Hardware and Software Maintenance Procedure

|  |  |
| --- | --- |
| Policy Area | IT Policy Library |
| Approved Date | December 31, 20XX |
| Approved By | Policy Committee |
| Effective Date | January 1, 20XX |
| Current Version | 1.0 |

# I. Overview

Maintenance of Information Resources hardware and software is part of ABC Company’s risk management process to mitigate, eliminate, and transfer risks that can impact business operations. This procedure specifies the steps and actions performed to meet the requirements of ABC Company’s Hardware and Software Maintenance Policy.

# II. Purpose

The purpose of this procedure is to formally document the series of steps taken to meet the requirements specified in of ABC Company’s Hardware and Software Maintenance Policy.

# III. Scope

This procedure applies to all ABC Company Staff responsible for maintaining Information Systems hardware and software.

# IV. Procedure

A. Hardware

The IT Department:

* Ensures that important servers and network infrastructure are covered by on-site warranty agreements from the appropriate vendors with a response time sufficient to meet business needs.
* Arranges for faulty items that are under warranty to be repaired.
* Arranges for repairs or replacement of equipment that is not covered by warranty.

The IT Department procures and installs other types of network and computer hardware including printers, scanners, monitors, keyboards, mice, etc.

B. Software

The IT Department is responsible for the installation and maintenance of software. The IT Department:

* Develops configuration standards for all system components that address all known security vulnerabilities and are consistent with industry accepted definitions.
* Updates system configuration standards as new vulnerabilities are identified.
* Installs and maintains software.
* Maintains software license records.
* Fully tests the application and ensure it is compatible with and runs on IT Department standard hardware.
* Where appropriate, subscribes to vendor software maintenance.
* Configures the software to run at optimum levels.
* Backups up software and data to ensure systems can be recovered in the event of a failure.
* Applies and tests system updates and patches per the Patch Management Policy.
* Ensures third party vendors work in conjunction with the IT Department.

C. Approval

All departments seek approval from the IT Department prior to purchasing any special or non-standard hardware, software, or other equipment. IT Department support for non-standard hardware, software, or other equipment is assessed and agreed on a department-by-department basis.

# V. Enforcement

Any Staff member found to have violated this procedure may be subject to disciplinary action, up to and including termination.

# VI. Distribution

This procedure is to be distributed to all ABC Company Staff who manage and maintain Information System hardware and software.

**Procedure History**

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Date | Description | Approved By |
| 1.0 | 1/1/20XX | Initial procedure release |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**References:**

COBIT APO01.03, APO09.05, APO10.05, APO11.09, APO13.07, BAI02.05, BAI04.05, DSS04.05

GDPR Article 25, 32

HIPAA 164.308(a)(1)(ii)(B), 164.312(e)(2)(i), 164.314(a)(2)(i)

ISO 27001:2013 4.4, A.11.2.4, A.15.2.1, A.17.1.2

NIST SP 800-37 3.4, 3.7

NIST SP 800-53 MA-2, MA-6

NIST Cybersecurity Framework ID.RA-4, ID.RA-6, PR.AC-2, PR.MA-1, PR.MA-2, DE.DP-2

PCI 8.1, 8.3.2, 9.7, 9.9.3