Objective: To determine if maintenance and support agreements for equipment and software, etc. (beyond standard) exist and to assess the adequacy and appropriateness of such agreements.

Risk Level/Potential Impact: Medium; Results in system malfunction as well as delays in business operations and increased costs for the department/unit if maintenance and/or support agreements do not exist or are inadequate or inappropriate.

Criteria: Institutional policies and procedures; Best business practices.

Frequently Observed Weaknesses/Deficiencies:
- Failure to have maintenance and support agreements where necessary.
- Failure to periodically review and update and/or renew agreements.
- Inadequate support agreements.

Helpful Tools:
- Information Technology Support Services—
  http://www.gru.edu/its/ or https://paws.gru.edu/its

GRU Contact Office and Information Resource(s): Division of Information Technology Services (706) 721-4000.

Best Business Practices:
1. Management should be familiar with the maintenance and/or support agreements that exist for the department/unit. (For example, the School of Nursing obtained a service/technical support agreement to support their National Council Licensure Examination software which was unique to their school.)
2. Assess and evaluate equipment and/or software that may need maintenance and/or support agreement.
3. Route all IT maintenance and/or support agreements to GRU IT to ensure adequate review of the agreement.
4. Review and update agreements as necessary. Track agreement/contract end dates and/or be aware of the Purchasing Department’s notifications of lapsing agreements so that critical ones do not lapse unintentionally.
5. Ensure contracts/agreements are inventoried and tracked in Meditract.
6. Dedicate funding in each year’s budget for such contracts/agreements.
<table>
<thead>
<tr>
<th>Self-Assessment of Internal Controls for Maintenance and Support Agreements</th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does the department/unit maintain inventory/documentation of support contracts/agreements?</td>
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<tr>
<td>Are IT maintenance and/or support agreements routed through GRU IT to ensure adequate review?</td>
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<tr>
<td>If equipment/software is not supported by GRU IT is there adequate external coverage?</td>
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<td>Are contracts/agreements inventoried and tracked through Medittract?</td>
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<tr>
<td>Are support contracts/agreements reviewed periodically to ensure: contact information is current service dates are monitored; and/or systems not utilized are identified?</td>
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