
Patch Content Service Level Agreement (SLA)

ZENworks Patch Management Patch Content Service Level Agreement (SLA)

March 2018

Contents

Fundamental Tenants3
Service Level Agreement.....4
Remediation of SLA5
Micro Focus Trademark Information5
Company Details5

Fundamental Tenants

Subject to Change

The SLA for patch content will evolve as market conditions change. These market conditions will vary due to:

- Vendor’s patch processes and content processes changing.
- Market change due to evolving technologies.
- Security changes which alter the cadence and delivery of these patches.
- Device changes which necessitate changes to the way we distribute our updates and patches.

For these reasons, the SLA may change with little notice. We will make every attempt to notify customers of SLA changes to this document 30 days in advance of the actual changes, but we reserve the right to make immediate change should the situation arise.

Supported Products

This document addresses our patch support targeted for products identified in the former [Content Quarterly](#) document which is being replaced by a near real-time listing. Access to this supported product list will be provided as soon as it is available.

If a product is not in the supported products list, it is explicitly excluded from this SLA. Requests to support new products should be made through our [ZENworks Patch Management Ideas Portal](#) in the Patch Content category.

Supported Patches

Our patch support requires vendors to develop their patches so they can be installed safely, securely and in a predictable manner for our customers. From time to time, vendors have problems creating their patches in a way in which they can be installed:

- Silently: The installation does not require user intervention or “clicks” to complete the install.
- Unattended: The installation does not require a user intervention of some kind or a user to login to install the patch.
- Single-Package: The patch installer must be a single package with no dependency on other packages.
- Single Step: The installation must be a single step and not a multi-step download process.

For products that have any of the above issues, patch deployments can create an unexpected state for our customers and we will not support them until the vendor has rectified any issues that may affect the quality and efficiency of deployment.

Flawed Patches

From time to time, vendors release patches for products that cause instability in the underlying product or create conflicts with other installed products. Many times, we will detect these conditions during our installation process. For these patches, we will work with the vendors to rectify their problems, but may not offer support for the patches within the timeline specified.

Localization Support

At the time a vendor launches a patch, we will support that patch in the released localization support. If a vendor adds localization support after the initial launch, those patches will be added at a later time and are not

subject to this SLA; additionally, security patches will be prioritized higher and released quicker than non-security patches.

Service Level Agreement

Our SLA varies depending on the type of patch and release cadence.

General Patch Content Release Cadence

We are working towards a set, twice-a-week content release cycle to establish delivery expectations for most patches with customers. Zero-day and corrected patches would be the exception to this release cadence as we will provide them as soon as they are available.

Delivery by Patch Type

Our SLA is tied to the release of each particular patch. A patch is considered “released” when remediation of any and all issues with the patch has occurred and the patch is available in our content feed. Remediation occurs when a customer informs us of an issue, our support team validates the issue, and our engineering team accepts the issue. For each product, our timeframe for support is shown here.

Patch Type	Release		Remediation	
	Target	SLA Commit	Target	SLA Commit
Microsoft Security	12 Hours	48 Hours	3 Business Days	10 Business Days
SUSE/RedHat Security	12 Hours	48 Hours	3 Business Days	10 Business Days
Mac Security	48 Hours	5 Business Days	3 Business Days	15 Business Days
Other Security	3 Business Days	5 Business Days	3 Business Days	10 Business Days
Non-Security	Varies	10 Business Days	3 Business Days	15 Business Days
Zero-Day Out of Band Advisories	Varies depending on configuration information		3 Business Days	10 Business Days
Zero-Day Out of Band Patches	Same day if released by noon Central Time	Next business day if released after noon Central time	3 Business Days	10 Business Days
Software Installer	Varies	10 Business Days	3 Business Days	15 Business Days

Operating Systems

We will provide patch support for newly released operating systems within ninety (90) days of the version release.

Remediation of SLA

We will always attempt to meet the levels set in the SLA. However, should a customer file a case for failed content delivery, the breach to the SLA will result in a Root-Cause Analysis (RCA) being conducted for the customer. The RCA will identify steps to remedy the situation and ensure future breaches do not occur.

Micro Focus Trademark Information

MICRO FOCUS and the Micro Focus logo, among others, are trademarks or registered trademarks of Micro Focus (IP) Limited or its subsidiaries in the United Kingdom, United States and other countries. All other marks are the property of their respective owners.

Company Details

Company name: Micro Focus International plc

Place of registration: England and Wales

Registered number: 5134647

Registered address: The Lawn, 22-30 Old Bath Road, Berkshire, RG14 1Q