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## Software Patch Management

## Policy 5018

### Purpose:

The purpose of this policy is to define the patch management policy at Bullhook Community Health Center, Inc. Patches correct security and functionality problems in software and firmware. Patches are most often of interest because they are mitigating software flaw vulnerabilities; applying patches to eliminate these vulnerabilities significantly reduces the opportunities for exploitation. Patches can also add new features to software and firmware, including security capabilities.

### Scope:

The scope of this policy is all BCHC owned or leased networked equipment, including servers, firewalls, iPads, desktop, and laptop computers, regardless of their location.

### Policy:

It is the policy of BCHC that all networked equipment, workstations and servers owned or leased by BCHC, Inc. must have up-to-date operating system security patches installed to protect information system assets from known vulnerabilities.

### Workstations:

Desktops and laptops must have automatic updates enabled for operating system patches. This is the default configuration for all workstations built by BCHC. Any exception to the policy must be documented and forwarded to the BCHC Management Team for review.

### Servers:

Servers must comply with the minimum baseline requirements that have been approved by the CEO and IT Consult. These minimum baseline requirements define the default operating system level, service pack, hotfix, and patch level required to ensure the security of the BCHC assets and the data that resides on the BCHC system. Any exception to the policy must be documented and forwarded to the CEO for review.

### Monitoring and Reporting:

Active patching teams must compile and maintain reporting metrics that summarize the outcome of each patching cycle. These reports shall be used to evaluate the current patching levels of all systems



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and to assess the current level of risk. These reports shall be made available to the BCHC Executive Team and the BCHC Board of Directors upon request.

**Compliance with the Policy:**

Implementation and enforcement of this policy is ultimately the responsibility of the Management Team. The CEO may conduct random assessments to ensure compliance with this policy without notice. Any system found in violation of this policy shall require immediate corrective action. Violations of this shall be noted in the BCHC issue tracking system and support teams shall be dispatched to remediate the issue.


**Exceptions:**

Exceptions to the patch management policy require formal documented approval from the CEO and the Board of Directors. Any servers or workstations that do not comply with policy must have an approved exception on file with the CEO.

**Definitions:**

1. Patch-A piece of software designed to fix problems with or update a computer program or its supporting data
2. Patch management- is the process for identifying, acquiring, installing, and verifying patches for products and systems.

  
 \_\_\_\_\_ Date: 8-11-15  
 CHIEF EXECUTIVE OFFICER

  
 \_\_\_\_\_ Date: 8-10-15  
 CHAIR, BOARD OF DIRECTORS

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