



Up To Date User Applications

How, What, Where, When, HOW?

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The Questions

- **Are there best practices for managing the update process?**
- **How do you get buy-in from management and users for updates?**
- **Should they be done in-house or outsourced?**

Don't Q&A!

- ❑ Security – just do it and do it fast
 - Monitor vendors' sites, announcements and discussion groups
 - Average time for exploitation of a vulnerability down to two days
 - Don't depend on users – push patches to workstations -- protect the assets and maintain a uniform, known environment

Patch Scheduling

- ❑ For standard, non-critical patches, establish a regular schedule
 - Base schedule on availability requirements, system criticality, and available resources
- ❑ High priority applications and functions of those applications may warrant deviation from schedule

Test!

- ❑ Put the patch on a system that is as similar to your production environment as possible
 - Use the patched application like it is used in production –
 - Test interactions with related applications – word processing apps with the document management system, the publication/layout software, etc
 - Check interaction w/other apps on w/s

Test a bit more

- ❑ Once you think the patch is ready for prime time, test on a user or two
 - Someone who's tolerant
 - Probably not the first week of session!



Deployment

- ❑ Automatic/remote updating
 - Used for security and critical patches

- ❑ Manual installation of updates
 - Staff/machine ratio approx. 1/11
 - Scope of support staff work – software and hardware support is a small part

Advantages

- ❑ Assurance that updates are installed and in a narrow time frame
- ❑ Check functioning of hardware
- ❑ Keep software and hardware inventories up to date
- ❑ Identify user needs
- ❑ General trouble shooting

Review

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