



Enterprise Information Systems Updates	
Responsible Official: Chief Information Officer	Responsible Office: Information Technology Services

Policy Purpose

The purpose of this policy is to prescribe minimum standards of expectations related to maintaining appropriate software versions and upgrades within the East Tennessee State University (ETSU) data systems and information infrastructure.

Policy Statement

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

I. Scope

- A. Enterprise information systems covered by this policy:
 - 1. ERP regular updates released by the ERP Satellite Maintenance Organization (SMO) shall be installed in their entirety according to the adopted schedule. 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 and shall make every effort to maintain the latest version release upon release.
 - 2. Oracle patches and updates shall be installed according to the adopted schedule. . If there are no outstanding system conflicts or patch bugs, the institution shall not be more than one version behind the ERP vendor-certified Oracle release.
 - 3. Critical updates, patches or hotfixes shall be applied in a timely manner in accordance with institutional needs and requirements, and to minimize (and preferably avoid) unduly exposing the institutions to unnecessary risk.
 - 4. Third-party products directly related to the ERP system must be maintained at a minimum vendor-supported version.

II. Exceptions

- A. Exceptions to items 1 and 2 under section I. A. above (Enterprise information systems covered by this policy) must be approved by the CIO or his/her designee at the institution
- B. Other exceptions to this policy must be approved by the CIO or his/her designee at the

- institution.
- C. Each exception must be documented in detail and retained for future review.
 - D. External application and system hosting vendors shall conform to ETSU and/or institutional requirements with written exceptions being made as necessary based on the abilities and contractual obligations between the institution and the hosting vendor.

Authority: T.C.A. § 49-8-203 et. Seq.

Previous Policy: Migration of TBR Policy

Defined Terms

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

Third-party products:	Software applications that integrate with, or are ancillary to, the ERP system.
ERP regular updates:	Software updates to the existing ERP system that are developed, tested, approved and released by the SMO on a regular basis, typically 3-4 times per year.
Oracle patches and Updates:	Patches, fixes, and updates for the Oracle Database Server and related components that are released by Oracle on a regular basis, typically 3-4 times per year. These updates may be released off schedule if considered critical.
SMO:	ERP Satellite Maintenance Organization

Policy History

Effective Date: April 2022

Revision Date:

Procedure

Procedure History

Effective Date: April 2022

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Related Form(s)

Scope and Applicability

Primary:

Secondary: