[Company]

PATCH MANAGEMENT POLICY

Management of patching

1 Document Version Control

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2 Document Contents Page

3 Patch Management Policy

3.1 Purpose

The purpose of this policy is to ensure operating systems, application software and firmware is updated to address known security vulnerabilities in a timely manner.

3.2 Scope

All employees and third-party users.

All company software, hardware, and virtual services in scope of the ISO 27001 implementation as recorded in the company asset registers.

3.3 Principle

All software and hardware assets are updated to the latest versions in line with vendor provided guidance and industry best practice.

3.4 Patching Controls – End Point Devices

The use of automated patching where available and appropriate is used.

The patching status of end point devices is checked every 30 days.

Where appropriate and available automatic tracking of end point patching is deployed with automatic alerting and reporting of devices that are non-compliant.

Where a device or asset is found to be non-compliant remedial action is taken.

3.5 Patching Controls – Production Systems

Patching of production systems follows the standard change management process.

The patching status of end point devices is checked every 30 days.

Where appropriate and available automatic tracking of end point patching is deployed with automatic alerting and reporting of devices that are non-compliant.

Where a device or asset is found to be non-compliant remedial action is taken.

3.6 Patching Exceptions

An exception list is maintained, managed, and reported via the Management Review Team.

Where a patch cannot be applied, for whatever reason, including but not limited to operational requirements the device is added to the risk register and managed via the

risk management process. This is reported and tracked via the normal management review team meeting process of continual improvement.

3.7 Patching Schedule

Patches are applied in line with vendor provided guidance.

3.8 Patch Severity Rating and Timeframes to Deploy

Patch Severity Rating follows the Microsoft definitions -

https://www.microsoft.com/en-us/msrc/security-update-severity-rating-system

Summarised as follows

Rating	Description	Our Timeframe to Patch
Critical	A vulnerability whose exploitation could allow code execution ***without*** user interaction. These scenarios include self-propagating malware (e.g., network worms), or unavoidable common use scenarios where code execution occurs without warnings or prompts. This could mean browsing to a web page or opening email. Microsoft recommends that customers apply Critical updates immediately.	Immediately, but no later than 7 days.
Important	A vulnerability whose exploitation could result in compromise of the confidentiality, integrity, or availability of user data, or of the integrity or availability of processing resources. These scenarios include common use scenarios where client is compromised ***with*** warnings or prompts regardless of the prompt's provenance, quality, or usability. Sequences of user actions that do not generate prompts or warnings are also covered. Microsoft recommends that customers apply Important updates at the earliest opportunity.	Immediately, but no later than 14 days.
Moderate	Impact of the vulnerability is mitigated to a significant degree by factors such as authentication requirements or applicability only to non-default configurations. Microsoft recommends that customers consider applying the security update.	Immediately, but no later than 30 days.
Low	Impact of the vulnerability is comprehensively mitigated by the characteristics of the affected component. Microsoft recommends that customers evaluate whether to apply the security update to the affected systems.	On evaluation.

4 Policy Compliance

4.1 Compliance Measurement

The information security management team will verify compliance to this policy through various methods, including but not limited to, business tool reports, internal and external audits, and feedback to the policy owner.

4.2 Exceptions

Any exception to the policy must be approved and recorded by the Information Security Manager in advance and reported to the Management Review Team.

4.3 Non-Compliance

An employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

4.4 Continual Improvement

The policy is updated and reviewed as part of the continual improvement process.