






Operation/Task:	Patching Network Servers			Equipment:	NA
Owner:	Vice President of Technology	Date Created:	7/28/15	Department Responsibilities:	IT Support
		Revision History:	See last page		

ALERTS (see below): Critical Step  Quality Check  Tip  Team Safety 

Purpose: This SOP/work instruction documents procedures for patching network servers.

Step #	Alerts	Step Description - "What to Do"	"How to Do it"	"Why to Do it"
1		Prep	<ul style="list-style-type: none"> Monthly and Quarterly tickets are assigned to each Administrator Change Management policy is applied to ticket and IT Systems Manager approves it. The Administrator schedules the patching and rebooting to minimize downtime to Operations. Communicate with impacted users and IT 6 hours in advance of patching Coordinate with users needed for testing to make sure they are available for testing during specific dates/times. Validate backups have completed successfully. 	
2		Protect the VM	<ul style="list-style-type: none"> Snapshot the VM with tech initials 	We append the name to the snapshot so that we can confirm its deletion after testing
3		Update Server	<ul style="list-style-type: none"> Update server to the latest patch Reboot server Repeat process until there are no further updates available 	

4		Send out email confirmation that update is finished	<ul style="list-style-type: none"> • If necessary, send text message to appropriate testing staff to announce “ready to test” • Validate that all testing is completed and the server is functional <ul style="list-style-type: none"> • Revert to snapshot if testing fails • If changes are needed, trigger a change management request for tracking and wait for approval <p>Append testing results into the ticket and make a remark that the system can go back into production.</p> <ul style="list-style-type: none"> • Wait approximately 2 days before removing the snapshot, then remove it • Validate backups are properly executing 	
5		Close Ticket	<ul style="list-style-type: none"> • Document in the resolution portion of ticket that the process has been finished • Close the monthly or quarterly ticket once all servers are patched. 	

Notes:

Definitions:

Revision History	Description of Changes	Requested by	Date
Rev 1	Revised SOP to new format	Jon Peters	7/28/15
Rev 2	Added Revision History table	Jon Peters	8/1/16
Rev 3	Revised content in the SOP work instructions	Jon Peters	3/15/19
Rev 4	Reviewed for accuracy, changed gray header date information	Jon Peters	4/13/20
Rev 5	Replaced owner Security and Compliance Manager with IT Systems Manager Replaced Department Responsibilities from All of IT to IT Support Updated process to use monthly and quarterly tickets instead of individual tickets for each server Added requirement to use Change Management request on the ticket Revised header, font type, font size to be consistent with other SOPs	Mike Starrett	12/30/20
Rev 6	Reviewed by Eric Crichton, no changes made		8/30/23
Rev 7	Updated owner to Vice President of Technology	Mike Starrett	11/4/24

