

PURPOSE

Develop policies and procedures for information system maintenance.

PROCESS

System Maintenance Policy and Procedures (MA-01)

The College:

- A. Develops, documents, and disseminates to information system owners:
 1. A system maintenance policy that addresses purpose, scope, roles, responsibilities, management commitment, coordination among organizational entities, and compliance; and
 2. Procedures to facilitate the implementation of the system maintenance policy and associated system maintenance controls; and
- B. Reviews and updates the current:
 1. System maintenance policy biennially; and
 2. System maintenance procedures annually.

Controlled Maintenance (MA-01)

The College:

- A. Schedules, performs, documents, and reviews records of maintenance and repairs on information system components in accordance with manufacturer or vendor specifications and/or organizational requirements;
- B. Approves and monitors all maintenance activities, whether performed on site or remotely and whether the equipment is serviced on site or removed to another location;
- C. Requires that information system owner explicitly approve the removal of the information system or system components from organizational facilities for off-site maintenance or repairs;
- D. Sanitizes equipment to remove all information from associated media prior to removal from organizational facilities for off-site maintenance or repairs;
- E. Checks all potentially impacted security controls to verify the controls are still functioning properly following maintenance or repair actions; and
- F. Includes changes in organizational maintenance and change records using the technology help desk.

Nonlocal Maintenance (MA-04)

The College:

- A. Approves and monitors nonlocal maintenance and diagnostic activities;
- B. Allows the use of nonlocal maintenance and diagnostic tools only as consistent with organizational policy and documented in the security plan for the information system;
- C. Employs strong authenticators in the establishment of nonlocal maintenance and diagnostic sessions;
- D. Maintains records for nonlocal maintenance and diagnostic activities; and

- E. Terminates session and network connections when nonlocal maintenance is completed.

Maintenance Personnel (MA-05)

The College:

- A. Establishes a process for maintenance personnel authorization and maintains a list of authorized maintenance organizations or personnel;
 - a. Nonlocal maintenance personnel and organizations are selected based on vendor authorized qualifications; maintenance agreements and direct vendor support.
 - B. Ensures that non-escorted personnel performing maintenance on the information system have required access authorizations; and
 - C. Designates organizational personnel with required access authorizations and technical competence to supervise the maintenance activities of personnel who do not possess the required access authorizations.
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- Temple College is responsible for IT regulatory compliance as specified by the Department of Education, the Texas Higher Education Coordinating Board, and the State of Texas Administrative Code (TAC202) for Information Technology. The IT policies include the specific guidance, requirements, and procedures in line with the regulatory and audit requirements.