

Office of the Chief Information Officer Enterprise Policy

CIO-114: System Maintenance Policy

Effective Date: 7/16/2019

Policy Statement

This policy establishes controls related to maintenance of the Commonwealth of Kentucky's information systems. The policy provides guidance in decision-making and practices that optimize resources, mitigate risk, and maximize return on investment.

Policy

The Commonwealth Office of Technology (COT) and other enterprise agencies with IT systems in the Commonwealth's infrastructure shall adhere to requirements for maintaining those systems. The agencies shall adhere to, at a minimum, the moderate-level control standards outlined in the [NIST 800-53 Revision 4 Maintenance \(MA\) control family](#), in accordance with [CIO-091 Enterprise Information Security Program](#).

The agencies shall maintain Commonwealth systems in accordance with policies and associated procedures and standards established by COT. For details on COT-approved enterprise maintenance controls, refer to the Office of the Chief Information Security Officer's (CISO) [Enterprise Security Controls and Best Practices](#).

Agencies may request exceptions to this policy by submitting a [COT-F085 Security Exemption Request Form](#) via e-mail to the [Commonwealth Service Desk](#). The CISO will consider requests on a case-by-case basis. COT may pass any costs resulting from the exemptions or exceptions to this policy to those agencies.

Authority

[KRS 42.726](#) authorizes the Commonwealth Office of Technology (COT) to develop policies and compliance processes to support and promote the effective applications of information technology within the executive branch of state government.

Applicability

All executive branch agencies and non-executive branch agencies using COT-managed infrastructure or services shall adhere to this policy. This includes employees, contractors, consultants, temporaries, volunteers, and other workers within state government.

Responsibility for Compliance

Each agency shall ensure that staff within their organizational authority are made aware of and comply with this policy. The agency is responsible for enforcing it. Organizations may modify this policy to fulfill their responsibilities, but shall obtain approval through an exception request. Staff should refer to their internal policy, which may have additional information or clarification. Unauthorized and/or neglectful actions regarding this policy may result in disciplinary action up to and including dismissal. COT may require additional service charges for remediation efforts due to non-compliance with this policy.

Maintenance

COT's Office of Contracts and Privacy is responsible for administrative coordination to maintain this policy, including review of this policy by the appropriate organizations at least every two years.

References

- [CIO-091 Enterprise Information Security Program](#)
- [Commonwealth Service Desk](#)
- [COT-F085 Security Exemption Request Form](#)
- [Enterprise Security Controls and Best Practices](#)
- [KRS 42.726, Roles, duties, and activities of COT](#)
- [NIST Special Publication 800-53 Rev 4, Security and Privacy Controls for Federal Information Systems and Organizations](#)