

# **Texas Woman's University University Regulation and Procedure**

**Regulation and Procedure Name: Information System Maintenance**

**Regulation and Procedure  
Number: URP: 04.785**

**Policy Owner: Finance and Administration**

## **POLICY STATEMENT**

This document establishes the information systems maintenance regulations and procedures. The purpose of these regulations and procedures are to manage Texas Woman's University's ("TWU") risks from information systems maintenance and repairs through the establishment of an effective information systems maintenance program.

## **APPLICABILITY**

This policy is applicable to TWU Students, Employees, and Guests.

## **DEFINITIONS**

1. "Employee" means any individual at TWU who is hired in a full-time, part-time, or temporary capacity in a faculty or staff position, or in a position where the individual is required to be a Student as a condition of employment.
2. "Guests" means any individual not affiliated with TWU.
3. "Information Resources" means an element of infrastructure that enables the transaction of data, designed to provide content and information services to Users. Information Resources include information in electronic, digital, or audiovisual format and any hardware or software that store and use such information (i.e., electronic mail, local databases, externally accessed, CD-ROM, motion picture film, recorded magnetic media, photographs, digitized information, voice mail, faxes). This definition also includes computer printouts, online display devices, magnetic storage media, and all computer-related activities involving any device capable of receiving email, browsing Web sites, or otherwise capable of receiving, storing, managing, or transmitting electronic data including, but not limited

to, mainframes, servers, personal computers, notebook computers, hand-held computers, personal digital assistant (PDA), pagers, distributed processing systems, network attached and computer controlled medical and laboratory equipment (i.e., embedded technology), telecommunication resources, network environments, telephones, fax machines, printers, and service bureaus. Additionally, Information Resources includes the procedures, equipment, facilities, software, and data that are designed, built, operated, and maintained to create, collect, record, process, store, retrieve, display, and transmit information.

4. "Information System" is a discrete set of Information Resources organized for the collection, processing, maintenance, use, sharing, dissemination, or disposition of Information.
5. "Student" means a person taking courses at TWU, a person who is not currently enrolled in courses but who has a continuing academic relationship with TWU, and a person who has been admitted or readmitted to TWU.
6. "System Maintenance" means the various forms of computer or server maintenance needed to keep the Information System running.

## **REGULATION AND PROCEDURE**

### **I. Scope**

The scope of these regulations and procedures are applicable to all Information Resources owned or operated by TWU. All users are responsible for adhering to this policy. If needed or appropriate, information regarding roles, responsibilities, management commitment, and coordination among organizational entities are embedded within these procedures.

### **II. Regulations and Procedures**

The State of Texas has chosen to adopt the information system maintenance principles established in NIST SP 800-53 "System Maintenance," Control Family guidelines. The following subsections outline the information system maintenance standards that constitute TWU's regulations and procedures.

#### **A. MA-1 System Maintenance**

##### **1. Regulations**

TWU must develop, adopt or adhere to formal, documented Information System Maintenance regulations and procedures that address purpose, scope, roles, responsibilities, management commitment, coordination among organizational entities, and compliance.

2. Procedures

- a. IT Solutions (“ITS”) will maintain regulations and procedures for Information System Maintenance that address purpose, scope, roles, responsibilities, management commitment, coordination among organizational entities, and compliance.
- b. Information System owners are responsible for ensuring their assigned systems are maintained.
- c. Information Systems physically located on a TWU campus must be secured in a controlled facility. Information Systems located within an ITS controlled facility will be maintained and coordinated by ITS Enterprise Services & Information Security.
- d. Facilities Management, Housing, and Department of Public Safety (“DPS”) maintain and coordinate their own systems.
- e. ITS Information Security will periodically review Information Systems for compliance of maintenance procedures.

III. Compliance

Employees that violate this policy are subject to corrective and disciplinary action, including and up to dismissal, in accordance with TWU’s URP 02.330: Faculty Standards of Conduct Corrective Action Guidelines and URP 05.600: Staff Standards of Conduct and Disciplinary Process. TWU may also take corrective action against interns, volunteers, contract Employees, contractors, and/or consultants that violate this policy, including and up to termination of TWU’s relations or Access with that individual or entity. Students that violate this policy are subject to corrective and disciplinary action, including and up to suspension or expulsion, in accordance with TWU’s URP 06.200: Student Code of Conduct.

**REVIEW**

This policy will remain in effect and published until it is reviewed, updated, or archived. This policy is to be reviewed once every six years. Interim review may be required as a result of updates to federal and state law or regulations, Board of Regents policies, or internal processes or procedures.

## REFERENCES

TEX. ADMIN. CODE, CH. 202

[Department of Information Resources Security Standards Catalog](#)

[NIST Special Publication 800-53 \(Rev. 5\), Security and Privacy Controls for Information Systems and Organizations](#)

[URP 02.330: Faculty Standards of Conduct Corrective Action Guidelines](#)

[URP 05.600: Staff Standards of Conduct and Disciplinary Process](#)

[URP 06.200: Student Code of Conduct](#)

## FORMS AND TOOLS

None

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