

Policy Name:	Maintenance
Policy Number:	32
Agency Name:	Westbrook Police Department
Effective Date:	08/11/2026
Revision Date:	
FBI CJIS Security Policy Section:	5.16 Maintenance (MA)

PURPOSE:

To ensure that Information Technology (IT) resources are maintained in compliance with IT security policies, standards, and procedures.

POLICY:

This policy is applicable to all departments and users of IT resources and assets of **Westbrook Police Department**.

1. CONTROLLED MAINTENANCE

The **Westbrook Police Department** shall:

- a. Schedule, document, and review records of maintenance, repair, and replacement on system components in accordance with manufacturer or vendor specifications and/or organizational requirements
- b. Approve and monitor all maintenance activities, whether performed on site or remotely and whether the equipment is serviced on site or removed to another location.
- c. Require that **Westbrook Police Department** personnel with information security and privacy responsibilities explicitly approve the removal of the system or system components from organizational facilities for off-site maintenance, repair, or replacement.
- d. Sanitize equipment to remove information from associated media prior to removal from **Westbrook Police Department** facilities for off-site maintenance, repair, replacement, or destruction.
- e. Check all potentially impacted security controls to verify that the controls are still functioning properly following maintenance, repair, or replacement actions.
- f. Include the following information in **Westbrook Police Department** maintenance records:
 - a. Component Name
 - b. Component Serial Number
 - c. Date/Time of Maintenance
 - d. Maintenance Performed
 - e. Name(s) of entity performing maintenance including escort if required.

2. MAINTENANCE TOOLS

The **Westbrook Police Department** shall:

- a. Approve, control, and monitor the use of system maintenance tools.
- b. Review previously approved system maintenance tools prior to each use.
- c. Inspect the maintenance tools used by maintenance personnel for improper or unauthorized modifications.
- d. Check media containing diagnostic and test programs for malicious code before the media are used in the system.
- e. Prevent the removal of maintenance equipment containing organizational information by:
 - i. Verifying that there is no organizational information contained on the equipment.
 - ii. Sanitizing or destroying the equipment.
 - iii. Retaining the equipment within the facility.
 - iv. Obtaining an exemption from organizational personnel with system maintenance responsibilities explicitly authorizing removal of the equipment from the facility

3. NONLOCAL MAINTENANCE

The **Westbrook Police Department** shall:

- a. Approve and monitor non-local maintenance and diagnostic activities.
- b. Allow the use of nonlocal maintenance and diagnostic tools only as consistent with **Westbrook Police Department** policy and documented in the security plan for the system.
- c. Employ strong authenticators in the establishment of nonlocal maintenance and diagnostic sessions.
- d. Maintain records for nonlocal maintenance and diagnostic activities.
- e. Terminate session and network connections when nonlocal maintenance is completed.

4. MAINTENANCE PERSONNEL

The **Westbrook Police Department** shall:

- a. Establish a process for maintenance personnel authorization and maintain a list of authorized maintenance organizations or personnel.
- b. Ensure that non-escorted personnel performing maintenance on the system process the required access authorizations.

- c. Designate organizational personnel with required access authorizations and technical competence to supervise the maintenance activities of personnel who do not possess the required access authorizations.

5. TIMELY MAINTENANCE

The **Westbrook Police Department** shall:

- a. Obtain maintenance support and/or spare parts for critical system components that process, store, and transmit CJI within **Westbrook Police Department** recovery time and recovery point objectives of failure.

ROLES AND RESPONSIBILITIES:

Local Agency Security Officer: Ensure that policies and procedures required by the FBI CJIS Security Policy are developed and maintained. Ensure that policies and procedures are disseminated and operationalized.

Westbrook Police Department Information Technology Staff: Develop, document, and disseminate to organizational personnel with system maintenance responsibilities:

Agency-level maintenance policy that:

- (a) Addresses purpose, scope, roles, responsibilities, management commitment, coordination among organizational entities, and compliance; and
- (b) Is consistent with applicable laws, executive orders, directives, regulations, policies, standards, and guidelines; and

Procedures to facilitate the implementation of the maintenance policy and the associated maintenance controls.

Designate an individual with security responsibilities to manage the development, documentation, and dissemination of the maintenance policy and procedures.

Review and update the current maintenance:

- 1. Policy annually and following changes in the information system operating environment, when security incidents occur, or when changes to the CJIS Security Policy are made.
- 2. Procedures annually and following changes in the information system operating environment, when security incidents occur, or when changes to the CJIS Security Policy are made.

Westbrook Police Department Personnel: All **Westbrook Police Department** personnel will understand what constitutes maintenance.

COMPLIANCE:

Employees who violate this policy may be subject to appropriate disciplinary action up to and including discharge as well as both civil and criminal penalties. Non-employees, including, without limitation, contractors, may be subject to termination of contractual agreements, denial of access to IT resources, and other actions as well as both civil and criminal penalties.

REFERENCE:

National Institute of Standards and Technology (NIST)
FBI CJIS Security Policy

CLEO or Agency Director

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