12.5. Product Maintenance and Repairs

Objective

12.5.1. Products are repaired by cleared or appropriately escorted personnel.

Context

Scope

12.5.2. This section covers information on maintaining and repairing both evaluated and non-evaluated IT equipment.

Rationale & Controls

Maintenance and repairs

12.5.3.R.01. **Rationale**

Making unauthorised repairs to high assurance products or HACE can impact the integrity of the product or equipment.

12.5.3.R.02. **Rationale**

Using cleared technicians on-site at an agency's facilities is considered the most desired approach to maintaining and repairing IT equipment. This ensures that if classified information is disclosed during the course of maintenance or repairs, the technicians are aware of the protection requirements for the information.

12.5.3.C.01. **Control System Classifications(s): All Classifications; Compliance: Must** [CID:3481]

Agencies MUST seek GCSB approval before undertaking any repairs to high assurance products or HACE.

12.5.3.C.02. **Control System Classifications(s): All Classifications; Compliance: Should** [CID:3483]

Maintenance and repairs of IT equipment containing media SHOULD be carried out on-site by an appropriately cleared technician.

Maintenance and repairs by an uncleared technician

12.5.4.R.01. **Rationale**

Agencies choosing to use uncleared technicians to maintain or repair IT equipment on-site at an agency's facilities, or off-site at a company's facilities, should be aware of the requirement for cleared personnel to escort the uncleared technicians during maintenance or repair activities.

12.5.4.C.01. **Control System Classifications(s): All Classifications; Compliance: Must** [CID:3492]

If an uncleared technician is used to undertake maintenance or repairs of IT equipment, the technician MUST be escorted by someone who:

- is appropriately cleared and briefed;
- takes due care to ensure that classified information is not disclosed;
- takes all responsible measures to ensure the integrity of the equipment; and
- has the authority to direct the technician.

12.5.4.C.02. **Control System Classifications(s): All Classifications; Compliance: Should** [CID:3493]

If an uncleared technician is used to undertake maintenance or repairs of IT equipment, agencies SHOULD sanitise and reclassify or declassify the equipment and associated media before maintenance or repair work is undertaken.

12.5.4.C.03. **Control System Classifications(s): All Classifications; Compliance: Should** [CID:3494]

Agencies SHOULD ensure that the ratio of escorts to uncleared technicians allows for appropriate oversight of all activities.

12.5.4.C.04.

Control System Classifications(s): All Classifications; Compliance: Should [CID:3495]

If an uncleared technician is used to undertake maintenance or repairs of IT equipment, the technician SHOULD be escorted by someone who is sufficiently familiar with the product to understand the work being performed.

Off-site maintenance and repairs

12.5.5.R.01. **Rationale**

Agencies choosing to have IT equipment maintained or repaired off-site need to be aware of requirements for the company's off-site facilities to be approved to process and store the products at the appropriate classification.

12.5.5.R.02. **Rationale**

Agencies choosing to have IT equipment maintained or repaired off-site can sanitise, declassify or lower the classification of the product prior to transport and subsequent maintenance or repair activities, to lower the physical transfer, processing and storage requirements.

12.5.5.C.01. **Control System Classifications(s): All Classifications; Compliance: Must** [CID:3498]

Agencies having IT equipment maintained or repaired off-site MUST ensure that the physical transfer, processing and storage requirements are appropriate for the classification of the product and are maintained at all times.

Maintenance and repair of IT equipment from secure areas

12.5.6.R.01. **Rationale**

Where equipment is maintained or repaired offsite, agencies should identify any co-located equipment of a higher classification. This higher classification equipment may be at risk of compromise from modifications or repairs to the lower classification equipment.

12.5.6.C.01. **Control System Classifications(s): All Classifications; Compliance: Should** [CID:3504]

Offsite repairs and maintenance SHOULD treat all equipment in accordance with the requirements for the highest classification of information processed, stored or communicated in the area that the equipment will be returned to.

12.5.6.C.02. **Control System Classifications(s): All Classifications; Compliance: Should** [CID:3507]

Agencies SHOULD conduct or arrange to have technical inspections conducted on all equipment returned to the secure area after maintenance or repair.