



CMMC

MAINTENANCE

Control the Fix, Not Just the Fault

Maintenance is about how work gets done on your systems, by employees or vendors, without opening new security holes. It means scheduling and approving the work, using only trusted people and tools, watching what happens, and cleaning up after. Think of it like hiring a contractor: you check their ID, stay nearby while they work, and lock up when they leave. Same idea, just for your technology.

Proof of Practice

Examples

- ✓ **Maintenance Logbook**
Central record showing date, system, task, technician/vendor, tools used, approvals, and outcomes. Keep it searchable and current.
- ✓ **System Maintenance Policy**
Approved, version-controlled policy defining approvals, remote access, tool allowlists, supervision, logging, and post-work validation.
- ✓ **Sanitization Certificates**
Signed forms documenting clear/purge/destroy, device/serials, dates, method/tool, and approver.

The Business Impact

A vendor dials in to “quickly troubleshoot,” installs a tool, and leaves an admin account behind. Weeks later, that open door is exploited and contracts are at risk. Controlled maintenance protects uptime, reputation, and DoD supply-chain trust.

Available Resources

-  **CISA: Secure Remote Access Guidance**
<https://www.cisa.gov/resources-tools/resources/guide-securing-remote-access-software>
-  **CISA: Protecting Against Malicious Use of RMM Apps**
<https://www.cisa.gov/news-events/cybersecurity-advisories/aa23-025a>
-  **NIST SP 800-88: Guidelines for Media Sanitization**
<https://csrc.nist.gov/pubs/sp/800/88/r2/final>
-  **Microsoft Entra PIM**
<https://learn.microsoft.com/en-us/entra/id-governance/privileged-identity-management/pim-configure>
-  **BeyondTrust: Remote Support**
<https://www.beyondtrust.com/products/remote-support>

Quick Wins

-  1. Standardize a maintenance log (who/what/when/where/tools; tie to ticket #).
-  2. Publish a simple maintenance policy
-  3. Require MFA for any remote support
-  4. Scan all media before use
-  5. Sanitize equipment before/after repair