



Kelverion

Automated Patching Solution for System Center Orchestrator

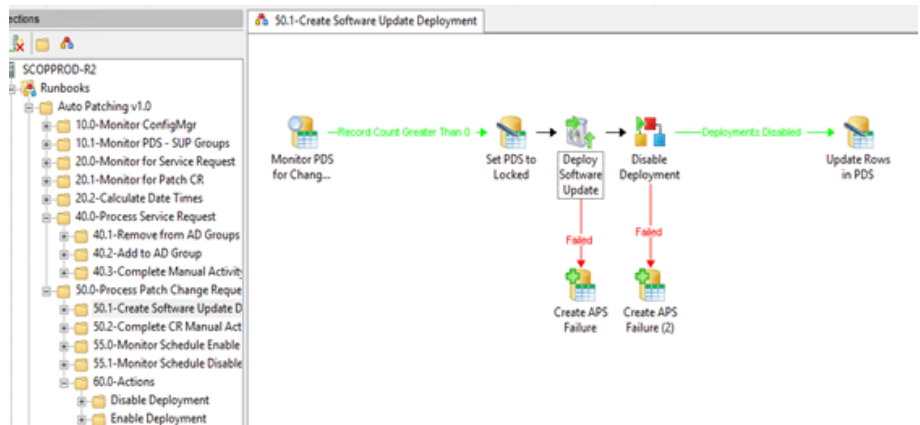
Automate the definition and execution of the monthly patching cycle with controlled, service-led automation through Microsoft System Center Orchestrator, Microsoft Configuration Manager, ServiceNow or the Kelverion Automation Portal.

The Automated Patching Solution gives System Center Orchestrator customers a ready-to-deploy automation framework for managing monthly software and security patch deployment. It reduces the manual effort normally placed on Configuration Manager administrators by automating repeatable patch scheduling, change-controlled deployment, device collection refresh and deployment enablement activities.

The solution enables approved users or device owners to select patch schedules through a service request process, while Orchestrator runbooks update Active Directory group membership, refresh Configuration Manager collections and enable deployment jobs at the correct point in the change window. This helps organisations improve patch compliance, reduce administrative overhead and avoid unnecessary reboots of critical systems outside agreed maintenance windows.

The Challenge: Manual Patching Creates Risk and Overhead

- Monthly patch deployments are time-consuming, repetitive and often dependent on a small number of skilled administrators
- Large estates and multi-customer environments can turn patching into a full-time administrative burden
- Manual scheduling and maintenance window management can be complex, especially where business services depend on multiple tiers of servers
- Uncoordinated patching can lead to avoidable service outages when critical devices reboot at the same time
- Change control, device ownership and deployment timing are often disconnected from the patching workflow
- Manual device collection checks, deployment creation and compliance follow-up increase the risk of missed steps, errors and delayed remediation
- Failed deployments and non-compliant devices can remain hidden unless monitoring and remediation processes are tightly integrated

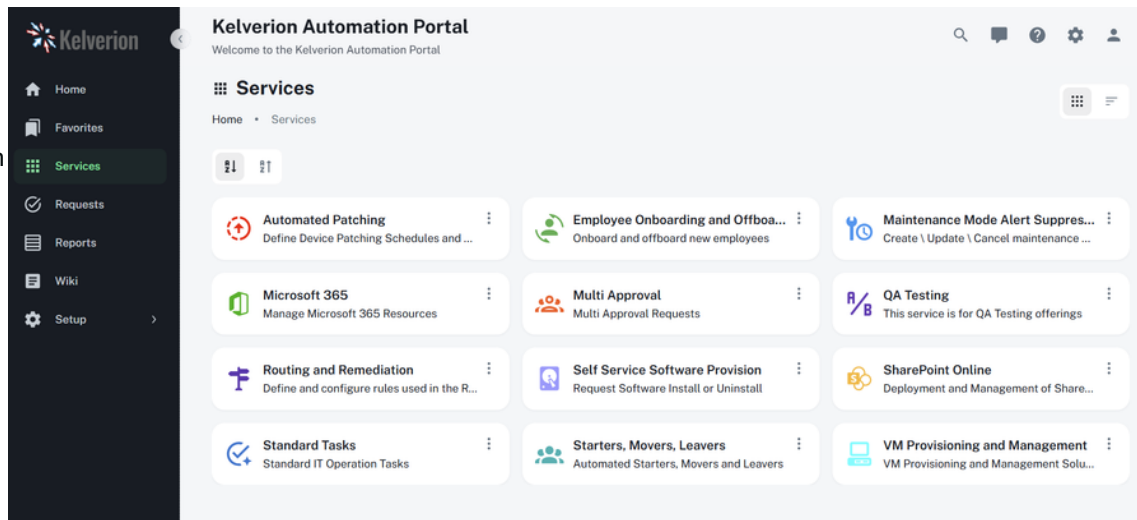


The solution is positioned for organisations that want to keep System Center Orchestrator and Configuration Manager at the centre of operational automation while improving how patch schedules are requested, governed, executed and monitored. It is ideal for customers who need a repeatable, change-controlled patching process without replacing established System Center, ITSM or service desk tooling.



Benefits for System Center and Orchestrator Customers

- Reduce Administrative Effort**
 Automate repeatable monthly patching tasks including schedule requests, group membership updates, collection refresh and deployment enablement
- Improve Patch Reliability**
 Execute the approved process consistently through Orchestrator runbooks rather than relying on manual hand offs
- Protect Service Availability**
 Allow device owners to choose appropriate patch schedules so critical service components do not reboot at the same time
- Strengthen Governance**
 Link patch deployment to service requests and change records so patch activity occurs within approved change windows
- Increase Compliance Visibility**
 Make it easier to identify manually patched, manually rebooted or non-compliant devices that require follow-up
- Improve Remediation Response**
 Surface patch deployment failures and compliance issues through monitoring alerts so action can be taken quickly
- Extend Existing Investment**
 Use Microsoft System Center Orchestrator, Configuration Manager and Operations Manager alongside Kolverion integrations and portal capability



Typical Automation Scenarios

- Approved users select a patch deployment schedule for devices through the Kolverion Automation Portal or a Service Desk portal
- Orchestrator detects the request and adds devices to the correct Active Directory group for the required patch schedule
- Configuration Manager collections are refreshed so the correct devices are included in the relevant deployment collection
- A Configuration Manager administrator raises a change request to deploy patches to selected deployment groups
- Orchestrator detects the change request and creates or enables the appropriate Configuration Manager deployment job
- Deployment jobs are enabled at the scheduled start time aligned to the approved change window
- Patch deployment failures and compliance exceptions are raised as Operations Manager alerts for remediation



Key Capabilities

- Automated Patch Schedule Request**
 Device owners or approved users select the required patch schedule through a controlled service request
- System Center Orchestrator Execution**
 Runbooks automate the operational workflow between portal, service desk, Active Directory and Configuration Manager
- Configuration Manager Integration**
 Automates collection refresh and deployment enablement for monthly patch deployment cycles
- Change-Controlled Deployment**
 Links patch deployment actions to approved change records and scheduled change windows
- Service Availability Control**
 Helps stagger patching across critical systems to avoid simultaneous reboots and service disruption
- Monitoring and Compliance Support**
 Enables deployment failures and non-compliance to be surfaced through Operations Manager alerts
- Portal Flexibility**
 Includes ready-built portal components for ServiceNow and the Keverion Automation Portal
- Jump Start Implementation Option**
 Keverion can lead installation and configuration to accelerate adoption and reduce deployment risk

Automation Use Cases Included

Automation Area	Included Use Cases	Customer Value
Patch Schedule Selection	Approved users select device patch schedules through ServiceNow or the Keverion Automation Portal	Moves schedule ownership closer to the service owner while keeping IT in control
Active Directory Group Update	Orchestrator adds machines to the appropriate Active Directory group for the selected patch schedule	Standardises device assignment and reduces manual group management
Configuration Manager Refresh	Orchestrator refreshes Configuration Manager so deployment collections reflect the requested patch schedule	Improves accuracy of patch deployment targeting
Change-Controlled Deployment	A change request is used to control when patches are deployed to selected deployment groups	Ensures patching aligns with approved governance and maintenance windows
Deployment Job Enablement	Orchestrator creates or enables Configuration Manager deployment jobs at the scheduled start time	Reduces manual intervention and improves consistency of execution
Failure Alerting	Patch deployment failures are surfaced as Operations Manager alerts	Makes remediation priorities visible to operations teams
Compliance Follow-Up	Non-compliant or manually handled devices can be identified for review and remediation	Improves patch compliance and reduces operational blind spots



Jump Start Service

Kelverion can provide a led installation and configuration service to help deploy the Automated Patching Solution into the customer environment. The customer provides remote access and subject matter expertise around the Service Desk, Configuration Manager, Active Directory and System Center infrastructure, while a Kelverion consultant leads installation and configuration. The implementation service is valid for three months from solution purchase.

The scope of the Kelverion-led implementation is defined as:

- Integration of the application with ServiceNow or the Kelverion Automation Portal only
- Deployment into a single environment only, such as Non-Production or Production, not both
- Configuration of the integration to ServiceNow or the Kelverion Automation Portal
- Configuration of the integration to Configuration Manager
- An approved user enters the self-service portal and adds devices to a patch deployment schedule, creating a new request in the portal
- System Center Orchestrator detects the request and adds the machine to an Active Directory group
- System Center Orchestrator refreshes Configuration Manager
- The Configuration Manager administrator creates a change request for deployment of patches to selected deployment groups
- System Center Orchestrator detects the request and creates a deployment job within Configuration Manager
- System Center Orchestrator enables deployment jobs at the scheduled start time
- System Center Orchestrator marks the change request as complete once Configuration Manager has been instructed to deploy patches

Customer responsibilities are:

- Provide Kelverion with remote access to the environment
- Install the System Center tools, including Orchestrator and the other target systems
- Create Configuration Manager collections for the patch deployment schedules
- Provide Active Directory groups that drive membership of the collections
- Download and test patches each month and create Software Update Groups in Configuration Manager for deployment through the automated process

Assets and Compliance		Software Updates 13 items																																																									
- Overview - Users - Devices - User Collections - Device Collections - Software Distribution Software Updates - User State Migration - Asset Intelligence - Software Metering - Compliance Settings - Endpoint Protection - All Corporate-owned Devices		Search <table> <thead> <tr> <th>Icon</th><th>Name</th><th>Limiting Collection</th><th>Member Count</th></tr> </thead> <tbody> <tr> <td></td><td>AUTO_Patch_Saturday1800NoReboot</td><td>All Systems</td><td>0</td></tr> <tr> <td></td><td>AUTO_Patch_Saturday1800Reboot</td><td>All Systems</td><td>2</td></tr> <tr> <td></td><td>AUTO_Patch_Sunday1600Reboot</td><td>All Systems</td><td>0</td></tr> <tr> <td></td><td>Automatic Patching Devices</td><td>All Systems</td><td>1</td></tr> <tr> <td></td><td>Forefront Endpoint Protection for Servers</td><td>All Systems</td><td>22</td></tr> <tr> <td></td><td>Forefront Endpoint Protection for SQL Server</td><td>All Systems</td><td>1</td></tr> <tr> <td></td><td>Maintenance - Domain Controller</td><td>All Systems</td><td>1</td></tr> <tr> <td></td><td>Maintenance - SQL Server DB</td><td>All Systems</td><td>1</td></tr> <tr> <td></td><td>Maintenance - Windows Servers</td><td>All Systems</td><td>20</td></tr> <tr> <td></td><td>SUP - SQL Server 2012</td><td>All Desktop and Se...</td><td>4</td></tr> <tr> <td></td><td>SUP - System Center 2012 R2</td><td>All Desktop and Se...</td><td>8</td></tr> <tr> <td></td><td>SUP - Windows Server 2012</td><td>All Desktop and Se...</td><td>2</td></tr> <tr> <td></td><td>SUP - Windows Server 2012 R2</td><td>All Desktop and Se...</td><td>16</td></tr> </tbody> </table>		Icon	Name	Limiting Collection	Member Count		AUTO_Patch_Saturday1800NoReboot	All Systems	0		AUTO_Patch_Saturday1800Reboot	All Systems	2		AUTO_Patch_Sunday1600Reboot	All Systems	0		Automatic Patching Devices	All Systems	1		Forefront Endpoint Protection for Servers	All Systems	22		Forefront Endpoint Protection for SQL Server	All Systems	1		Maintenance - Domain Controller	All Systems	1		Maintenance - SQL Server DB	All Systems	1		Maintenance - Windows Servers	All Systems	20		SUP - SQL Server 2012	All Desktop and Se...	4		SUP - System Center 2012 R2	All Desktop and Se...	8		SUP - Windows Server 2012	All Desktop and Se...	2		SUP - Windows Server 2012 R2	All Desktop and Se...	16
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Why Kolverion?

Kolverion specialises in Microsoft automation and has provided Integration Packs, ready-made runbook solutions and consultancy services for System Center Orchestrator and Azure Automation since 2010. Kolverion helps customers extend Orchestrator across enterprise IT systems, service desks, monitoring platforms and infrastructure tools so automation can trigger, track and report on operational processes using the systems customers already rely on.

- Deep expertise in System Center Orchestrator, Configuration Manager and Microsoft automation
- More than 35 Orchestrator integrations available for enterprise IT systems
- Production-ready automation solutions designed to reduce time to value
- Automation Portal capability for self-service request submission, tracking and reporting
- Professional services support for deployment, configuration, optimisation and ongoing automation success

Ready to Remove The Overhead From Monthly Patching?

Speak to Kolverion about the Automated Patching Solution for System Center Orchestrator. Arrange a demonstration, request a quote or discuss the Jump Start service to see how quickly your organisation can move from manual patching administration to controlled, service-led patch automation.



For more information contact our helpful team today

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