# COMMONWEALTH OF PENNSYLVANIA

# HEALTH & HUMAN SERVICES DELIVERY CENTER

# INFORMATION TECHNOLOGY PROCEDURE

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| Name of Procedure: | Number: |
| **System Maintenance** | **PRO-SEC041** |
| Domain: | Category: |
| **Security** | **System** |
| Date Issued: | Issued by Direction Of: |
| **02/10/2021** |  |
| Date Revised:  **02/10/2021** | **John Miknich, Chief Information Security Officer**  **Health & Human Services Delivery Center** |

**Abstract:**

The purpose of this procedure 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 Procedure at DHS is intended to detail 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.

**Procedure:**

# System Maintenance Procedure

1. All changes are required to be approved by the DHS Change Control Board (CCB) in both production and test environments.
2. Maintenance procedures make use of the below Information Technology Procedure and Guideline documents for production and non-production systems:

* PRO-IOS009
* GDL- EPPM013

1. The two groups at DHS that handle information system maintenance are:

* Maintenance for critical production systems in Commonwealth datacenter is the responsibility of the datacenter provider, Unisys. The configuration changes are performed using the BMC ServiceNow ITSM v7 solution.
* Non-production systems follow the Server Configuration Logging System or SCLS tool.

**Refresh Schedule:**

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

**Procedure Revision Log:**

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| **Change Date** | **Version** | **Change Description** | **Author and Organization** |
| 02/10/2021 | 1.0 | Initial document. | John Miknich |
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