

Managed Services | Operating System Patching

SUMMARY

Operating System Patching is an important part of keeping the systems and applications in your Bluelock Virtual Datacenter safe from malicious users who will exploit vulnerabilities left open when operating systems are not kept up-to-date. With our Operating System Patching managed service, your IT team is freed up to focus on core IT competencies necessary to propel your organization forward.

GETTING STARTED

- You initiate a service request
- Bluelock Client Support conducts an initial discovery session to understand your goals, requirements and budget
- Bluelock Client Support assigns the necessary virtual machine(s) to your requested patch group
- Bluelock Client Support updates the virtual machine(s) to all current patches
- Ongoing patching service begins

SERVICE DELIVERY

Bluelock provides two patching windows per month to give you flexibility with your patching schedule. During the patch window, the security updates and critical updates identified by Microsoft as important or recommended are applied.

Ongoing Windows OS Protection

- Patch Tuesday
- Patching windows are on the first & second Sunday after Patch Tuesday

Quality Control

Bluelock Client Support runs a scan after the patching process is completed to verify that all patches were installed correctly. If there are any missing patches, Bluelock will notify you to coordinate a manual patching window at your convenience.

SERVICE REQUIREMENTS

Services required:

Requires admin login to each system in order to install the updates. A reboot is required to complete the patch management agent installation.

Remote Registry, Remote Administration, Server and WMI services must be running.

Other configurations: Simple File Sharing must be turned off and MSXML 3.0 or later must be installed.

KEY BENEFITS:

- Lower risk of security breaches
- Mitigate downtime for mission-critical applications
- Improve operational efficiency
- Increase staff productivity
- 24 X 7 support

SMART TECHNOLOGY

Proactive Protection

An effective patch management process can close vulnerabilities before malicious users or worms have an opportunity to exploit them. The timely deployment of patches dramatically reduces corporate risk.

Low System Overhead

Our Operating System Patching managed service does not require a software agent to be installed on your virtual machine, freeing up memory, CPU and storage space for more important items.

Full Visibility

Bluelock Client Support provides ongoing monitoring and detailed status reports available in PDF format either through our web portal or via e-mail. You can also check the status in real-time on the host system.

SYSTEM REQUIREMENTS

Operating Systems Supported:

Microsoft Windows[®] 7 / Vista / XP / 2000 32-bit and 64-bit editions, Microsoft Windows[®] Server 2008 R2 / 2008 / 2003 / 2000 32-bit and 64-bit editions

Processor required: At least 500 MHz

Management: Internet access via a public IP address. WMI (TCP-135), NetBIOS (TCP-139) or Direct Host (TCP-445) ports must be accessible.

Operating System Patching is an optional offering. If you do not elect this option and plan on managing it yourself, Bluelock Virtual Datacenters are compatible with all leading patch management software solutions.