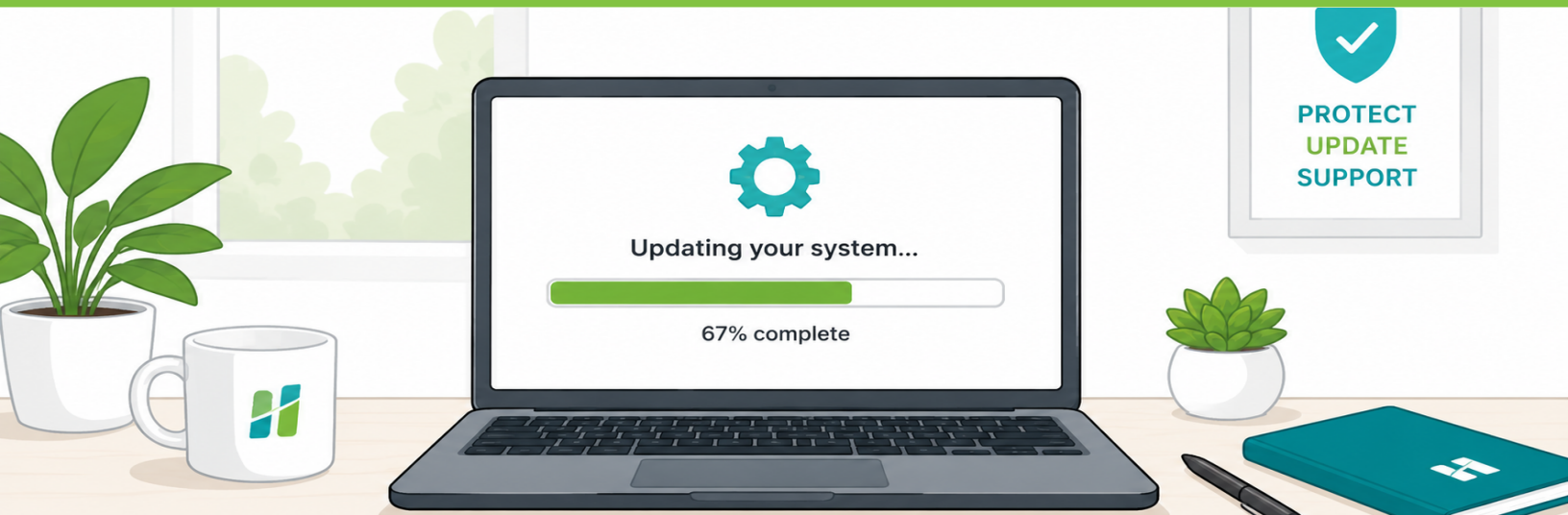


Patch Management Guide

How Hungerford Technology keeps your devices secure and up to date



What Is Patch Management?

Patch management is the process of identifying, testing, and deploying software updates — called *patches* — to operating systems and applications. Patches fix security vulnerabilities, resolve software bugs, and improve system stability. Hungerford Technology manages this process on behalf of your organization so that devices stay secure and up to date without placing the burden on individual users.

Why It Matters

- **Attackers target unpatched systems.** Once a vulnerability is public, attackers can start exploiting it within days. Patching weekly keeps your exposure window as small as possible.
- **Patches fix more than security holes.** Updates also address bugs and stability issues. If a computer has been running slowly or behaving oddly, an update may be the fix.
- **One unpatched device can expose the entire network.** Attackers actively scan for systems running outdated software — a single entry point is often all they need.

How Workstation Patching Works

Here's what to expect on patch nights and how to avoid being caught off guard.

When do patches run?

Patch night is every Wednesday at 10 PM. You'll receive a reminder popup 10 minutes before — save your work and close your applications before then. At 10, every managed computer is logged out automatically with no way to delay or stop it. Updates then roll out gradually throughout the night, so your device may receive its patch at any point. Most computers are done well before morning.

Why does my computer sometimes restart and sometimes not?

Not every patch requires a restart. Some updates install quietly in the background with no visible interruption — your computer was still patched, you just didn't notice. Others require a restart to finish applying the changes, and a single patch night can include multiple updates that each need their own reboot. So if your computer didn't restart, that doesn't mean it wasn't patched — it just means everything that night applied quietly.

What should I do before 10 PM on patch night?

Ideally: leave your computer on, plugged in, connected to the internet, and logged out. When you're logged out at patch time, everything runs automatically and your machine is ready to go Thursday morning. If you're still working at 10 PM, you'll see a reminder popup about 10 minutes before. **Save your work and close your applications** — at 10 PM your computer will log you out automatically, with no way to delay it. You can log back in right after, but if you do, your machine won't receive its patch that night and you'll be picked up by Thursday's catch-up process instead, which means a forced restart during your workday.

What if I miss the Wednesday night patch?

The next time you use your computer — whether that's Thursday morning or another day — you'll see a popup with the option to restart now or snooze. Thursday you can snooze your way through the day in chunks of your choosing, but the system is designed to corner you into restarting by end of that business day or shortly after.

Can't I just manage updates myself?

When patching is left to the individual, it tends to slip — not because anyone is careless, but because a restart always feels like it can wait until later. One device behind schedule is enough to create an opening on the network. Centralizing it means every machine is current every week, without it depending on anyone remembering to act.

What Gets Patched

Hungerford Technology patches the following categories across managed endpoints:

Category	Examples	Cadence
Operating System	Windows (workstations & servers)	Weekly
Web Browsers	Chrome, Edge, Firefox	Weekly
Other Common Software	Adobe Reader, 7-Zip, and similar widely-used utilities	Weekly

How Server Patching Works

Server patching is managed entirely by Hungerford Technology — no action is required from end users.

- **When:** Sunday mornings, shortly after midnight.
- **What happens:** Servers download and apply patches automatically. Any server that requires a reboot is restarted by our team as part of the process.
- **If a service seems unavailable early Sunday morning,** it is likely in the middle of a patch cycle and should be back online within minutes.

Compliance Alignment

This guide aligns with the following CIS Controls (v8):

Control	Description
CIS Control 7.3	Perform automated operating system patch management. Establish and follow a process to remediate OS vulnerabilities using automated patching tools on a monthly or more frequent basis.
CIS Control 7.4	Perform automated application patch management. Establish and follow a process to remediate application software vulnerabilities using automated patching tools on a monthly or more frequent basis.

Our goal is to keep patching quiet — out of sight and out of mind. Occasionally a restart prompt or brief notification will make its way through, and we appreciate your patience when it does. Thank you for helping us keep things current.