TabushGroup

Windows Update Procedure

The purpose of this document is to provide a brief overview of how Tabush Group deploys and manages Windows updates on our clients' computers and servers.

When do updates run?

Our managed computers are divided into several groups with different schedules:

- **Workstations:** M-F from 12:15pm - 2:15pm
- **Servers (Beta):** First Wednesday evening of the month from 11:45pm - 2:45am
- **Servers (General Availability/GA):** Second Wednesday evening of the month from 11:45pm - 2:45am
- **Boxtop Desktops:** Every Sunday morning 12am - 2am
- **Boxtop Thin Clients:** Every Saturday night 10pm - 2am

*Servers are categorized into two groups. Group 1 is a subset of less critical servers, enabling us to identify any potential issues before deploying updates to the remaining servers.

How do you manage post-update restarts?

- **Workstations:** Display a restart reminder ever 4 hours
- **Servers:** Ask permission; if no response in 5 minutes then we restart
- **Boxtop Desktops:** Ask permission; if no response in 60 minutes, then we restart
- **Boxtop Thin Clients:** Ask permission; if no response in 10 minutes, then we restart

What is your approval process?

- **Workstations:** Updates older than 7 days or severity is "Critical" are automatically approved. OS upgrades are denied, pending review.
- **Servers:** Updates older than 14 days are automatically approved. Drivers and preview updates are denied, pending review.
- **Boxtop Desktops:** Updates older than 7 days or severity is "Critical" are automatically approved. Drivers are denied, pending review.
- **Boxtop Thin Clients:** Updates older than 7 days or severity is "Critical" are automatically approved. Drivers are denied, pending review.

Tabush Group Cloud Team meets at the start of each month to review all updates in "Waiting Review."

What is your quality control process?

- **Post-Update Verification** (4am, after server updates)
  - Technician checks server statuses, resolves issues, and clears alerts.
- **Server Restarts** (11:45pm, 2nd Thursday of each month)
  - Technician restart servers running for 28+ days without a reboot.
- **Update Failure Troubleshooting** (11:45pm, 2nd Thursday of each month)
  - Technician addresses failed updates and creates tickets for unresolved issues.
- **Monthly System Review** (Beginning of each month)
  - Cloud Team conducts a high-level check to ensure system functionality.

What about third-party updates?

Third-party updates are run daily. They happen silently and do not require a restart. The full list of supported software that we update can be found here

https://ninite.com/applist/pro.html