

ACORA MANAGED SERVICE DESCRIPTIONS

PATCH MANAGEMENT	
CONTRACTED SERVICE HOURS	
PATCH REVIEW AND APPROVAL	PATCH IMPLEMENTATION MANAGEMENT
08:45 – 17:30 GMT/BST on a Working Day	As per Incident Management Contracted Service Hours
SERVICE PURPOSE	
To identify and, in conjunction with Change Management, deploy relevant operating system and firmware Patches to agreed items of the Supported Environment.	
SERVICE SPECIFICS	
Supported Assets	Specific Supported Assets subject to Patch Management
Extent of Patching	Number, type and frequency of Patches and applications subject to the Service
SERVICE DESCRIPTION	
<ul style="list-style-type: none"> ▶ On a monthly basis, Acora will identify applicable operating system and related specific application Patches which need deployment within the Supported Environment from specific sources such as sources including Third Party Licensors, hardware vendors, security advice forums and Acora’s Systems Management Suite. ▶ On a quarterly basis, Acora will identify applicable firmware Patches which need deployment to relevant Supported Assets, including LAN switches, storage appliances, firewall devices and hypervisor hosts. ▶ Acora will assess and classify the identified Patches according to vulnerability or exposure risks and will raise the appropriate RFCs via Change Management to gain approval for the deployment of the relevant Patches. ▶ Once the relevant RFC has been approved, Acora will schedule deployment of the relevant Patch to an initial test batch of relevant Supported Assets to assess any issues and incompatibilities that may become apparent following deployment. ▶ Where specified, appropriate Customer representatives will be engaged to test and provide feedback on the deployment of Patches prior to their full deployment. ▶ Where no Customer test environment exists, an IT service downtime window needs to be agreed for all Patches that are identified during the Change Management process as being potentially IT Service affecting. ▶ Where there is a Customer test environment, Acora will schedule full deployment of relevant Patches to the remaining affected Supported Assets in a phased approach following sign-off of the initial test Patch deployment. ▶ Patches will be remotely deployed to the relevant Supported Assets but, where necessary and agreed between Acora and the Customer, Acora will deploy the relevant Patches at the agreed Customer Location(s) of such Supported Assets. 	
PATCH MANAGEMENT REPORTING	
<p>For each month, a Patch Management report will be provided to the Customer detailing the Patch compliance in relation to Supported Assets in the following categories (as applicable) and the relevant risks and recommendations from Acora:</p> <ul style="list-style-type: none"> ▶ storage ▶ virtualization ▶ desktops ▶ servers ▶ network devices 	