



ENTERPRISE RESOURCE PLANNING SYSTEM BACKUP POLICY	
Responsible Official: <b>Chief Information Officer (CIO)</b>	Responsible Office: <b>Information Technology Services (ITS)</b>

### Policy Purpose

The purpose of this policy is to specify procedures to prevent data loss from the Enterprise Resource Planning (ERP) system and assure data availability and integrity should ERP data restoration be required.

### Policy Statement

Backup copies of data, software, and system images from the ERP system will be taken and maintained in accordance with acceptable procedures. Restoration procedures for data and machine images will be tested annually in accordance with the recovery time objective specified in ETSU's Business Continuity Plan (BCP) and an arbitrary test recovery point specified by the CIO. At least one backup location will be off-site in accordance with regulatory requirements and State policy (see Authority). Restore test reports will be submitted to the CIO for review; if needed, a timeline for implementing remediation steps will not exceed three months. Following remediation, restore testing will be repeated and results documented to ensure that remediation steps mitigated all identified issues.

**Authority:** FOCUS ACT, TCA § 49-8-203 et. seq; Tennessee STS Enterprise Information Security Policy 4.3 and 12.1; National Institute of Standards and Technology CP-4 and CP-10.

**Previous Policy:** TBR Information Technology Resources 1.08.00.00

### Defined Terms

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

ENTERPRISE RESOURCE  
PLANNING (ERP) SYSTEM

The software system used to manage core ETSU business  
processes and associated data

PATCHING	Updates to enhance security and performance of servers, software, or operating systems.
RESTORE TEST	A test of procedures for data or machine image recovery from backup.

### Policy History

Effective Date:

Revision Date: Nov. 17, 2022

### Procedure

1. Backup locations and detailed recovery procedures are outlined in the BCP.
2. At least one backup location will be on-site and another at least 50 miles from Campus.
3. Recovery from local and off-site backups of ERP data and machine images (restore tests) will be performed annually by the Enterprise Software and Systems Unit of ITS and a summary report provided to the CIO for review.
4. If mitigation of recovery steps is required, the ITS Office of Project Management will set up a timeline not to exceed three months, with re-testing to follow.
5. Daily data backups, as independent versions, will be maintained for a minimum of 90 days.
6. Machine images will be made prior to patching.
7. Machine images will be maintained for a minimum of 2 version copies.

### Procedure History

Effective Date:

Revision Date: Nov. 17, 2022

## Related Form(s)/Policies

[Enterprise Information Systems Update Policy](#)

[ETSU Information Security Policy](#)

## Scope and Applicability

Primary: This policy applies to ETSU Information Technology Services; Offices of the CIO, Enterprise Software & Systems, and Project Management.

Secondary: This policy may apply to ETSU Information Technology Services; Offices of the CISO, Systems Support, and Information Security.