Administrator becomes the focal point during the process to ensure that devices are patched correctly and working.
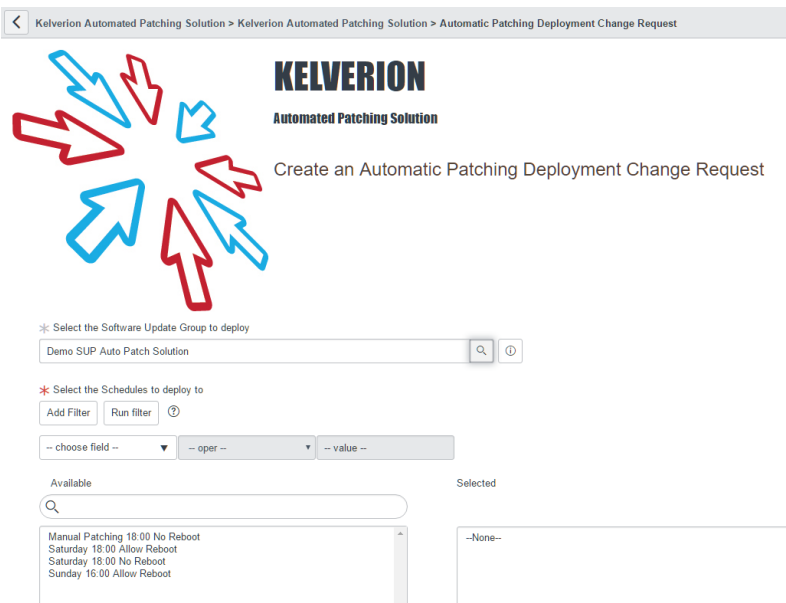


A typical set of patching process steps would be as follows:
1. Download the required updates in SCCM
2. Test the updates on some test devices
3. Define and agree with the device owners a schedule for deploying the patches to devices.
4. Create Maintenance Windows so patches deploy at the correct time
5. Raise a Change Request to deploy the patches to the corresponding schedules)
6. Check the deployment collection contains the correct devices for the deployment
7. Create a deployment job per schedule against each collection of devices

The Kelverion Automated Patching solution is designed to remove this administrative overhead and to increase the flexibility and reliability of the patching process. This is achieved by automating the tasks but also by pushing the ownership of the device patching schedule back to the device owner which increases the control and stability of systems while patches are deployed.



Using this solution the patching process is simply to:
1. Download the required updates in SCCM
2. Test the updates on some test devices
3. Raise a Change Request via the Service Desk portal to deploy the patches

Linking the deployment to a change request it allows greater control of when the SCCM patch deployments are enabled, thus preventing unrequired reboots of critical systems outside of an approved change control window.

This is achieved without setting up and maintaining complex maintenance windows in SCCM.

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Device owners define which patch schedule they require for their devices, increasing service availability as this makes it easier to ensure that critical devices don't all patch at the same time taking the service offline.

The Patch Schedule selection is controlled via an automated service request from the Service Desk portal.

The use of the Patch Schedule selection also makes it very easy to see which machines should have been manually patched or manually rebooted and then the compliance of those devices can be checked.

The usability of the Automated Patching Solution is provided by the Self Service portal capability of the Service Desk. To show the flexibility and reusability of automation solutions, Kelverion provide the Patching Solution with ready built portal components for both ServiceNow and the Kelverion Automation Portal.

The Automated Patching Solution offers a managed approach to control the deployment of software updates and security patches to Windows client devices to increase the patch and security compliancy in the datacenter.
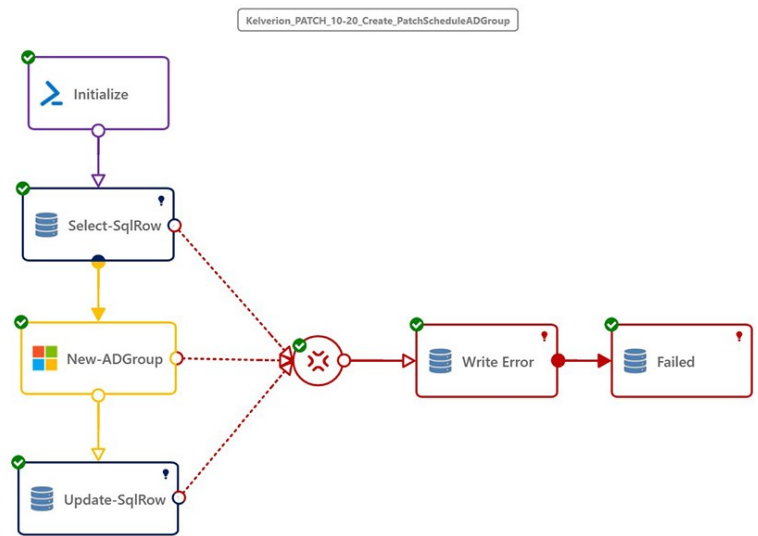
## Solution Implementation

The solution is available on it's own or as a Kelverion lead installation and configuration. In this option you provide Kelverion with remote access to your environment and then a Kelverion consultant will lead the installation and configuration of the solution into your environment and you will provide the subject matter expertise around your Service Desk, SCCM and Active Directory infrastructure configuration.

The solution implementation service is valid for 3 months from solution purchase.

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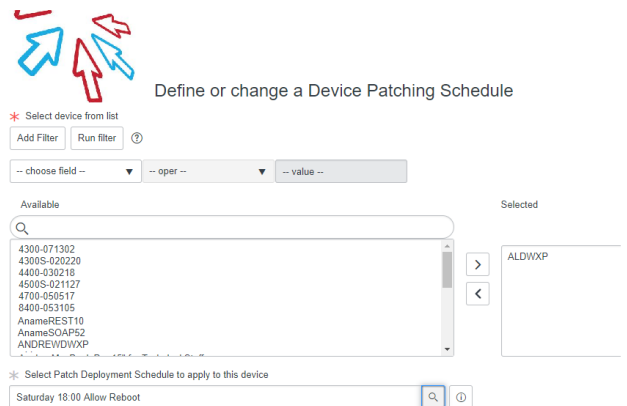
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The scope of the Kelverion led implementation is defined as:

1. Integration of solution with ServiceNow or the Kelverion Automation Portal only

2. Deployment into a single environment only i.e. Non-Production or Production not both

3. Configuration of the integration to the ServiceNow or the Automation Portal

4. Configuration of the integration to SCCM

5. An Approved User will enter the Self Service Portal and add devices to a Patch Deployment Schedule thus creating a new Request in the Portal

6. Azure Automation to detect the request and add the Machine to an Active Directory group

7. Azure Automation to then refresh SCCM

8. SCCM Administrator will create a Change Request for deployment of patches to a set of deployment groups

9. Azure Automation to detect the request and create a deployment job within SCCM

10. Azure Automation to enable deployment jobs at scheduled start time

11. Azure Automation to mark Change Request as complete once SCCM instructed to deploy patches

You are responsible for:

- Providing Kelverion with remote access to your environment
- Installing SCCM and the other target systems
- Setting up an Azure Automation deployment
- Creating Collections in SCCM for the Patch Deployment Schedules
- Providing Active Directory Groups which drive membership of the collections
- Downloading and testing patches each month and then creating Software Update Groups in SCCM which are then deployed using the automated process.

Kelverion are an established Independent Software Vendor specialising in IT Automation solutions. Kelverion provides software and specialist consultancy solutions for Microsoft Azure and the Microsoft System Center suite.

Find out more at http://www.kelverion.com

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