



Computer Maintenance Policy

Department: Campus Technology	Date Created: 2/10/2025
Owner: IT Department	Date Last Revised: 3/18/2025

Printed copies of this document are for reference only.

1. Policy Statement

To maintain the integrity of systems at Lewis and Clark Community College, the IT department shall conduct periodic checks and maintenance of all computer systems. These activities are essential security measures to evaluate the effectiveness of IT policies and access controls, and to identify any deteriorated or non-compliant systems.

1.1 Scope

This is a departmental policy requiring preventative maintenance to computers and IT infrastructure. This includes all laptops, desktop computers, servers, and miscellaneous computer equipment.

1.2 Exceptions

Exceptions are made and addressed in a case-by-case basis based on the computer's needs, location, and purpose. All computer exceptions will be tracked and documented in accordance with this policy.

1.3 Computer Maintenance Requirements

Lewis and Clark Community College's IT department shall be responsible for the periodic maintenance of all computer systems within the college's infrastructure. Below is a list of system checks to ensure a computer passes a maintenance check:

1.3.1 Scope

All Faculty and Staff computers are subject to periodic maintenance. All student lab computers, as the hard drive state is 'frozen' in its current state preventing any user changes, will be maintained on a frequency based on any active system vulnerabilities or required updates to the systems.

1.3.2 General

The model number and serial number matches the department provided information about the computer. The computer is free of any pending tickets or tasks created by IT to work on the device.

1.3.3 Physical

The computer is free from physical damage that would cause a hazard or affect the device's functionality and passes any applicable hardware diagnostics.

1.3.4 Information Security

The computer is up to date on all required updates or patches. All security configurations meet department requirements.

1.3.5 Software

The computer is free of any software unrelated to business tasks; this includes old software no longer owned by the college. Critical information used by the employee and college is backed up to college-approved storage locations.

Once all checks are complete, the employee performing the computer maintenance must record and report the maintenance to the required asset management system. By request, IT employees may check more categories than required for the purposes of improving user systems or user efficiency.

1.4 Enforcement

It is the responsibility of the IT department to ensure that all computers are maintained, and maintenance of any systems is recorded. Any barriers to maintaining a system will be recorded and documented, then a corrective action plan will be created to ensure the computer receives maintenance in a timely manner. Any corrective action plans that fail to meet their deadline will be reported to all relevant stakeholders.

1.5 Policy Review

This policy shall be reviewed and updated periodically by the IT department to ensure its effectiveness and compliance with relevant laws, regulations, and industry standards.

1.6 Revision history

Below is the recorded history of the policy. This must be updated each time the policy undergoes changes.

Date	Change Description	Author - Position	Approved By - Position
2-10-2025	Policy creation	McLaughlin – Information Security Analyst	-
2-18-2025	Revisions from 2-13-25 meeting. Adding template changes and 1.3.1 scope section.	McLaughlin – Information Security Analyst	-
2-21-2025	Revision to section 1.3.	McLaughlin – Information Security Analyst	-
3-18-2025	Watermark removed. Ready for Approval	McLaughlin – Information Security Analyst	<i>Ron Wall</i>

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