

MAINTENANCE POLICY

NextGen CGI, LLC

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1. Overview

Establishing a strong maintenance policy is necessary to minimize the risk of a hardware or software failure. A good maintenance procedure generally addresses two types of maintenance. Controlled Maintenance is scheduled and carried out according to manufacturer specifications, while Corrective Maintenance is maintenance that is performed as a correction to a system failure, outage, or error.

2. Purpose

This policy provides procedures and protocols supporting an effective management of configurations for all company devices and systems.

3. Scope

This policy applies to all company officers, directors, IT specialists, employees, agents, affiliates, contractors, consultants, advisors or service providers that manage, control, or assist in maintenance procedures. It is the responsibility of all the above to familiarize themselves with this policy and ensure adequate compliance with it.

4. Policy

4.1

RESTRICTED

4.2

- Tools - RESTRICTED
- Techniques - RESTRICTED
- Mechanisms - RESTRICTED
- Personnel - RESTRICTED

4.3

Any equipment removed for off-site maintenance is to be purged of any CUI.

4.4

Any media containing diagnostic or test programs is to be tested for malicious code prior to use.

4.5

Any non-local maintenance via external network connections must always be used in conjunction with multifactor authentication. Established sessions must then be terminated at the completion of the maintenance session.

4.6

Any maintenance personnel performing activities above their normal level of authorization are to be supervised.

5. Audit Controls and Management

On-demand documented procedures and evidence of practice should be in place for this operational policy. Satisfactory examples of evidence and compliance are outlined in the Audit and Accountability Policy.

6. Enforcement

Staff members found in policy violation may be subject to disciplinary action, up to and including termination.

7. Distribution

This policy is to be distributed to all staff.

8. Related Standards, Policies, and Processes

- Anti-Virus Software Standard
- Application Whitelisting Standard
- Automated System Updates Standard
- Asset Baseline Configurations
- List of Approved Maintenance Tools
- Policy Addressing Sanitization Before Offsite Maintenance
- Policy Addressing Sanitization of Maintenance Tools

9. Related Sub controls

Control Code	Control
3.7.1	Equipment Maintenance
3.7.2	Maintenance Tools
3.7.3	Off-site Maintenance
3.7.4	Sanitization of Maintenance Tools
3.7.5	Remote Maintenance
3.7.6	Maintenance Supervision

10. Definitions and Terms

The following definitions are not all-inclusive and should be updated as new information is made available:

Term	Definition
Controlled Maintenance	Maintenance that is scheduled and carried out according to manufacturer specifications.
Corrective Maintenance	Maintenance that is performed as a correction to a system failure, outage, or error.
Non-local Maintenance	Any maintenance or diagnostics performed by individuals communicating through a network either internally or externally