Policy Title: Maintenance Personnel

Policy Type: Administrative


Approval Date: 05/28/2014 Revised

Responsible Office: Office of Information Technology

Responsible Executive: CIO

Applies to: Office of Information Technology

POLICY STATEMENT

Establishing procedures for designating which University OIT personnel have authority to perform system maintenance assists in preserving security within the University’s information system.

TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>TABLE OF CONTENTS</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contacts</td>
<td>1</td>
</tr>
<tr>
<td>Stakeholder(s)</td>
<td>1</td>
</tr>
<tr>
<td>Purpose</td>
<td>2</td>
</tr>
<tr>
<td>Requirements</td>
<td>2</td>
</tr>
<tr>
<td>Violations</td>
<td>2</td>
</tr>
<tr>
<td>Interpretation</td>
<td>2</td>
</tr>
<tr>
<td>Publication</td>
<td>2</td>
</tr>
<tr>
<td>Review Schedule</td>
<td>3</td>
</tr>
<tr>
<td>Related Documents</td>
<td>3</td>
</tr>
</tbody>
</table>

CONTACT(S)

Office of Information Technology – (757)823-2869

STAKEHOLDER(S)

University Faculty & Staff
Office of Information Technology
PURPOSE

This control is intended to establish the policy and procedures for designating the University personnel who may be authorized for performing maintenance on the information system.

REQUIREMENTS

NSU:

1. Ensures that personnel performing maintenance on the information system have required access authorizations or designates University personnel with required access authorizations and technical competence deemed necessary to supervise information system maintenance when maintenance personnel do not possess the required access authorizations.

Supplemental Guidance: Individuals not previously identified in the information system, such as vendor personnel and consultants, may legitimately require privileged access to the system, for example, when required to conduct maintenance or diagnostic activities with little or no notice. Based on a prior assessment of risk, the University may issue temporary credentials to these individuals. Temporary credentials may be for one-time use or for a very limited time period.

VIOLATIONS

Violations of this policy will be addressed in accordance relevant University and Commonwealth of Virginia policies, including University Policy 32-01 and Department of Human Resources Management Policy 1.75. The appropriate level of disciplinary action will be determined on an individual case basis by the appropriate executive or designee, with sanctions up to or including termination or expulsion depending upon the severity of the offense.

INTERPRETATION

The Information Security Officer is responsible for official interpretation of this policy. Questions regarding the application of this policy should be directed to the Office of Information Technology. The Information Security Officer reserves the right to revise or eliminate this policy.

PUBLICATION

This policy shall be widely published and distributed to the University community. To ensure timely publication and distribution thereof, the Responsible Office will make every effort to:

1. Communicate the policy in writing, electronic or otherwise, to the University community within 14 days of approval;

2. Submit the policy for inclusion in the online Policy Library within 14 days of approval;
3. Post the policy on the appropriate SharePoint Site and/or Website; and

4. Educate and train all stakeholders and appropriate audiences on the policy’s content, as necessary. Failure to meet the publication requirements does not invalidate this policy.

REVIEW SCHEDULE

- Next Scheduled Review: 05/28/2015
- Approval by, date: Office of Information Technology and 05/28/2014
- Revision History:
  - Supersedes (previous policy): OIT 62.8.905 Maintenance Personnel

RELATED DOCUMENTS

Virginia Commonwealth State policy SEC501-08 Information Security Standard