

## 1 Project Request for Change

Project Name: Sentinel One

### 1.1 Change Window

Date and time of Change: To be confirmed by project engineer

### 1.2 Change Risk Categorisation

Change risk category (Immediate, High, Medium, Low): Low

Impact: Medium      Probability: Low

## 2 Change Description and Plan

### Workstations

- Disable existing Webroot group policy to avoid reinstallation of Webroot.
- PCs to be upgraded need to be turned on
- Run a Webroot remove script from N-able. This will remove the Webroot App then install Sentinel One. This will be a silent installation and can occur while the PC is in use. This process will not reboot the PC but you should reboot shortly after when you're able

### Servers

- Disable existing Webroot group policy to avoid reinstallation of Webroot. Any new Servers installed onsite should be using Sentinel One.
- Servers to be upgraded need to be turned on.
- Run a Webroot remove script from N-able. This will remove the Webroot App then install Sentinel One. This will be a silent installation and can occur while server is in use. This process will not reboot the Server.
- Confirm deployment of Sentinel One Via the Sentinel One Management Portal.
- After installation if a server reboot is required it can be scheduled at a pre-set time period.

### 2.1 Reason for Change

Upgrade to a more robust Antivirus Product

### 2.2 Business Impact During Change Window

During removal of Webroot no impact will be experienced. Servers and Workstations will need to reboot to complete the installation of Sentinel 1 which cause temporary disruptions to staff. Server reboots will occur on a weekend to minimise impact.

### 2.3 Change Impact

Removal of Webroot and replacement with Sentinel One

### 2.4 Backout Plan

If Sentinel One will not load or deploy manually Webroot can be reinstalled

### 2.5 Post Implementation Test Plan

Confirm deployment of Sentinel One via the Sentinel One Management Console

## 3 Change Communications Plan

- Customer Primary Contact to internally inform all staff of changes
- Knowledge Management Updates