PATCH MANAGEMENT SERVICE (MSS-EPM)

V022323

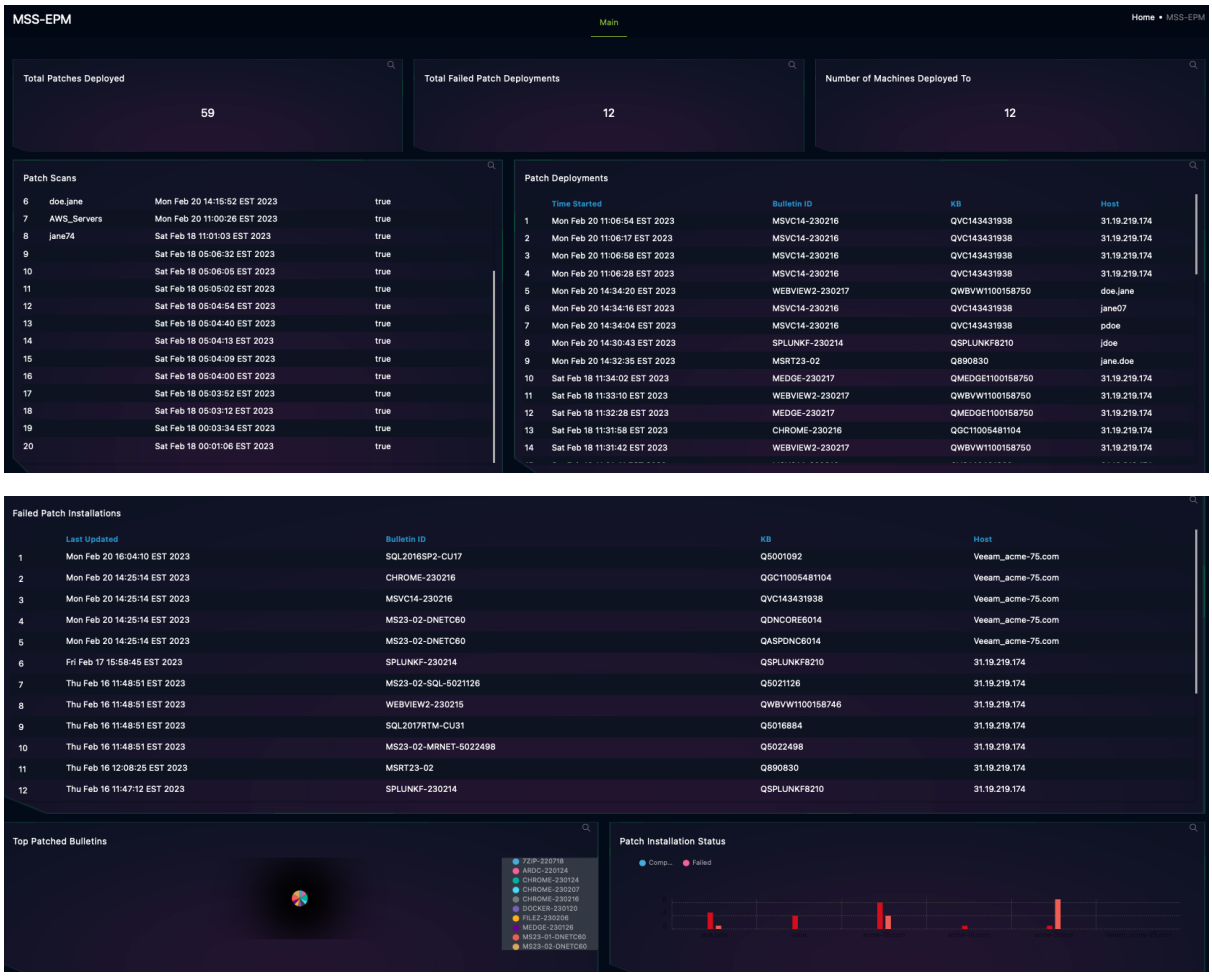
Revision V030223

This document is a briefing that describes the operation and use of the Patch Management Service, and it is meant for all users of SKYWATCH WEB Platform.

Purpose of this Dashboard

This SKYWATCH Dashboard(s) provide **visibility** to the technical and executive users of SKYWATCH for the **MSS-EPM** Service and the ability to generate an on-demand **report** for this service (with the information of the dashboard). These are two of deliverables for the service. There are more consolidated reports that combine the information of this service with other contracted services. Also certain of the parameters defined on this Dashboard are used as indicators to trigger SKYWATCH automations (GLESEC NOTABLE EVENTS – GNE) and this activates the GLESEC OPERATION CENTER(s) (GOC) into action to further investigate and for incident-response purpose.

The following presents the SKYWATCH MSS-EPM



Detailed Description of functionality of the MSS-EPM Dashboard

Below the description and use cases of each of the components.

ITEM	DESCRIPTION
Total Patches Deployed	Displays a # on how many patch deployments have occurred, regardless of success or failure. For the SKYWATCH WEB the refresh rate is once every 2-3 days. The information represents data from the last 30 days. This information can be used to track whether patches have been deployed.
Total Failed Patch Deployments	Displays a # on how many unique machine groups have had patches deployed that never reached the success state. For the SKYWATCH WEB the refresh rate is once every 2-3 days. The information represents data from the last 30 days. This is an indicator to alert the user that there missing patch deployments and for further investigation of why these have not been implemented.
Number of Machines Deployed to	Displays a # on how many unique machine groups have had patches deployed that reached a success state. For the SKYWATCH WEB the refresh rate is once every 2-3 days. The information represents data from the last 30 days. This indicator shows success rate of implementations.
Patched Scans	Displays which computers or machine groups got patches, when they got patches, and whether they were successful or not. For the SKYWATCH WEB the refresh rate is once every 2-3 days. The information represents data from the last 30 days. This information can be used to track when your patches are taking place, as well as which of your machines are succeeding or failing.
Patch Deployments	Displays the actual security updates ID that were deployed for the computers, showing when it occurred as well as the host they were applied to. For the SKYWATCH WEB the refresh rate is once every 2-3 days. The information represents data from the last 30 days. This information can be used to track what updates your machines got and when they occurred.
Failed Patch Installations	Displays the actual security updates ID that tried to deploy to the computers but failed, as well as their hosts and time. For the SKYWATCH WEB the refresh rate is once every 2-3 days. The information represents data from the last 30 days. This information can be used to track what updates are failed to be patched on specific machines, making it easier to identify what needs to be fixed.
Total Patch Bulletins	Displays a pie chart that shows the top 10 security updates ID that were successfully patched for the machines. For the SKYWATCH WEB the refresh rate is once every 2-3 days. The information represents data from the last 30 days. This is a quick indicator of success updates per ID.

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Patch Installation Status	Displays a graph that when hovered over shows how many times a computer has succeeded or failed in installing patches. For the SKYWATCH WEB the refresh rate is once every 2-3 days. The information represents data from the last 30 days. This information allows you to identify which of your machines may have a problem with their patch installing status and gives you the ability to know which ones to fix.
REPORT	This action button will generate a MSS-EPM REPORT based on the data of the dashboard with the corresponding TLP AMBER designation.
DOCUMENT	This document