6Gx53-9.008 SOFTWARE MAINTENANCE AND UPGRADE:

A. Applying Patches to Software

Patches to resolve software bugs may only be applied where verified as necessary, with IST Management authorization and must be from the vendor.

B. Upgrading Software

Upgrades to software must be approved by IST Management and tested by qualified personnel before they are used in a live environment.

C. Supporting Application Software

All application software must be provided with the appropriate level of technical support to ensure that the organization's business is not compromised, by ensuring that any software problems are handled efficiently with their resolution available in an acceptable time.

D. Recording and Reporting Software Faults

Software faults are to be reported to those responsible for software support/maintenance.

Statutory Authority**:** Florida Statutes 1001.32, 1001.41, 1001.42, 1001.43

Laws Implemented:

Adopted: September 21, 2004

Amended: