

## **Instructor Notes for the “Patches” Scenario**

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The patches scenario illustrates some issues related to the need to apply patches to applications and operating systems. Players are also provided the opportunity to run a “scan” on their systems to observe the presence of unpatched software.

Players are confronted with an environment where an IT support staff member is responsible for maintaining a server, but there are no resources to manage patches for individual user workstations. Users must patch their own workstations, and players must provide the users with training to achieve this.

If players select “automatic updates”, they learn that these are not available for some of the applications.

In the second phase of the game, the player must purchase a second server so that the IT support staff can test patches before applying them.

The lab manual for this scenario walks the player through the steps that must be performed to complete the scenario.