

# HCLSoftware

## HCL BigFix Patch Workbench



## HCL BigFix

### The Challenge

Promptly addressing emerging vulnerabilities and keeping endpoints updated with the latest security patches is essential for organizations aiming to minimize the risk of cyberattacks and maintain a high standard of cyber hygiene. However, a significant obstacle to this is the frequent lack of coordination, synchronization, or even a complete disconnect between patching tools and ITSM solutions. This issue is particularly problematic for organizations that heavily depend on Change Advisory Board (CAB) approval for IT changes. In such cases, the entire patching process can be delayed because IT Operators might not be notified promptly about Patch Change Request approvals, thereby extending the period an environment is exposed to vulnerabilities. Furthermore, keeping the Configuration Management Database (CMDB) and the patching tool synchronized requires extra effort and manual intervention is needed to close Change Requests after patch deployment, leading to a cumbersome and inaccurate evaluation of overall compliance risk.

### The Solution

HCL BigFix Patch Workbench addresses these challenges by streamlining the patch management process and integrating it seamlessly with ServiceNow platform. Its primary objective is to consolidate data into a single platform, minimizing manual tasks and boost operational efficiency. The solution offers key capabilities such as automated patch deployment and real-time CMDB updates, ensuring accurate tracking of configuration items. By resolving issues like missed patches and fragmented tool workflows, HCL BigFix Patch Workbench helps organizations maintain a more secure and synchronized IT environment.

### At a Glance

**HCL BigFix Patch Workbench** enables smarter, faster, and more secure patch management by unifying ServiceNow ITSM, CMDB and BigFix into a centralized, automated platform.

#### Key features includes:

Bidirectional Data Synchronization

Patch Change Request Submission

Automated Patch Deployment

Change Request and CMDB Updates



## Features

### Bidirectional Data

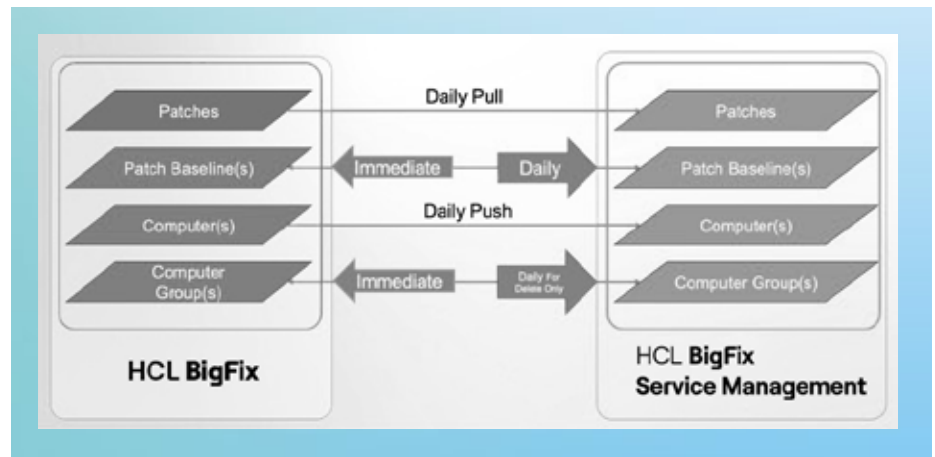
**Synchronization:** The HCL BigFix Patch Workbench enables bidirectional integration between HCL BigFix and ServiceNow, ensuring seamless synchronization of key data across both platforms. During the initial setup, information about Computers and Computer Groups is imported into ServiceNow, and kept continuously in sync with any updates made in either system. Additionally, Fixlets and Baselines from HCL BigFix are imported into ServiceNow and regularly aligned to reflect the latest changes. This integration allows operators to directly leverage BigFix entities—such as targeted devices and patch content—when creating and managing Change Requests in ServiceNow, streamlining the patch deployment and change management process.

### Patch Change Request

**Submission:** HCL BigFix Patch Workbench includes customized forms to submit Patch Change Requests. The request will include details about the patches that will be installed and the target computers / computer groups of the request. The submitted Change Request will then start its approval workflow in ServiceNow.

### Automated Patch Deployment:

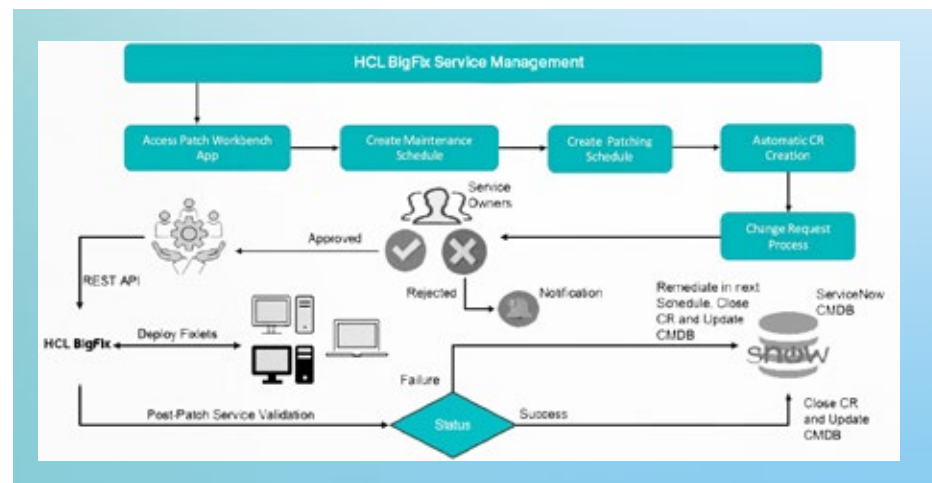
Patch Workbench continuously monitors the status of each submitted Change Request,



and once a request is marked as 'Approved,' it automatically initiates the deployment of the approved patches to the specified target computers, following the Maintenance Window defined in the request. This capability eliminates the need to manually recreate deployments in HCL BigFix and helps prevent issues caused by miscommunication regarding the approval status of the request.

### Change Request and CMDB

**Updates:** Patch Workbench periodically monitors the deployment status and updates the ServiceNow Change Request with the success or failure of each patch installation. Once the deployment is complete, it automatically closes the Change Request in ServiceNow, minimizing manual effort and reducing the risk of human error.



## Conclusion

HCL BigFix Patch Workbench addresses these challenges by streamlining the patch management process and integrating it seamlessly with ServiceNow platform. Its primary objective is to consolidate data into a single platform, minimizing manual tasks and boost operational efficiency. The solution offers key capabilities such as automated patch deployment and real-time CMDB updates, ensuring accurate tracking of configuration items. By resolving issues like missed patches and fragmented tool workflows, HCL BigFix Patch Workbench helps organizations maintain a more secure and synchronized IT environment.