


UN2872 1 of 2 24 th MAR 2020	Electronic Staff Record Programme USER NOTICE	
Title	ESR UPDATE ON THE IMPACT OF CORONAVIRUS (COVID-19)	
Purpose	To inform ESR users of the impact of Coronavirus (COVID-19)	
Intended Audience	All ESR Users	

SUBJECT


ESR update on the impact of Coronavirus (COVID-19).

DETAIL

Further to User Notice 2864, users are advised to note the following update in relation to the delivery of ESR Services and impact of Coronavirus (COVID-19):

- Release and maintenance activities (as published in UN2839) up to including the 5th April 2020 will continue as planned. These activities are essential to the operations of ESR and include pay awards (now delivered), Tax Year End and Pensions Re-banding. This includes any necessary system downtime required to deliver these updates as detailed in UN2839;
- The nature of these releases and the significant changes within them have an impact on the ESRBI Data Refresh (as they have in previous years) which means that the refreshed data will not be immediately available after these releases. The schedule of ESR BI updates will be published as part of each User Notice linked to the weekend in question as they will vary. We recognise that this impacts on absence reporting at a critical time and we will continue to explore options to reduce this impact if possible;
- The MOCP and Merge activity scheduled for the end of May will continue as planned at this point. We will be contacting each organisation involved to confirm their own readiness to proceed;
- All other release and development activity will be re-assessed after the 5th April and the ESR Team will consider any defect fixes in terms of their urgency and whether any elective changes/developments will be progressed at this time. We will communicate any changes to the previously communicated schedule (UN2839) and the Development Schedule in due course;
- At this point, production of printed outputs (e.g. Payslips and P60s) will continue. The situation, particularly with regard delivery by our couriers, will be continuously assessed. If any organisation does not wish to receive printed payslips at this time they should raise an SR. We strongly encourage organisations to prepare for a cessation in delivery of paper payslips in advance of any decision being reached. All employees on ESR (noting almost 92% of the employees on ESR currently have a user account), have access to the on-line payslip in Employee Self-Service. They do not have to opt-out of paper payslip to access this capability. This will mitigate against any impact of Coronavirus on courier services. Separate communications around on-line payslips will be issued in due course but please contact your Functional Account Manager if you wish to discuss this;
- Technical activities will be focused on the delivery of services that are essential to the ESR Service. Non-production services (for example TPLY) may be withdrawn if necessary to do this. We will issue separate communications as required.

NOT PROTECTIVELY MARKED

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- Users are reminded to consider the priority of any issue before raising an SR and all local processes relating to triage and resolution should be exhausted before raising an SR. Any SR raised at an incorrect level will be de-prioritised by the central team. Priority will be given to SRs that require urgent fixes.

ACTION REQUIRED

Employing organisations are asked to review and act on the above guidance.

FURTHER INFORMATION

None

NEXT UPDATE

None planned at this time.