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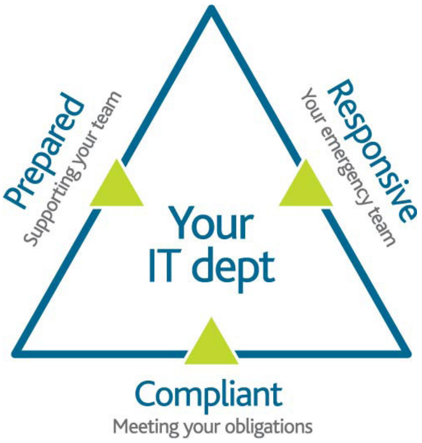
Hardening and patching

Computers offer security features to limit access to a system such as authentication and authorisation. Software such as antivirus programs and spyware blockers prevent malicious software from running on the machine. However, with these security measures in place computers are often still vulnerable to outside access.

The IT security threat posed by malware has grown noticeably. A recent survey has found business survival today requires a strong repository of information and solid communication infrastructures. It has also been highlighted that the number of sites hosting malicious code increased by nearly 50% last year, with over three quarters of them genuine sites that had been compromised. The report found that IT security threats such as viruses, trojans and password stealers had increased by 61%.

Patching is becoming an essential role in systems security. Changes need to be carefully planned and managed. Deciding when and how to patch is not always straightforward. It requires both experience in managing software and an understanding of the operational requirements involved.



Capita Technical Services can support you through mission critical changes, providing your organisation with our extensive in-house capabilities and expert knowledge of all Capita software solutions. By adopting Capita's Security Hardening and Patching solution, employing proven strategies and best practices for server hardening and software patching, it is possible to improve uptime while reducing administrative workload and minimising security vulnerabilities.

To find out more, speak to your Capita account manager or contact Capita's technical services team via cssenquiries@capita.co.uk | www.capita-software.co.uk

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Advantages and Benefits of Security Hardening and Patching from Capita Technical Services

Advantages

- Secures sensitive data through the essential step of hardening your server
- Ensures network security by patching more vulnerabilities than any other security-related practice
- Monitors and updates IT systems that are not running the latest operating system and application patches, thus reducing security weaknesses that may be exploited by internal or external attackers and incur loss to the organisation.

Benefits

- Reduces the time in which Capita Software Services' software solutions remain unpatched
- Reduces the risk to known and unknown exploits and vulnerabilities
- Increases system and application availability
- Non-reliance on internal personnel
- Comprehensive support of Capita applications
- Patches are tested prior to installation, where possible
- Patches will be officially supplied and recommended by the vendor.

Summary of features

Capita Technical Services has given all of its known security vulnerabilities classification. This security classification is from 1-3, with 3 being the most critical. Capita Technical Services will also work with each organisation to define your hardening and patching policy.

When working with an organisation to identify areas for development, the risk classifications fall under the following categories:

- **Planning** - establish a suitable approach to hardening and patching specific to each individual organisation
- **Identification** – determine which patches are required for a given situation and identify which appropriate patch(es) are required
- **Conflict resolution** – identify and resolve any possible structural conflicts between patches, resulting from any multiple patches affecting the same subsystem
- **Testing** – together with planning for scheduled downtime and actions for making changes if they appear to have adverse effect
- **Installation** – install the patches onto the system, ensuring the installation was successful and had the necessary effect.

Also available from Capita Technical Services:

Disaster Recovery • Remote Support • Home Working • Managed Services • Network Vulnerability Scanning Proactive Monitoring • Project Management • Server Refresh and Migration • Technical Consultancy Training • Technical Design and Architecture • Virtualisation

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