

# Proactive support services Annual Version Updates

*Reduce business risk, improve governance  
and control of your IT assets*

## Dimension Data's Annual Version Updates Service proactively resolves the challenges of patch implementation and software standardisation through an annual, targeted update.

### Business Outcomes

- Reduced availability and security risk
- Less pressure on your internal IT team
- Improved governance and control of your IT assets
- Minimised unpredictable IT impact caused by the lack of update standardisation

### Challenges

Is your organisation struggling to standardise on software versions of the same software? Has operating system version sprawl created availability, security, and compliance issues? Version updates are essential – not implementing updates can lead to availability issues, security exposure, and non-compliance. But, software upgrades, patching, and security fixes can be a significant operational overhead burden.

### Solution

With our Annual Version Updates Service, we provide you with an annual project to plan, schedule, and control updating of your IT operating systems and asset configurations proactively. We follow your change management policies for every covered asset, ensuring each one is up-to-date and amended once a year. We provide planning and preparation activities for version updates, as approved by your change advisory board (CAB) including:

- identification of the scope, model, and content of the version update
- risk assessment for the version update
- development of a deployment plan and strategy
- building and testing prior to production

**‘Despite the higher refresh rate, networks are getting less secure, primarily due to neglected patching. 76% of network devices have at least one known security vulnerability, the highest figure in five years, and up from 60% last year.’**

*Dimension Data's 2016 Network Barometer Report*

## How the Service works

### Version update building and testing

Prior to implementation, we can work with your organisation to construct a test scenario, using your facilities and equipment. After testing and delivery of the testing results, we schedule an acceptable maintenance window for the updates.

### Version update deliverables

Every aspect of the process is tailored to fit strategically within your business and processes.

We deploy the relevant version update in accordance with your deployment plan, and build and test procedures, including your rollback plan. We provide you with a deployment review document that contains information on the version updates deployed, the configuration items on which the update was deployed, and information on any issues experienced.

### Version update early life support

We provide you with early life support to ensure the stability of your systems and to verify their performance. We use this process to resolve any initial incidents and problems associated with the version update, to our mutual satisfaction. In addition, our deployment team ensures that the documentation and knowledge management system are both updated with additional diagnostics, known errors, and workarounds. Any knowledge transfer or training gaps that arise will also be resolved by our team.

## Additional Proactive support services

Annual Version Updates is a member of our Proactive support services portfolio. Our Proactive support services accelerate IT optimisation and ensure that your technology is delivering all that it can. Additional Proactive support services you may wish to consider include:

**Asset Tracking and Analytics** discovers your asset data and transforms it into actionable information to help you make informed infrastructure decisions.

**Availability and Capacity Monitoring** provides active polling and threshold monitoring of your assets to diagnose and resolve incidents faster.

**Configuration Archive** uses automated mechanisms to backup and store the last two configurations on the assets covered.

**Technical Account Management** assigns a senior engineer who understands your operations, monitors and tracks your support needs and service requests, troubleshoots issues, and identifies opportunities to improve availability.

**Service Delivery Assurance** assigns a client delivery executive to act as your advocate and help provide governance across service entitlements, processes, and assets.

**Proactive Problem Support** reviews service incidents and proactively identifies potential problems that can result in future downtime.

**MACD Support** fulfils standard move, add, change, and delete requests, relieving your team of these routine functions.

**Third Party Incident Management** delivers end-to-end incident management support for service incidents involving other providers, on your behalf.

**IT Service Integration** integrates your existing service management system with ours, to automatically exchange task information.

## Dimension Data Advantage

We have the expertise you need to manage your version updates on an annual basis. We are committed to building, testing, implementing, and managing your version updates within your CAB specified frameworks and to your exacting standards. With our Annual Version Updates Service, you benefit from:

- annual rationalisation of installed operating system versions
- reduction in security and availability risk associated with multiple software versions
- offloading the work associated with deploying updates
- minimising the unpredictable impact of the lack of standardisation on production services, operations, and your support organisation

Our portfolio of Proactive support services improves operational efficiency by automating and integrating processes, leveraging analytics to improve your decision making, and simplifying operational complexity across technologies and vendors. We can proactively handle many of your standard IT processes freeing up valuable staff and management time to devote to innovation.

**‘The top 10 internal security vulnerabilities were related to patch levels. This accounted for more than 78% of all observed internal vulnerabilities and of these vulnerabilities, nearly 21% were more than three years old.’**

*Dimension Data’s 2016 Network Barometer Report*