



October 30, 2015

Mrs. Nan Balmer
Town Administrator
Town of Wayland, MA
41 Cochituate Road
Wayland MA 01778

RSM US LLP

80 City Sq
Boston, MA, USA

O 617 912 9000

F: 617 912 9001

www.rsmus.com

Re: Enterprise Patch Management

Dear Nan:

This letter is in response to questions regarding sequencing project prioritization of an automated patch management solution for the Town of Wayland computer infrastructure.

- Automated Patch Management solutions can be deployed in a variety of architectures (on-premises server, cloud-based, via VM linked clones, etc.) and is often a sub-component of a larger PC management solution. Examples of common solutions would be Microsoft SCCM, Microsoft Intune, or Symantec CMS
- Defining an overall PC Management strategy should be first, as the PC management needs may have influence in appropriate patch management system selection. There was no defined PC management solution or strategy evident in our previous analysis.
- Choosing a patch management solution now may require rework once a PC management solution is selected.
- A free tool like Windows Server Update Services "WSUS" may be advisable, however access to all PCs in the domain is required.
- A technical resource working on behalf of the Town should be responsible for maintaining the solution.

The current network architecture may not be configured to easily integrate an automated patch management solution. Without further detailed review, it is likely current network design may prevent required network traffic from reaching a central patch server to supported workstations.

At this phase we recommend:

- 1) Perform a detailed analysis of the current network infrastructure to determine if a re-architecture exercise may best suite long term future state needs
- 2) Develop a formal patch management policy with specific requirements on identification of risks, and routine audit reporting
- 3) Using data from the exercises above, determine the best fit automated solution to meet automated patch management needs

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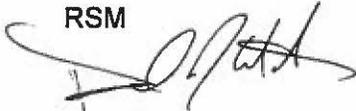
4) Procure and implement selected solution

In the interim, while labor intensive, using a manual patching process will ensure compliance and reduce risks. We would advise development of a documented manual patch management policy process to identify, select and log deployment of vendor released patches to specific workstations or VDI instances. This aligns with recommendations in our analysis report on having clear documented IT policies and process. This policy should identify specific staff members and their patch management responsibilities. There are tools that can report and audit on patch compliance.

The National Institute of Standards and Technology (NIST) Special Publication 800-40 Revision 3 "Guide to Enterprise Patch Management Technologies" would be a recommended resource to best understand the benefits and challenges of patch management systems. This document is freely available on the internet.

Regards,

RSM

A handwritten signature in black ink, appearing to read "D. Wheadon", is written over the printed name below.

Daniel J. Wheadon
Partner