

# PATCHING STANDARD

Marco will perform patching to all supported 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 on a best effort basis.

## Maintenance Windows

All supported systems shall have a defined, recurring maintenance window at a minimum of once a month. All supported and approved patches will be installed during the maintenance window. Maintenance windows will be defined during onboarding and can be changed upon request. Clients must keep systems powered on and connected to the internet during maintenance windows to receive patches.

## Supported Patches

Supported Microsoft Update Classifications	Unsupported Microsoft Update Classifications	Supported Third Party Patches
<ul style="list-style-type: none"> <li>• Critical updates</li> <li>• Security updates</li> <li>• Definition updates</li> <li>• Security updates for Exchange</li> <li>• Security updates for SQL</li> </ul>	<ul style="list-style-type: none"> <li>• Service packs</li> <li>• Tools</li> <li>• Upgrades</li> <li>• Update rollups</li> <li>• Updates</li> <li>• Drivers</li> </ul>	<ul style="list-style-type: none"> <li>• Adobe Reader DC</li> <li>• Google Chrome</li> <li>• Mozilla Firefox</li> <li>• Microsoft Edge</li> <li>• Zoom</li> </ul>

NOTE: Marco may approve some unsupported patches on an ad-hoc basis if deemed necessary to continue support of client systems. In these instances, Marco will approve of these patches at our discretion and will communicate out to clients if patch deployment is reasonably expected to have significant impact.

## Approval Process

1. All patches are reviewed and, if approved, made available to a pilot group within 7 days of release.
2. Patches that show widescale adverse effects during the pilot phase are deferred from deployment and documented.
3. Approved patches are made available to all Marco customers within 14 days after release and will install during the next scheduled maintenance window

## Microsoft Semi-Annual Channel (SAC) updates

Marco will deliver SAC updates as required by Microsoft to stay supported.