

C4 3.7: Maintenance

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800-171 Rev. 1 Mapping	Control Family	Required Control	Implementatio n	Program/Policy/Procedur e Reference	Contro l Gaps
3.7.1	C4.3.7.1	Routine maintenance must be performed on systems as needed, including but not limited to patching, updates, and operational improvements. Validate security controls after maintenance activities.	☐ Implemented ☐ Planned to be Implemented (see: Control Gaps) Description:		
3.7.2	C4.3.7.2	Develop and maintain a list of approved maintenance providers, including individuals where possible. Personnel performing maintenance must be identified and provisioned appropriately. Physical maintenance must be performed at scheduled times by approved parties. Vendor	☐ Implemented ☐ Planned to be Implemented (see: Control Gaps) Description:		

		tools/applications must be inspected prior to access. Vendor maintenance parties must be escorted and monitored when on site.			
3.7.3	C4.3.7.3	Do not send media containing restricted data to third parties for maintenance. If media must be sent off-site, ensure any equipment leaving facilities is sanitized per NIST 800-88 prior to leaving the facility.	☐ Implemented ☐ Planned to be Implemented (see: Control Gaps) Description:		
3.7.4	C4.3.7.4	Scan media (ex. External hard drives) with anti-virus solution prior to connection to the information system; recommend use of University-provided AV where possible. If AV is unable to be implemented, a similar review/control must be used (ex. Checksums). This is also applicable to any tools a vendor	☐ Implemented ☐ Planned to be Implemented (see: Control Gaps) Description:		

		may require for maintenance.			
3.7.5	C4.3.7.5	Require vendors use official university accounts (and multifactor authentication) at time of service. Recommended is that official university accounts for anticipated remote support vendor maintenance personnel should be created at beginning of vendor relationship. Ensure security requirements are included in vendor contract language.	☐ Implemented ☐ Planned to be Implemented (see: Control Gaps) Description:		
3.7.6	C4.3.7.6	Reference Required Control C4 3.7.2			