

Policy Regarding Computer Updates

AgIT Operations

Policy No. S1.2.9

Policy Statement

Best Management Practices suggest that any critical updates be applied to all machines immediately. Therefore, AgIT will apply any update classified as “critical” or “severe” to all computers within the first 24 hours of its release. A note about the application of security patches will appear, with **15** minutes allowed for users to save any documents and exit Extension Database. After the 15 minutes have passed, users can expect their machines to reboot.

Reason for Policy

AgIT activated this policy to provide better protection for the computer systems in the School of Agriculture and the County Extension offices.

We realize this brief downtime during the workday may cause some short-term inconvenience to our users (usually only minutes). However, applying critical updates quickly upon their release by Microsoft will protect users from possible data loss and longer downtime. Critical updates are not released often, so disruption to work schedules should be minimal.

Policy Specifics

- In an effort to keep staff better informed when critical updates are being applied, AgIT will send email to all users stating that updates will apply to their machine within the next few hours. AgIT will also suggest that county users stay out of Extension Database until their machines are updated.
- It is imperative that all computers be left turned on during the evenings and weekends to minimize disruption of the workday with routine updates.
- Non-critical updates will be applied on evenings and weekends.

Contact Information

If you have any questions or concerns about this topic, please contact the AgIT Help Desk at (888) 226-2438 or (765) 494-8333, or visit our website at <http://agithelp.agriculture.purdue.edu/>.