



**Angelo State University**  
**Operating Policy and Procedure**

**OP 44.10: Maintenance**

**DATE:** January 5, 2018

**PURPOSE:** The purpose of this policy is to define information security controls around maintenance.

**REVIEW:** This OP will be reviewed in July every five years, or as needed, by the chief information officer and appropriate personnel with recommended revisions forwarded through the vice president for finance and administration to the president by August 15 of the same year.

**POLICY/PROCEDURE**

**1. Definition**

ASU defines technical policy terms in the [information technology glossary](#).

**2. Maintenance Policy and Procedures**

**Authority-DIR Controls Catalog (CC): MA-1**

- a. ASU must ensure sufficient technical support to correct hardware failures in order to reduce the risk of impact to university information and operations.
- b. ASU must put sufficient controls in place to reduce impact to university information and operations from hardware failure.

**3. Controlled Maintenance**

**Authority- DIR CC: MA-2**

- a. In accordance with vendor recommendations, ASU must schedule, perform, document and review information system hardware maintenance.
- b. Custodians must ensure information system hardware remains supportable.
- c. ASU must use change management to track maintenance activities performed on information system hardware.
- d. Before disposal, hardware that contains sensitive information must be securely erased or destroyed in a manner that ensures the information cannot be recovered or reconstructed.

**4. Nonlocal Maintenance**

**Authority-DIR CC: MA-4**

- a. Custodians must control, monitor, and document remote hardware maintenance activities.

[New policy: January 5, 2018]

- b. Custodians must obtain approval from the information owner for remote hardware maintenance activities through the configuration management processes (see OP 44.06).
- c. Custodians must ensure tools, access and authentication are used securely during remote hardware maintenance activities.

**5. Maintenance Personnel**

**Authority-DIR CC: MA-5**

- a. ASU must ensure maintenance personnel are authorized to perform hardware maintenance prior to performing maintenance.
- b. ASU must ensure only appropriately skilled personnel maintain university information system hardware.