



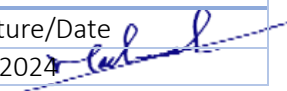
Asset Maintenance Process

Doc. Control Number	Version
SNL-56	0.2



Document Reference

Item	Description
Title	Asset Maintenance Process
Department	Cybersecurity department
Version No	0.2
Status	Draft
Type	DOCX
Publish-Date	18 July 2024
Revision-Date	18 July 2025

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Control-Page

Document Amendment Record			
Version-No	Date	Prepared-by	Explanation
0.1	17 July 2023	Muhaned Ali	First Release
0.2	18 July 2024	Muhaned Ali	The document has been reviewed



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1. Process Objective

The objective of this process is to maintain and repair the company's information assets, including offsite assets, and keep a log of these activities to ensure their optimal functionality, availability, and security.

2. Process Guidelines

2.1 Asset Inventory and Classification

- a) Maintain an up-to-date inventory of all information assets, including hardware, software, and offsite assets.
- b) Classify assets based on their criticality, sensitivity, and importance to the company.
- c) Assign unique identifiers to each asset for easy tracking and reference.

2.2 Maintenance Schedule and Activities

- a) Develop a maintenance schedule specifying regular maintenance intervals for each asset category.
- b) The IT team shall conduct routine maintenance activities, such as system updates, patches, backups, and equipment inspections, as per the defined schedule.
- c) Follow manufacturer's recommendations, industry best practices, and organizational standards for maintenance activities.
- d) Document maintenance activities, including dates, descriptions, and individuals responsible for each task, in a maintenance log.

2.3 Repairs and Remediation

- a) Promptly address identified issues, vulnerabilities, or malfunctions of information assets through repairs and remediation actions.
- b) Prioritize repairs based on the criticality and impact of the asset on business operations.
- c) Ensure repairs are carried out by qualified personnel following established procedures and guidelines.
- d) Document repair activities in the maintenance log, including details of the issue, actions taken, and resolution.

2.4 Offsite Asset Maintenance

- a) Establish procedures for maintaining offsite assets, such as cloud-based systems, remote servers, or mobile devices.
- b) Regularly monitor and assess the performance, security, and compliance of offsite assets.
- c) Follow maintenance and security best practices specific to offsite assets, including updates, backups, and access controls.
- d) Document offsite asset maintenance activities in the maintenance log.

2.5 Monitoring and Evaluation

- a) Continuously monitor the performance, health, and security of information assets using appropriate tools and technologies.
- b) Establish thresholds and alerts to detect and respond to abnormal behavior or potential security incidents promptly.
- c) Regularly evaluate asset performance against predefined metrics and benchmarks.
- d) The GRC team shall conduct periodic asset assessments, including vulnerability scans and security audits, to identify areas for improvement.

2.6 Documentation and Reporting

- a) The IT team shall maintain accurate and up-to-date records of asset maintenance activities, including the maintenance log, repair reports, and maintenance schedules.
- b) The IT team shall generate regular reports summarizing asset maintenance activities, issues encountered, and actions taken.
- c) Communicate maintenance reports to relevant stakeholders, such as IT teams, management, and other concerned parties.

2.7 Review and Optimization

- a) GRC team shall regularly review the asset maintenance process to identify areas for improvement and optimization.
- b) GRC team shall analyze maintenance logs, performance data, and feedback from stakeholders to assess the effectiveness of the process.
- c) GRC team shall Implement necessary changes, enhancements, or updates to optimize the asset maintenance process based on lessons learned and emerging best practices.