

System Update / Patch Record

Organization: Tree (tree.com.hk)
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Approved by:
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Version: SUP-v1.0

Related policy: Program Change Management · Computer Operations

Note: Each update must be recorded by **IT or Admin staff**. Major changes should be tested on **staging server** first where possible.

Update record (fill one per update)

Field	Details
Date	
Time	
Recorded by (Admin / IT)	
System	☐ File server ☐ QuickBooks ☐ POS ☐ Online sales ☐ Office PC ☐ Network ☐ Other: _____
Update type	☐ Patch ☐ Version upgrade ☐ Config change ☐ Software install ☐ Other: _____
Description (what changed)	
Reason / business need	
Risk level	☐ Low ☐ Medium ☐ High
Staging server tested?	☐ Yes ☐ No ☐ N/A
Staging result	☐ Pass ☐ Fail ☐ N/A

Field	Details
Maintenance window / downtime	
Users notified?	☐ Yes ☐ No ☐ N/A
Result after live	☐ Success ☐ Issue found
Issue / follow-up (if any)	
Approved by (if high risk)	

Quick checklist before go-live

- ☐ Change understood and approved (high risk → Management)
- ☐ Staging test done where possible
- ☐ Users notified if service may be affected
- ☐ Record filled by Admin or IT
- ☐ After go-live: confirm system works

Office PC software install (reminder)

- End users have **no admin rights** and **cannot** install software
- Installs are done by **Admin / IT only**
- Record the install on this form