1. **Purpose**

This document establishes the System Maintenance Policy and Procedures for the Information System Maintenance program. This program helps implement security best practices for system maintenance and repairs.

1. **Scope**

The scope of these Policies and Procedures apply to all information system resources owned or operated by the organization. These policies and procedures apply to all users of the information system, including any contracted employees or third parties providing services.

1. **Roles/Responsibilities**

The organizations management is responsible for:

* Complying with all policies and procedures
* Ensuring that all *project name* users comply with all policies and procedures.

The organizations users are responsible for:

* Connect to the information system network at least once every two week period to ensure latest updates/patches have been applied.
* Comply with all policies, directives and laws.
* Report violation of policy immediately.

1. **Management Commitment**

The Information System Manager is responsible for ensuring that the information systems maintenance policy and procedures are implemented and periodically reviewed annually and revised as required.

1. **Policies & Procedures**
2. **Information System Maintenance:**

* Develop and document controls over system maintenance.
* Review and update the controls over system maintenance annually.
* Monitor and deploy patch management on all servers, workstations, and mobile devices.
* Create scheduled scans of application and hardware inventories.
* Deviations from this schedule must be documented with a waiver from the Information System manager.
* Conduct monthly scans for missing updates within one (1) business day following the scheduled server patch cycle.
* Users shall connect their workstation to the Information System network every two weeks for no less than two hours for system updates and patching.

1. **Non-local Information System Maintenance:**

* Require multi-factor authentication in the establishment of non-local maintenance and diagnostic sessions.
* Authorize, monitor and log all non-local maintenance and diagnostic activities.
* Retain all logs and records for non-local maintenance and diagnostic activities.
* Establish controls to terminate sessions and network connections when non-local maintenance is completed.

1. **Maintenance Personnel:**

* Establish a process for maintenance personnel authorization
* Maintain a list of authorized maintenance personnel online in a common repository for quarterly review by the Information Systems manager.
* Validate that personnel performing maintenance on the information System have required access authorizations.
* Assign designated organizational personnel with required access authorizations and technical competence deemed necessary, to supervise any personnel not having required access authorization.