


UN2869 1 of 2 19 th MAR 2020	Electronic Staff Record Programme USER NOTICE	
Title	ESR Release 44.4.0.0 Notification of Downtime	
Purpose	To inform users of planned downtime for ESR Release 44.4.0.0	
Intended Audience	All ESR & DW Users	

SUBJECT

Users are advised that the ESR Production Service, e-Learning, ESRBI, ESR Data Warehouse, ESR Portal and TRS will be withdrawn at 18:00 on Friday 20th March 2020, in order to apply Release 44.4.0.0.

DETAIL

A Release Notice detailing the content of R44.4.0.0 will be issued later this week.

The period of downtime is estimated to be 20 hours and the Service is expected to become available by 14:00 Saturday 21st March 2020.

Users are asked to note the 18:00 closure time for the on-line Service on Friday and co-operation is requested to ensure that all Users are logged off by 18:00.

Users are also advised that the ESR batch queues will be held from 16:00 on Friday to ensure that no batch work is running when the service is withdrawn at 18:00.

Please Note:

Any pay-related jobs that need to complete before the system closedown at 18:00 must be submitted well in advance of the 16:00 cut-off in order for them to be completed by 18:00. This includes payroll, prepayments, print pay advice, RTI Processes and transmit BACS.


To ensure that jobs are completed by 18:00, and therefore the period of downtime is not unnecessarily delayed, there will be active management of related queues from 10:00 on Friday that may result in processes showing as 'Inactive No Manager'. If a process must be run and complete before the downtime period commences, please raise an appropriate 'Report an Issue' P3 SR detailing the RequestID and reason for the request to be released so this can be reviewed and assessed.

Users are advised not to submit jobs to run "as soon as possible" before 16:00 on Friday that might be expected to run past 18:00, but to schedule these to run after the advertised downtime is complete. Any jobs which are still running at 18:00 on Friday will be aborted to ensure that the release can be deployed within the downtime window.

ESR BI REPORTING DATA

Whilst the BI reporting solution will be available on Monday 23rd March, due to the Pay Awards & subsequent GRR delivered in this release, the BI data refresh process is expected to take longer than usual. An anticipated schedule of data availability in ESR BI is provided below;

- Sunday 22nd March – data will be as at 18:00 on Thursday 19th March. The first post-release BI refresh is expected to take 48 hours to complete to process the significant range of GRR updates from English and Welsh pay awards.

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- Monday 23rd March - data will be as at 18:00 on Thursday 19th March. The BI service maybe withdrawn for a small period of time on Monday 23rd March to enable updated data to be made available to users. We anticipate at this point data will be correct as at 18:00 on Saturday 21st March.
- Tuesday 24th March - data will be as at 18:00 on Saturday 21st March.
- Wednesday 25th March - data will be as at 19:00 on Monday 23rd March.
- Thursday 26th March - data will be as at 19:00 on Monday 23rd March. The BI service maybe withdrawn for a small period of time on Thursday 26th March to enable updated data to be made available to users. We anticipate at this point data will be correct as at 18:00 on Wednesday 25th March.
- Friday 27th March - data will be up to date as at 18:00 Thursday 26th March.

These timelines are based on current estimates, however if the anticipated schedule changes, an updated schedule will be provided in a user notice with updated information. If no additional notice is issued, users are advised to work to this schedule.

ACTION REQUIRED

Organisations are advised to ensure that they internally communicate the downtime to all Self Service and Learning users.

Processes submitted on Friday that are expected to take several hours to run should be scheduled to run after the advertised downtime completion time.

For processes that are required prior to 18:00 on Friday but are showing 'Inactive No Manager', raise an appropriate 'Report an Issue' P3 SR detailing the RequestId and reason for request to be released.

FURTHER INFORMATION

ESR, e-Learning, ESRBI, ESR Data Warehouse, ESR Portal and TRS will be unavailable during this period of downtime.

The TRS, ESS over the internet and ESR Portal services will display maintenance pages.

NEXT UPDATE

None