Tier 1 Control Standards (State-Wide)

Out-of-Support Software and System Components

Standard ID
IOT-CS-SEC-014

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5/1/2018

Policy
09.0 Information Protection Processes and Procedures (PR.IP)
   09.1 PR.IP-1
       09.1.1 Configuration Management

Purpose
Address risk associated with the continued operation of out-of-support software.

Scope
IOT Supported Entities

Statement
Third-Party software and system components must be maintained at a level supported by the vendor (including Operating Systems). State agencies must replace information system components when support for the component is no longer available from the developer, vendor, or manufacturer. Industry cycles continue to decrease the lifespan of support, therefore adequate planning is required.

In the event that an unsupported system component needs to be maintained to satisfy business needs, an exception request is required by the agency documenting the risks and justification. If an agency is requesting an exception for software provided by IOT (e.g., Operating System) that is out-of-support, a justification for their continued operation will need to be provided to the State CIO on a quarterly basis. Included with this justification will be a timeline for their upgrade or decommission. Further, there will be additional charges/fees associated with the use of out-of-support software, those are outlined in an attached document.

Roles
Agency Management
IOT Personnel
Information Asset Owners/System Owners
Responsibilities
Information Asset Owners/System Owners shall report on and provide justification for out-of-support software, per this Standard. IOT shall implement the appropriate protections as outlined in this Standard.

Management Commitment
Management shall plan for software life cycles and upgrade or decommission out-of-support software per this Standard.

Coordination Among Organizational Entities
Agencies shall coordinate and provide justification for use of out-of-support versions.

Compliance
Lack of compliance with this Standard can result in decommission of devices or removal from the State Network.

Exceptions
Exceptions will be handled on a case-by-case basis by the State CIO.

Associated Documents
IOT Supported Operating System Software