



# Up To Date User Applications

## How, What, Where, When, HOW?

NALIT 2005 Professional Development Seminar

Rapid City, SD

October 5-8, 2005

Mary Galligan, Assistant Director

Kansas Legislative Research Department

# 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

- **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?**