Automox Patch Management

Summary

Automox is used for patch management at SOM. It provides configurable patch automation, software deployment, and workflow management for this purpose.

Features

- Allows for configurable patch management
- Deploys operating system and application patches as configured
- Allows for rules and workflow in the deployment process
- Allows for centrally maintained server OS patch management

Who can use it?

This is used by the SOM IT DevOps team to manage their servers and operating systems.

How much does it cost?

This software is paid by SOM IT for use by the IT staff to manage their servers.

How do I get it?

Your manager will provide access to the software as needed.

Related Policy and Procedures

- All users of Yale University computing and networking facilities are expected to read and abide by the Information Technology Appropriate Use Policy. For additional information, please familiarize yourself with the Policies and Procedures related to HIPAA Security.
- Node additions and removals will generate a ticket in the JIRA ‘Systems’ queue; it’s expected that when a node is added the individual who added it will update the ticket with what ‘group’ and ‘policy’ the new node are in. When a node is removed it’s expected that the ticket is updated as to why it was removed. For patch failures it’s expected that the person responsible for the machine will remediate and update the ticket with the root cause for the failure.
- All server nodes with a Windows or Linux operating systems are to be added to Automox either manually or with an automated way such as with Ansible; the machines can exist in different tiers for fully automated, partial patching, or reporting.

Related Knowledge Articles