PATCH MANAGEMENT SERVICES

All of Corsica Tech's Managed IT Service plans include patch management services.

Patching is critical for protecting your network against viruses and intrusions. Patching keeps your systems healthy overall. Corsica's default patch protocols are applied as the standard for all manged service customers, unless other specific or required. Patching covers all critical, security and 3rd party updates.

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By Default, Patches Run Both Daily and Weekly

Daily Patches:

The daily patch includes any user system updates that were detected throughout the day.

They run overnight, between 12:00 AM and 12:30 AM.

Weekly Patches:

Weekly patches cover both user systems and physical and virtual servers.

These maintenance updates will result in a reboot of PC's and laptops, as needed.

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MAINTENANCE WINDOWS:

Weekly maintenance updates are run during these windows:

PC MAINTENANCE:

🕐 Sunday 3 AM to 5 AM

PHYSICAL SERVERS:

🕐 Sunday 3 AM to 5 AM

VIRTUAL SERVERS:

🕐 Saturday 3 AM to 5 AM

IMPORTANT!

Users should do the following when they finish up on the day prior to the scheduled user systems maintenance windows:

✓ **Save all work**

✓ **Leave the system on**

✓ **Log off of the system**

MAKE SURE ALL END-USERS KNOW YOUR PATCH SCHEDULE!

The Patch Process:

We use a cutting-edge management tool to filter all patches prior to installation. The full process includes:

TESTING → **APPROVAL** → **DEPLOYMENT**

→ **VERIFICATION** → **SUCCESS**

The end result is that all critical, security and 3rd party updates are installed safely and securely.

Should a patch fail for any reason during the weekly or daily download process, a new ticket will be automatically generated and assigned to a Technician for follow-up and resolution.

CUSTOM PATCH PROTOCOLS

Custom patch profiles are established as needed for any customer applications that have specialized requirements.

For example:

If a customer application relies on an old version of Java, that patch profile will be customized to exclude any Java updates.

JAVA
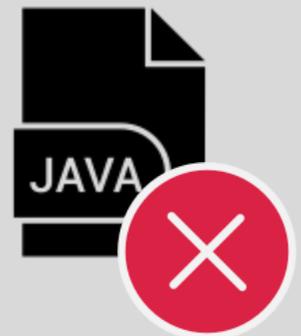
Have questions about your patch profile, maintenance schedule, or patch management in general? Contact your CSR or AE and they will be happy to review with you.