

MARCO'S PATCH POLICY

Marco will perform patching in accordance with this policy to all Windows servers and workstations covered under a Marco Managed IT Agreement and running on hardware that meets the Minimum Specifications as defined in the Marco Managed IT Agreement. Any configurations not supported by the manufacturer will be patched at best effort.

SUPPORTED OS AND PATCHES

The following operating systems and patches are supported (“Supported OS and Patches”):

Supported Operating Systems*

- Windows 7
- Windows 8 and 8.1
- Windows 10 (supported versions)
- Windows Server 2008 and 2008 R2
- Windows Server 2012 and 2012 R2
- Windows Server 2016
- Windows Server 2019

Supported Third Party Patches

- Adobe Flash Player
- Adobe Reader DC
- Google Chrome
- Mozilla Firefox

Supported Microsoft Update Classifications

- Critical Updates
- Security Updates
- Definition Updates

Unsupported Microsoft Update Classifications

- Service Packs
- Tools
- Upgrades
- Update Rollups**
- Updates**
- Drivers**

* Operating systems are only patched while still supported by Microsoft. See Microsoft’s official documentation for more information on supported Windows 10 versions and OS lifecycles:

<https://support.microsoft.com/en-us/help/13853/windows-lifecycle-fact-sheet>

** If deemed critical or security related, may be approved and made available for installation.

PATCH CYCLE

Maintenance windows

All Supported OS and Patches will have a defined, recurring maintenance window at a minimum of once a month. All supported patches will be installed during the maintenance window. Maintenance windows will be defined during onboarding and can be changed upon request. Clients are expected to keep any devices running a supported operating system powered on during maintenance windows to receive patches.

Approval process

1. All patches are reviewed and approved within 7 days of release
2. Immediately upon approval, patches are made available to a pilot group
3. Patches are evaluated for adverse effects during pilot phase
4. Patches that show widescale adverse effects are deferred from deployment and documented
5. Approved patches are made available to all Marco customers within 14 days after release
6. Machines will install all available patches during their next schedule maintenance window

Microsoft Semi-Annual Channel (SAC) updates

Marco will deliver SAC updates as required by Microsoft to stay supported. Clients are expected to keep any devices running a supported operating system powered on during maintenance windows to receive updates.