

WINDOWS EVERGREEN PROCESS

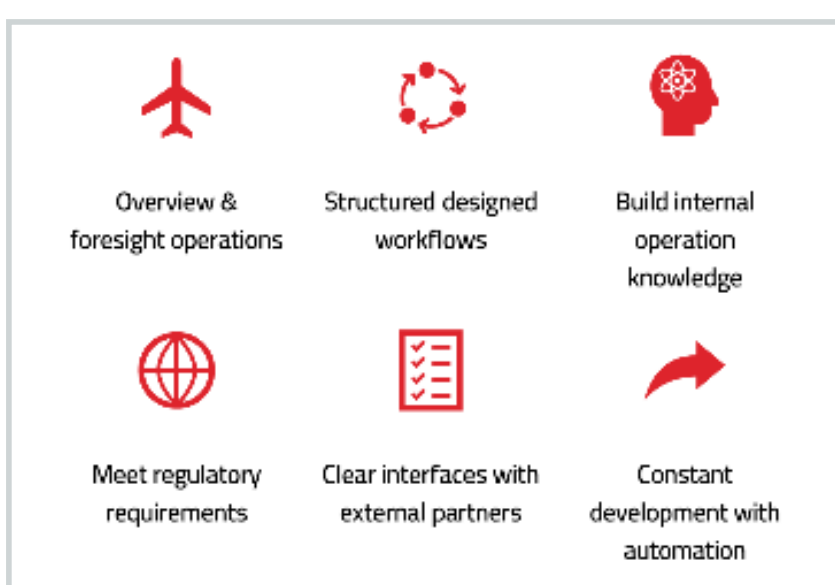


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Microsoft regularly provides new upgrades and changing features to Windows that may require IT and user training. The idea of Windows Evergreen is to perform software updates at shorter intervals. Windows Evergreen is not only a new approach to software updates, but also has an impact on IT processes. Additionally, to monthly security updates, Windows feature updates are now released at least once a year, increasing the support complexity in many environments. Adapted to this frequency, it is necessary for companies to roll out the published updates much faster than before in order to stay in the support lifecycle and benefit from the feature updates.

Due to adjusted support periods, it is also necessary to regularly update existing devices to a current Windows version by implementing the upgrades. New processes and work routines in the Windows Evergreen upgrade process need to be defined. sepago establishes the Windows upgrade process procedurally structured based on blueprints and templates to establish efficient and effective upgrade workloads. The purpose of designing and defining the new processes is to integrate the regularly occurring workflows in an ITSM tool or process database in order to perform future upgrades in a plannable and efficient manner.

Benefits Evergreen Approach



Agenda



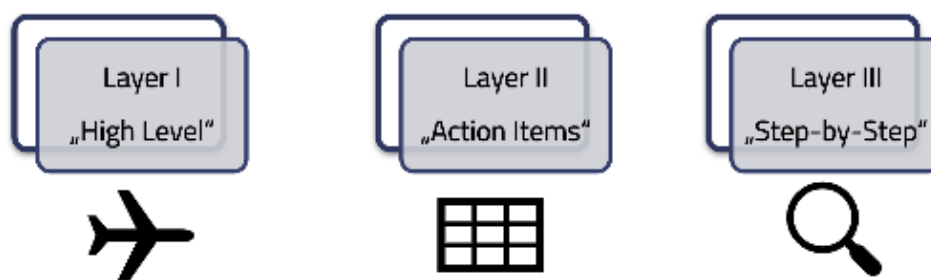
1. Check-in & expectation
2. Introduction: process architecture Layer 1-3
3. Organizational process assessment based on checklist
4. Outlook: Decision primarily focused process this session
5. Measurement outlook: How is success defined within the process?
6. Next steps, defined iterations/feedback-loops & Collaboration
7. Feedback & Closing

After we get to know your organization during the onboarding phase, we describe your new M365 Defender processes in three levels. Sepago adapt delivers the creation, documentation and implementation/ onboarding of the following process levels:

1. Process layer 1 - High-level (Visio Swimlane)
2. Process layer 2 - Action item (Excel Actions Items with RACI allocation)
3. Process layer 3 - Operation manual/playbook documentation (PDF/Word as knowledge base)
4. Optional: ITSM Implementation & Process Monitoring (custom)

First, high level processes and a general workstream overview, to visualize the process phases and main responsible stakeholders. Next, we drill down each workstream from level one and move through the RACI matrix to define responsibilities, making sure that at each point in time everyone knows their assigned tasks.

The third level consists of a step-by-step operations manual, which can be used for everyday operations by your security analysts.



	Layer I	Layer II	Layer III
<u>Purpose:</u>	High level process & workstream overview	Action Item Lists for each workstream with RACI	step-by-step documentation
<u>Informs about:</u>	Process phases, process starts & frequencies, dependencies, main responsible stakeholder	Who needs to do which Action Items in which order to fulfill the workstreams	All needed details how to fulfill the Action Items
<u>Assembled in:</u>	Visio(s)	Excel	Word

Change Management

As new processes, especially in combination with new solutions, can bring a certain amount of resistance from your organization, we offer you extensive change and adoption management. We offer a variety of proven techniques to ensure the best fit for your organization. sepago ensures that your IT department is enabled to follow processes fitting your organization at each point in time. Because updates are released at short intervals, customers can benefit from innovations quickly. In future, there will be no need for a time-consuming changeover to a major service pack.

But there are also challenges, because the previous policies for support and migration have to be adapted. Microsoft itself emphasizes that the evergreen IT model imposes new obligations on customers, **because effective change management is needed to keep up with the new dynamics.**

sepago adapt ensures that your security team is enabled to follow processes fitting your organization at each point in time. This makes sure that solutions like M365 Defender can unfold their full potential and fortify the safety status of your organization.



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