



EAST TENNESSEE STATE
UNIVERSITY

University-Hosted Enterprise Information Systems Updates

Policy Name: University-Hosted Enterprise Information Systems Updates

Policy Purpose

This policy outlines the minimum standards and expectations for maintaining appropriate university-hosted software versions and upgrades within the university's data systems and information infrastructure.

Applicability

This policy is applicable to employees and applicable third-party vendors and contractors.

Responsible Official, Office, and Interpretation

The Office of Information Technology Services and Information Technology Council are responsible for the review and revision of this policy. For questions about this policy, please contact the Office of Information Technology Services. The Chief Information Officer in consultation with the Office of University Counsel, has the final authority to interpret this policy.

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Defined Terms

A defined term has a specific meaning within the context of this policy.

University-Hosted Enterprise Resource Planning Regular Updates

Software updates to the existing university hosted Enterprise Resource Planning system that are developed, tested, approved, and released by the Satellite Maintenance Organization on a regular basis, typically three to four times per year.

Patch Bugs

A software update that introduces a new issue rather than resolving a problem.

Patches and Updates

Patches, fixes, and updates for the Database Server and related components that are released by the vendor on a regular basis, typically three to four times per year. These updates may be released off schedule if considered critical.

Third-Party Products

Software applications that integrate with, or are ancillary to, the university hosted Enterprise Resource Planning system.

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Policy

Enterprise information systems and components used at ETSU shall have an established schedule of updates, patches, and/or maintenance to ensure that systems, data, and personally identification information (PII) are adequately protected.

1. Enterprise information systems covered by this Policy.

Enterprise Resource Planning (ERP) updates released by the ERP Satellite Maintenance Organization (SMO) shall be installed in their entirety. If there are no outstanding system conflicts or Patch Bugs, the institution shall not be more than one version behind the current ERP vendor-certified release.

Database patches and updates shall be installed. If there are no outstanding system conflicts or Patch Bugs, the institution shall not be more than one version behind the ERP vendor-certified release.

Updates, patches, or hotfixes shall be applied in a timely manner in accordance with institutional needs and requirements, and to minimize unduly exposing the institutions to unnecessary risk.

Third-Party Products directly interfaced to the ERP system must be maintained at a minimum vendor-supported version.

2. Exceptions.

Any exceptions to items in Section 1 above, as well as any other provisions of this policy, must be approved by the Chief Information Officer (CIO) or their designee. The decision of the CIO or designee is final.

Each approved exception must be documented in writing and be retained by the CIO for future review as needed.

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Procedures

N/A

Applicable Forms and Websites

N/A

Authority and Revisions

Authority: T.C.A. § 49-8-203 et. Seq.

Previous Policy: Enterprise Information Systems Updates (This was a migration of TBR policy in 2022)

The ETSU Board of Trustees is charged with policy making pursuant to TCA § 49-8-203, et seq. On March 24, 2017, the Board delegated its authority to ETSU's President to establish certain policies and procedures for educational program and other operations of the University, including this policy. The delegation of authority and required process for revision to this policy can be found on the [Policy Development and Rule Making Policy webpage](#).

To suggest a revision to this policy, please contact the responsible official indicated in this policy. Before a substantive change to the policy section may take effect, the requested changes must be: (1) approved by the responsible office; (2) reviewed by the Office of University Counsel for legal sufficiency; (3) posted for public comment; (4) approved by either Academic Council or University Council; and (5) approved by ETSU's President.