

BLINN COLLEGE ADMINISTRATIVE REGULATIONS MANUAL

SUBJECT: *Information Systems Maintenance*

EFFECTIVE DATE: June 1, 2020

BOARD POLICY REFERENCE: CS

PURPOSE

Develop policies and procedures for information system maintenance.

PROCESS

System Maintenance Policy and Procedures (MA-01)

The College District:

- 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 District:

- 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 District:

- 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 District:

- 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.