Comodo ONE

IT Operating Platform

ITSM Patch Management Feature Requests by Felipe Vidal (vitalsupport)

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Device Group Filtering on Global Operating System Patches Inventory

Requirements

- As an admin, I should land to patch management screen showing the operating system patch inventory for all devices.
- As an admin, I should be able to filter the operating system patch management inventory by clicking on a device group on the tree structure or by searching for the device group from the search box. When a device group is selected in either way, patch inventory on the left part of the screen should be refreshed resulting to show only the patch inventory for the selected device group.
- As an admin or technician, I should be able to minimize the device group selection like it is done in the "Device List" menu.
- As a technician, I should be able to list the device groups which I am eligible to view. I should make the filtering via selecting device group only for the device groups that are previously assigned to me.

Use Case

UC Name	Filtering Global Operating System Patch Inventory w.r.t Device Group
Initial Mock-Up	https://kghhgq.axshare.com/#p=patch_inventory-device_group
Participating Actors	ITSM Admin / ITSM Technician
Goals	Filter the patch inventory according to device group
Triggers	User clicks on Applications → Patch Management and navigate to "Operating System" tab.
Pre-Conditions	**The user must have logged in to the ITSM.**
Post-Conditions	Patch inventory should be shown only for the selected device group.
Basic Flow	1) User sees the gloabal patch inventory for the operating system patches and clicks the button just left to to "Operating System" in order to expand the device group selection. 2) User expand the device group tree and click on one of the device groups. 3) System shows the filtered patch management inventory for this device group by changing the number of installed and uninstalled devices and by reducing the number of patches.
Alternate Flows	**2.a) User starts to type the device group name in the searchbox.** 1) System reduces the device groups while user types the device group. 2) System dynamically reloads the patch inventory when user stops typing for 0.1 seconds.

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	3) System shows the filtered patch management inventory for this device group by changing the number of installed and uninstalled devices and by reducing the number of patches.
Exceptions	N/A
Qualities	

Improvements for Global Operating System Patches Inventory

We have received very helpful feature requests for improving the ease of use and functionality of the global operating system patches. We have categorized those feature requests into four categories which are namely:

- UI Improvements
- Improvements on Navigating Patch Details
- Filtering Improvements
- Sorting Improvements

UI Improvements

Requirements

- Not installed number of endpoints should be always on the left side of the installed number of endpoints.
- Patch inventory should automatically hide patches which are installed on every endpoint managed (i.e patches whose not installed is equal to 0). System should provide an option in filters to show this patches.
- Show hidden patches setting should be taken from the main inventory view and put as a checkbox inside filters.
- Global Patch Inventory should also show the classification of the patches which can take the values listed here: https://blogs.technet.microsoft.com/dubaisec/2016/01/28/windows-update-categories/
- The header of the table showing global patch inventory should be fixed at top and pagination should be replaced by endless scroll. See the example implementation: http://www.fixedheadertable.com/
- "Security Patch Info" tab should be renamed as "Supercedes".
- See the changes in the mock up: https://kghhgq.axshare.com/#p=patch_inventory-ui

Improvements on Navigating to Patch Details

Requirements

- Each cell in a row in the table of operating system patches should have different navigation capabilities to the patch details.
- As an admin, I should navigate to the "General" tab of the patch details when I click on the name of the patch.

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- As an admin, I should navigate to the "Device List" tab of the patch details when I click on the "Installed" or "Not Installed" column of a patch. Those device list page should be custom to this page and should provide information only about the installation of this patch.
- Device list tab should provide the following information:
  - Name
  - Owner
  - Company
  - Installed
  - Installed by ITSM (Yes/No cell. Empty for Not Installed Patches)
  - Installation Date (Empty for Not Installed Patches)

Use Case

UC Name	Navigating the Device List of a Operating System Patch from Global Patch Inventory
Initial Mock-Up	https://kghhgq.axshare.com/#p=patch_inventory-ui
Participating Actors	ITSM Admin / ITSM Technician
Goals	Providing a custom device list for a patch in order to show the devices of the patch and installing.
Triggers	User clicks on Applications → Patch Management and navigate to "Operating System" tab.
Pre-Conditions	**The user must have logged in to the ITSM.**
Post-Conditions	
Basic Flow	1) User sees the global patch inventory for the operating system patches and clicks one of the numbers under the column either "Installed" or "Not Installed". 2) User navigates to patch detail screen showing the list of devices which are eligible for this patch. 3) User see the device list for the patch. 4) User selects one of the devices on which patch is not installed. 5) User clicks on "Install Patch". 6) System sends a request to install the patch on the device.
Alternate Flows	**1.a) User clicks on the name of the patch** 1) System shows the patch details while "General" tab is open. 2) User is free to navigate from other tabs.
Exceptions	N/A
Qualities	

Filtering Improvements on Global Operating System Patches Inventory
Requirements

- The switch container used to show the hidden patches at the top right of the global operating system patches inventory should be removed. Instead, a checkbox with the same function should be embedded in the menu opened by filtering rows. This checkbox should be unchecked at default in order not to see the hidden patches.
- According to the new column named "Classification" in the global operating system patches inventory, filtering section should have new droplist in the filter area listing the possible classifications (a.k.a categories). See the available categories here: https://blogs.technet.microsoft.com/dubaisec/2016/01/28/windows-update-categories/ . Note that as it is already stated in this page https://support.microsoft.com/en-us/help/824684/description-of-the-standard-terminology-that-is-used-to-describe-micro that security-only updates, monthly rollups, and preview of monthly rollups are still listed under one of the provided categories. For example; "Preview of Monthly Rollups" are listed under Update classification.
- As it is stated UI Improvements section, system will not list the patches that are already installed on every managed endpoint. As an admin, I should be able to show those patches by checking the unchecked checkbox with a name "Installed on all endpoints" .
- As an admin, I should be able to check the checkbox of "Installed but not rebooted" in order to see the patches which require restart and installed. The number of installed devices should then be reduced to devices that is not rebooted since the install of this patch.

Use case

UC Name	Filtering Global Operating System Patch Inventory w.r.t various geatures
Initial Mock-Up	https://kghhgq.axshare.com/#p=patch_inventory-ui
Participating Actors	ITSM Admin / ITSM Technician
Goals	Providing a custom device list for a patch in order to show the devices of the patch and installing.
Triggers	User clicks on Applications → Patch Management and navigate to "Operating System" tab.
Pre-Conditions	**The user must have logged in to the ITSM.**
Post-Conditions	
Basic Flow	1) User sees the global patch inventory for the operating system patches and clicks the icon of "funnel" at the top right of the patch inventory. 2) User sees the available filtering options. 3) User selects one of the classification from the classification drop-list. 4) User clicks on "Apply" to apply the filter. System warns the user about the possible loss of the current filters. 5) User approves the operation.

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	6) System shows the patch inventory according to new applied filter.
Alternate Flows	**3.a) User clicks the checkbox of "Hidden" in order to see the hidden patches.** 1) User clicks on "Apply" to apply the filter. 2) System warns the user about the possible lost of the current filters. 3) User approves the operation. 4) System shows the patch inventory according to new applied filter. **3.b) User clicks the checkbox of "Installed on all endpoints" in order to see the patches which doesn't need any operation from patch inventory.** 1) User clicks on "Apply" to apply the filter. 2) System warns the user about the possible lost of the current filters. 3) User approves the operation. 4) System shows the patch inventory according to new applied filter.
Exceptions	N/A
Qualities	

Sorting Improvements on Global Operating System Patches Inventory

Requirements

- Global Patch Inventory should be sortable with respect to "Installed" "Not Installed" and "Release Date" columns.
- In order to make the sorting using with respect to more than one field. As an admin, I should be able to sort the global patch inventory with respect to multiple columns.

Use Case

UC Name	Defining Custom Sorting on Global OS Patches Inventory
Initial Mock-Up	https://kghhgq.axshare.com/#p=patch_inventory-customsorting
Participating Actors	ITSM Admin / ITSM Technician
Goals	Providing a custom device list for a patch in order to show the devices of the patch and installing.
Triggers	User clicks on Applications → Patch Management and navigate to "Operating System" tab.
Pre-Conditions	**The user must have logged in to the ITSM.**

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Post-Conditions	
Basic Flow	1) User sees the global patch inventory for the operating system patches and clicks the icon of "funnel" at the top right of the patch inventory. 2) User sees the available filtering options. 3) User selects one of the classification from the classification droplist. 4) User clicks on "Apply" to apply the filter. 5) System warns the user about the possible lost of the current filters. 6) User approves the operation. 7) System shows the patch inventory according to new applied filter.
Alternate Flows	**3.a) User clicks the checkbox of "Hidden" in order to see the hidden patches.** 1) User clicks on "Apply" to apply the filter. 2) System warns the user about the possible lost of the current filters. 3) User approves the operation. 4) System shows the patch inventory according to new applied filter. **3.b) User clicks the checkbox of "Installed on all endpoints" in order to see the patches which doesn't need any operation from patch inventory.** 1) User clicks on "Apply" to apply the filter. 2) System warns the user about the possible lost of the current filters. 3) User approves the operation. 4) System shows the patch inventory according to new applied filter.
Exceptions	N/A
Qualities	

Uninstalling Operating System Patches

Requirements

- As an admin, I should be able to uninstall an operating sytem patch from all devices using the global operating system patches inventory.
- As an admin, I should be able to uninstall an operating system patch from the devices I select using the device list tab of the patch details.
- As an admin, I should be able to uninstall an operating system patch from a device using the "Patch Management" tab in the device menu.

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Use cases

UC Name	Uninstalling an OS Patch from all devices using global operating system patches inventory
Initial Mock-Up	https://kghhgq.axshare.com/#p=patch_inventory-uninstallingospatch
Participating Actors	ITSM Admin / ITSM Technician
Goals	Uninstalling an operating system patch from all endpoints that an admin/a technician can manage
Triggers	User clicks on Applications → Patch Management and navigate to "Operating System" tab.
Pre-Conditions	**The user must have logged in to the ITSM.**
Post-Conditions	
Basic Flow	1) User selects one of the operating system patches which is installed at least one endpoint managed. 2) System makes "Uninstall Patch(es)" button enabled. 3) User clicks the button to uninstall the OS patch from all endpoints. 4) System prompts user with a dialog box warning user about the risks about uninstalling a patch. 5) User continues to operation. 6)System automatically uninstalls the patch from the all devices that was installed. 7) System shows the patch inventory by setting the number of installed devices to 0.
Alternate Flows	
Exceptions	N/A
Qualities	All actions of this case should be recorded to both cWatch and Audit Logs Access should be allowed according to user permissions.

UC Name	Uninstalling an OS Patch from all devices using global operating system patches inventory
Initial Mock-Up	https://kghhgq.axshare.com/#p=patchdetails-uninstallingospatch
Participating Actors	ITSM Admin / ITSM Technician
Goals	Uninstalling an operating system patch from all selected endpoints that an admin/a technician can manage
Triggers	User clicks on Applications → Patch Management and navigate to "Operating System" tab.
Pre-Conditions	**The user must have logged in to the ITSM.**

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Post-Conditions	
Basic Flow	1) User sees the gloabal patch inventory for the operating system patches and clicks one of the numbers under the column either "Installed" or "Not Installed". 2) User see the device list for the patch. 3) User selects one of the devices on which patch is installed. 4) User clicks on "Uninstall Patch". 5) System sends a request to install the patch on the device. 6) System updates the device list of the patch accordingly to the operation.
Alternate Flows	
Exceptions	N/A
Qualities	All actions of this case should be recorded to both cWatch and Audit Logs Access should be allowed according to user permissions.