

Equipment maintenance

ISO 27002 Control 7.13

Control

Equipment should be maintained correctly to ensure availability, integrity and confidentiality of information

Purpose

To prevent loss, damage, theft or compromise of information and other associated assets and interruption to the organization's operations caused by lack of maintenance



Why is it important?

- Correct maintenance ensures the availability, integrity, and confidentiality of information processing facilities
- It reduces the risk of interruption caused by equipment failure
- Supervision and post-maintenance inspection prevent tampering and unauthorized access during maintenance activities.

How to implement ?

- Implement and monitor a maintenance programme following supplier recommendations
- Only allow authorized maintenance personnel to carry out repairs
- Implement appropriate controls (e.g., supervision, confidentiality agreement) when maintenance is performed
- Inspect equipment after maintenance to ensure it has not been tampered with and functions properly
- Apply security measures for assets off-premises if equipment leaves the premises for repair



Which evidences to provide ?

- Documented maintenance programme showing service frequency and specifications
- Records of all suspected or actual faults, and all preventive and corrective maintenance
- Documented controls applied during maintenance activities (e.g., supervision logs, confidentiality agreements)

Link with other frameworks

- NIST 800-53 rev5 : MA-2, MA-6
- NIST CSF 2.0 : ID.AM-08, PR.PS-02, PR.PS-03, DE.CM-09



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