

LM01_KDD032 - Update Management Channel

Status	DECIDED
Owner	Eric Triffaux
Stakeholders	James Kyndt, Paul Anton, Sreekiran Mayee

**Decision:** Move from **Current** Channel to **Semi-Annual Enterprise Channel** during the transition.
Then after stabilization period move to **Monthly Enterprise Channel**

Stay in **Cloud update** and INTUNE being used in case of specific scope rollback

Decision made by: INFRA TDA

Date: December 4th 2025

Online Meeting:

Issue - Situation

Office 2021 LTSC used for Shared PCs, LAB & Kiosk PCs, TPA, Servers.
Individual PCs receives Microsoft 365 Apps for enterprise, originally in Monthly Enterprise Channel with Auto Update enabled on Solvay side, during the separation moved to Current Channel and Cloud update.

Both version 2021 and M365 are deployed via INTUNE packages.
M365 Admin Center (Cloud Update) is not yet fully in use for update management.

Background & Context

Syensqo's Office design, configuration and client packages are inherited from Solvay separation.

Recommendation

Move from **Current** Channel to **Semi-Annual Enterprise Channel** during the transition.
Then after stabilization period move to **Monthly Enterprise Channel**

Stay in **Cloud update** and INTUNE being used in case of specific scope rollback

Update Channel Options

- Option 1: Current Channel:** Fast feature access, less predictable. **For Pilot users scope**
- Option 2: Monthly Enterprise Channel:** Predictable monthly updates. **For standard users scope**
- Option 3: Semi-Annual Enterprise Channel:** Stability-focused, fewer changes.

Category	Option 1: Current Channel	Option 2: Monthly Enterprise Channel	Option 3: Semi-Annual Enterprise Channel
Recommended use	Provide your users with new Microsoft 365 Apps features as soon as they're ready, but on no set schedule.	Provide your users with new Microsoft 365 Apps features only once a month and on a predictable schedule.	For non-interactive devices and those running specialized or business-critical workloads that require extensive testing before new Microsoft 365 Apps features are implemented. Suitable for select devices performing automated tasks where end-users aren't present, ensuring compliance with regulatory and organizational standards.
Release frequency ¹	At least once a month (likely more often), but on no set schedule	Once a month, on the second Tuesday of the month	Once a month, on the second Tuesday of the month
Feature updates ²	As soon as they're ready (once a month), but on no set schedule	Once a month, on the second Tuesday of the month	Twice a year (in January and July), on the second Tuesday of the month

Security updates ³	Once a month, on the second Tuesday of the month (if needed)	Once a month, on the second Tuesday of the month (if needed)	Once a month, on the second Tuesday of the month (if needed)
Non-security updates ²	Usually at least once a month (possibly more often), but no set schedule (if needed)	Once a month, on the second Tuesday of the month (if needed)	Once a month, on the second Tuesday of the month (if needed)
Support duration for a given version	Until the next version is released with new features, which is usually about one month	Two months	Eight months (Beginning July 2025; previously fourteen months)
Rollback support	Not applicable	Two months (Beginning July 2025; previously one month)	Two months (Beginning July 2025)

How to Manage Updates

Feature	Auto Update	Intune	Cloud Update
Control over timing	Low	Medium (requires policy config)	High (Via Admin Center)
Rollback capability	No	Limited	Yes (built-in)
Compliance monitoring	No	Yes (Integrated)	Yes (Integrated (Endpoint Analytics))
Best for mixed Office	Yes	Yes	No
Best for cloud-first	Yes	Yes	Yes
Use case	We do not want it	For Office 2021 LTSC	For Old M365 packages and new one

Scenario	How It Works	Best Fit Use Case	Pros	Cons	Decision
Update Automatically Auto-Update	Devices update directly from Office CDN based on initial deployment channel.	Small/agile orgs with minimal IT overhead; Remote-first workforce; Low compliance needs	Zero infrastructure; Always up-to-date; Simple to implement	No rollout control; No rollback; Limited compliance visibility	We do not want it
Manage Updates with Intune	Intune policies define update rings, deferral periods, compliance checks.	Hybrid environments (Office 2021 + M365 Apps); Compliance-driven industries; Transition phase	Granular device-level control; Compliance enforcement; Unified OS + app mgmt	Limited rollback; Requires policy setup and testing	Limit to Office 2021 LTSC, or incident limited to small perimeter
Cloud Update (M365 Admin Center)	Centralized governance for update waves, pause windows, rollback scenarios.	Cloud-first orgs with full M365 Apps adoption; Global enterprises; Predictable cadence needed	Most comprehensive governance; Rollback capability; Visual compliance dashboards	Requires full M365 Apps adoption; Extra admin configuration	For all M365 applications : Microsoft Word, Excel, PowerPoint, Outlook, Teams (desktop client) , OneNote, Access*, Publisher* (*additional subscriptions) Cloud Update does not manage: Perpetual versions like Office 2021.

Rollback Capability between Intune and Cloud Update

Feature	Intune	Cloud Update
Native rollback	No	Yes
Manual workaround	Required (custom package)	Not needed
Ease of rollback	Low (manual, complex)	High (centralized, automated)
Scope	Limited (device-by-device)	Broad (waves or global)

See also

The following section describes relevant documentation:

Description	Repository
Licence Assignment Diagram	Lucid Chart
Syensqo - License SKU Assignment	https://docs.google.com/spreadsheets/d/14TG9cMJOHbPIZBDUBkmB6JLMwO2ENUei/edit?gid=1161351560#gid=1161351560

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