# COMMONWEALTH OF PENNSYLVANIA

# HEALTH & HUMAN SERVICES DELIVERY CENTER

# INFORMATION TECHNOLOGY POLICY

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| Name of Policy: | Number: |
| **System Maintenance Policy** | **POL-SEC015** |
| Domain: | Category: |
| **Security** | **System** |
| Date Issued: | Issued by Direction Of: |
| **02/10/2021** |  |
| Date Revised: |  |
| **02/10/2021** | **Sandra K. Patterson, CIO**  **Health & Human Services Delivery Center** |

**Abstract:**

The purpose of this policy is to establish a System Maintenance policy & procedures and to provide responsibilities, requirements and principles for System Maintenance processes to support Information Technology Management across the Department of Human Services (DHS).

**General:**

The System Maintenance Policy at DHS is intended to facilitate the effective implementation of the processes necessary meet the system maintenance requirements of Federal and Pennsylvania state laws, regulations, and leading information security practices (e.g., National Institute of Standards and Technology [NIST] Special Publication 800-53 Revision 4 & the Internal Revenue Service [IRS] Publication 1075). This policy directs that VITA meet these requirements.

**Scope**

All DHS employees, contractors and business partners are responsible for understanding and complying with this policy.

**Compliance**

Violations of this policy may lead to revocation of system privileges and/or disciplinary action.

**Policy:**

# System Maintenance Policy

The Information Security Officer (ISO) (or designee) shall:

* Schedule, perform, document, and review records of maintenance and repairs on information systems in accordance with manufacturer or vendor specifications and DHS requirements,
* Control maintenance activities, whether performed on site or remotely and whether the equipment is serviced on site or removed to another location,
* Approve the removal of the information system or system components from organizational facilities for off-site maintenance or repairs,
* Sanitize equipment to remove all information from associated media prior to removal from organizational facilities for off-site maintenance or repairs,
* Check all potentially impacted security controls to verify that the controls are still functioning properly following maintenance or repair action and
* Maintain information system maintenance records for the life of the system to include:
  + Date and time of maintenance.
  + Name(s) of the individual(s) performing the maintenance.
  + Name of escort (if necessary).
  + Description of maintenance performed.
  + List of equipment removed or replaced

The ISO (or designee) shall ensure that personnel performing maintenance on the information system have required access authorizations or designate organizational personnel with required access authorizations and technical competence deemed necessary to supervise information system maintenance when maintenance personnel do not possess the required access authorizations.

**Exemptions from this Policy:**

There will be no exemptions to this policy.

**Refresh Schedule:**

All policies and referenced documentation identified in this policy will be subject to review and possible revision annually or upon request by the HHS Delivery Center Domain Leads.

**Policy Revision Log:**

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| **Change Date** | **Version** | **Change Description** | **Author and Organization** |
| 02/10/2021 | 1.0 | Policy Creation | John Miknich |
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