

# VMware vCenter Configuration Manager Windows Patching Automation Service

## CHALLENGES

### Increase IT Service Efficiency

“Software that enables companies to automate various IT processes is the key to being competitive in today’s market. The automation of change and configuration management is vital to minimizing IT staff time on maintenance tasks and reducing the chance for configuration errors.”

(Source: Tracy Corbo, Senior Analyst, IDC)

## Windows Patching Automation Service

Leverage VMware expertise and vCenter Configuration Manager to automate patch distribution in complex Windows® environments. A hands-off approach for system patching eliminates the time and expense associated with manual upgrades.

Today’s IT organizations are under tremendous pressure to meet standards related to governance, risk and compliance. These standards—which may come from an industry group, government regulators, a governance board or a company’s own organization’s policies and best practices—create unique requirements for IT professionals. Organizations must manage larger, more complex environments with fewer resources. As a result, server configuration analysis has become time-consuming and often requires multiple tools. Compliance and change management is increasingly difficult as system configurations change constantly and new vulnerabilities evolve. A dynamic compliance analysis framework is necessary to eliminate unnecessary business risk and leverage the power of automation.

### Business Challenges

In today’s demanding environment, IT organizations are striving to stay on top of server and workstation patching requirements. One challenge involves deploying patches to systems while minimizing the impact to business applications. IT administrators are struggling with questions such as:

- How do I proactively apply patches to my environment when business units throughout the company all have different maintenance windows?
- What is the most economical and efficient way to deploy patches with the limited resources that I have?
- How can I verify that targeted Windows® servers and workstations are consistently patched across my organization?

Organizations that can automate patch deployment processes will be able to achieve their compliance goals and minimize their exposure to downtime and security risks.

## Understanding the VMware vCenter Configuration Manager Windows Patching Automation Service

VMware vCenter™ Configuration Manager collects, stores, remediates and manages configuration settings from servers and workstations in both physical and virtual environments. With this critical data, Configuration Manager eliminates the hassle and expense associated with using multiple tools for managing changes, patches, configurations, remediation and compliance. The solution sends automated alerts when the system needs to be modified to ensure compliance or resolve issues. VMware vCenter Configuration Manager helps to automate common tasks to increase operational efficiency, decrease costs, and provide greater control over the IT infrastructure.

### About VMware Professional Services

VMware Professional Services, the largest services organization of experienced IT professionals focused solely on virtualization, provides industry-leading consulting, education, and technical account manager services that enable customers to transform IT environments through virtualization and realize greater value from flexible, agile IT service delivery models sooner, with less risk.

For more information, visit [www.vmware.com/services](http://www.vmware.com/services).

The Windows Patching Automation Service extends the core vCenter Configuration Manager product to automate patch distribution in complex Windows® environments. It provides a hands-off approach for system patching with a defined, consistent, repeatable process, which eliminates the time and expense associated with manual upgrades.

### Service Description

The VMware vCenter Configuration Manager Windows Patching Automation service enables IT administrators to define scheduled maintenance windows for systems and automatically apply patches to them. It enables administrators to create assigned maintenance windows manually or import them from external systems. Once these windows are established, the patch automation process will schedule bulletins from patch templates according to a user-defined schedule. Administrators can configure the templates to update dynamically as new patches are released. Customers who require more control over patch distribution processes can institute manual checks and acceptance criteria to limit the level of automation.

The VMware Professional Services team takes a collaborative customer-centric approach and implements the service in two core phases:

#### Design:

- Understand existing Windows patching and maintenance schedules.
- Validate patching requirements and define machine groups.
- Create synchronization scripts for external data feeds, if necessary.
- Determine requirements for dynamic patch templates.

#### Implementation & Automation:

- Define schedule maintenance windows for patch deployment.
- Implement synchronization scripts.
- Install SQL objects required to support patch automation and complete a test run of these objects.
- Implement and validate any other customer specific automation requirements.
- Transfer knowledge throughout the engagement, including detailed documentation of the implementation.

### Get Started Today

More information about VMware Professional Services is available from your local VMware representative or at [www.vmware.com/services](http://www.vmware.com/services).

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