

Purpose

This policy reflects the University's commitment to facilitate the implementation of the system maintenance and associated system maintenance controls for all IT systems.

Authority, Responsibility, and Duties

The IT Security Program roles and responsibilities are assigned to individuals, and may differ from the actual role title or working title of the individual's position. Individuals may be assigned multiple roles, as long as, the multiple role assignments provide adequate separation of duties, provide adequate protection against the possibility of fraud, and do not lead to a conflict of interests. Refer to Information Security Policy 6110 for roles and responsibilities

A. VSU Information Security Officer (ISO)

The VSU ISO will develop the system maintenance policy and implement monitoring controls to ensure compliance with the Commonwealth's IT Security Standard.

B. Technology Services

Members of the VSU Technology Services IT Operations team will implement the system maintenance processes and procedures to address the maintenance schedule, associated system maintenance controls, and environmental changes if needed.

Both the VSU ISO and the Technology Services team are responsible for the policy statements enumerated below. The policy statements below apply to employees, contractors, vendors and student interns.

Definitions

The IT security definitions and terms can be found in the Commonwealth of Virginia (COV) Information Technology Resource Management (ITRM) Glossary. It is referenced on the ITRM Policies, Standards, and Guidelines web page on www.vita.virginia.gov/library.

Policy Statements

1. 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.
2. 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.
3. Requires that the VSU Data Center Manager officially approve the removal of information system or system components from the VSU Data Center for off-site maintenance or repairs.

Virginia State University
Policies Manual

Title: System Maintenance Policy

Policy: 6410

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4. Require that the VSU Director of IT Services officially approve the removal of laptops, desktops, multimedia and/or smart technologies, or IT components are moved from the administrative offices or academic classrooms for off-site maintenance or repairs.
 5. Sanitize equipment to remove all information from associated media prior to removal from organizational facilities for off-site maintenance or repairs.
 6. Check all potentially impacted security controls to verify that the controls are still functioning properly following maintenance or repairs.
 7. Include the appropriate maintenance-related information in the Data Center maintenance record.

References

Virginia Information Technology Agency (VITA):
Information Security Standard (SEC 501-015)

Approval By: _____



President

Date: _____

