

 <p><b>HAWAII HEALTH SYSTEMS CORPORATION</b> <i>Quality Healthcare for All</i></p> <p><b>PROCEDURE</b></p>	<p><b>Department:</b></p> <p><b>Information Technology Department (ITD)</b></p>	<p><b>Policy No.</b></p> <p><b>ITD 0026B</b></p>
		<p><b>Supersedes Policy No.</b></p> <p>N/A</p>
<p><b>Subject:</b></p> <p><b>Patch Management</b></p>	<p><b>Approved By:</b></p> <p><i>Linda Rosen</i></p> <p>By: Linda Rosen, M.D., M.P.H. Its: HHSC President &amp; CEO</p>	<p><b>Approved Date:</b></p> <p>January 26, 2023</p>
		<p><b>Last Reviewed:</b></p> <p>December 20, 2022</p>

**I. PURPOSE:**

Establishes the requirement for applying software and firmware patches (collectively “Patch” or “Patches”) and version upgrades as an integral component of the HHSC IT asset management program. Establishes cybersecurity vulnerability management as a critical sub-component of the overall asset management program. This policy ensures compliance with the HIPAA Security Rule requirements, and generally acknowledged IT best practices.

**II. DEFINITIONS:**

All capitalized terms not defined herein shall have the meaning set forth in the ITD Glossary. Applicable to all ITD policies and procedures.

**III. PROCEDURES**

**A. Patch Management Staff Responsibilities**

- Monitor information resources for newly released patches and upgrades that are applicable to software used by HHSC. This includes both applications and operating systems.
- Perform risk analyses to make recommendations regarding patch implementation.
- Confer with Security and ASD staff to determine priority and urgency in applying the patches.
- Assign a Vulnerability Priority Rating (VPR) on a scale of 1-10, 1 being the lowest, and 10 being highest, to applying the patch or upgrade.
- Advise TSD and REST of required patch installation requirements and VPR.
- Coordinate with ASD to obtain Vendor approvals for patch installations.
- Maintain patch activity log.

## **B. ASD Responsibilities**

- Upon notification of required patches by the Patch Management staff, ASD staff will contact application Vendors to obtain verification that proposed patches and upgrades are compatible with their software products.
- Forward application Vendor responses to the Patch Management staff.

## **C. TSD Responsibilities:**

- Upon notification of required patches by the Patch Management staff, TSD staff will contact Vendors of applications that are within the specific scope of responsibility to obtain verification that the proposed patches and upgrades are compatible with their software products.
- Apply patches to systems under TSD jurisdiction. Patches, upgrades and configuration changes with a VPR of 7-10 shall be applied within 30 days of being made available by manufacturer unless granted special dispensation by CIO in response to written request. Failure to comply may lead to censuring actions, including disconnecting the vulnerable device from the HHSC infrastructure.
- After Patch Management staff provides notification that ASD software has been cleared by their respective Vendors for patch installation, apply patches adhering to procedures defined in Change Control and Configuration Management.
- Verify proper installation of patches and forward notification of patch installation verification and completion to the Patch Management staff.

## **D. REST Responsibilities:**

- Upon recommendation of patch application by the Patch Management staff, REST staff will contact Vendors of applications that are within the scope of responsibility of REST to obtain verification that proposed patches and upgrades are compatible with their software products.
- Apply patches to those systems under REST jurisdiction. Patches, upgrades and configuration changes with a VPR of 7-10 shall be applied within 30 days of being made available by manufacturer unless granted special dispensation by CIO in response to written request. Failure to comply may lead to censuring actions, including disconnecting the vulnerable device from the HHSC infrastructure.
- Apply patches to systems that host ASD controlled applications only after receiving notification from the Patch Management staff that application Vendor approval has been obtained by ASD staff.
- Verify proper installation of patches and forward notification of patch verification and installation to the Patch Management staff.
- Forward summary reports of end-User Workstation patch installation verification status to the Patch Management staff.

## **IV. ATTACHMENT(S):**

None.