




POLICY AND PROCEDURE

Subject: Patch Management Policy	Index: Facilities and Services Number: 1001-1-10
Effective Date: August 25, 2022	Prepared By: Information Technology
Supersedes: N/A	Approved By: 

1. **PURPOSE:**

To outline procedures to keep systems and software up to date for the maintenance of secure, reliable technology systems.

2. **ORGANIZATIONS AFFECTED:**

This policy applies to the City of San Clemente Information Technology Division.

3. **POLICY:**

In the interest of maintaining reliable, secure technology systems, vendor-supplied patches and software updates shall be implemented on devices such as desktop and laptop computers, servers, and networking equipment to ensure all operating systems are kept up-to-date. Effort shall be made to install patches and updates outside of normal business hours to minimize impacts on staff and the public. Patches and updates shall be applied as follows:

1. Desktop/Laptop Computers: All Microsoft updates shall be delivered via Windows Server Update Services and centrally managed using Group Policy Objects. Updates shall be automatically downloaded and installed without user interaction.
2. Servers: Patches and updates shall be delivered via Windows Server Update Services and centrally managed using Group Policy Objects. Updates should be reviewed prior to installation. Installation shall be performed manually by IT staff.
3. Printers, Copiers, Scanners, Cameras, Radios: These shall be reviewed and installed on an as needed basis.
4. Switches, Routers, Firewalls and Wireless Access Points: These shall be reviewed and updated once a year or more frequently as needed.
5. City Issued Tablets and Smartphones: These shall be reviewed and implemented as-needed through Mobile Device Management (MDM) or direct user interaction.

4. **PROCEDURE:**

- 4.1. This policy will be reviewed by the Information Technology Manager on an annual basis and may be updated as needed with City Manager approval.