

SOP: Operating System Version Control and Update Management

Purpose:

This Standard Operating Procedure (SOP) outlines the procedures for managing and controlling operating system versions on Windows systems, along with the enforcement of system updates during non-working hours.

Scope:

This procedure applies to IT technicians responsible for maintaining and updating Windows operating systems across the organization.

Responsibilities:

- Implementation: IT Technicians
- Following: All IT technicians involved in OS version control and update management
- Reviewing: IT Management
- Maintaining and Updating: IT Technicians

Prerequisites:

- Windows systems deployed across the organization.

Definitions:

- Policy: Broad, overarching guidance explaining "why" certain practices are implemented.

Procedure:**OS Version Control:**

Maintain an inventory of all Windows systems, including their current operating system versions.

Regularly review and update the OS version control database.

System Updates:

Configure Windows Update settings to ensure automatic updates are enabled on all systems.

Schedule system updates to be forced and completed during non-working hours.

Testing and Compatibility:

Test new OS versions and updates in a controlled environment before deploying to production systems.

Ensure compatibility with essential applications and services.

Backup and Recovery:

Perform a full system backup before major OS updates or version changes.

Document and maintain a recovery plan for restoring systems to a stable state if issues arise during updates.

Communication:



Notify users in advance about scheduled system updates during non-working hours.
Provide instructions for users to save their work and log off before the update period.

Monitoring and Reporting:

Monitor the update status of all systems using centralized tools.
Generate regular reports on OS versions and update compliance.

Security Measures:

Enforce secure password policies for user accounts on Windows systems.
Regularly review and update security configurations in line with industry best practices.

Expected Results:

Controlled and documented OS version management on Windows systems, with system updates consistently enforced during non-working hours. This ensures security, stability, and compatibility across the organization's IT infrastructure.

Revision History:

- Version 1.0 (12-18-2023): Initial document creation by Dominique Bruso

References:

- Microsoft User Guide for Windows Update and OS version management.
- Code Fellows Github:
<https://github.com/codefellows/seattle-ops-301d14/blob/main/class-15/SOP-example-template.md>