**CHAPTER IX**

1. **SYSTEM MAINTENANCE PLAN**
2. **MAINTENANCE PROCEDURE**
   * 1. **S****TYPES OF MAINTENANCE**
        1. **Preventive Maintenance**

Preventive maintenance is used to ensure maximum reliability of data center equipment by providing systematic inspections, detection and correction of incipient failures, either before they occur or before they develop into major defects that result in costly downtime. Preventive maintenance can include activities such as inspections, tests, measurements, adjustments, parts replacement, and general housekeeping practices.

* + - 1. **Controlled Maintenance**

Controlled maintenance is performed on an information system or components (software or hardware) which are scheduled and performed in accordance with manufacturer, vendor or agency specifications.

* + - 1. **Corrective Maintenance**

Corrective maintenance occurs when a system abruptly fails or generates an error condition a corrective maintenance task is performed to repair or replace failed components (software or hardware) so the system can be restored to an operational condition as soon as possible. Corrective maintenance may be performed by in-house personnel or outside vendors under a service agreement.

* + - 1. **Maintenance Tools**

The system maintenance tools carried into a facility by personnel for usage on {ACRONYM} systems must be checked for obvious improper modifications. Media containing diagnostics software must be scanned for malicious code (e.g. virus, malware, Trojan) before the media is utilized as part of maintenance and repair activities.

* + - 1. **Verification of Security Features**

After maintenance is performed, the system will be assessed utilizing the Assured Compliance Assessment Solution (ACAS), DISA Security Technical Implementation Guide (STIG) and Security Content Automation Protocol (SCAP) tools to determine if maintenance activities introduced any vulnerabilities. Specific attention will be given to new account creation, modified groups and introduction of new remote access capabilities. The maintenance activity is not considered complete until this action is performed.

* + - 1. **Sanitization**

The Media Protection Plan will be followed to ensure a process that renders access to target data on the media infeasible for a given level of effort.