Title	Pensions Rebanding Notification of Downtime
Purpose	**To inform users of planned downtime for Pensions Rebanding 2020**
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Users are advised that the ESR Production Service, e-Learning, ESRBI, ESR Data Warehouse, ESR Portal and TRS will be withdrawn at 18:00 on Friday 03rd April 2020, in order to apply Pensions Rebanding changes.

DETAIL

The period of downtime is estimated to be 18 hours and the Service is expected to become available by 12:00 on Saturday 04th April 2020.

Users should note that this period of downtime is significantly less than previously communicated in UN2839.

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that ESR batch queues will be held from 16:00 on Friday to ensure that no batch work is running when the service is withdrawn at 18:00.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 06th April, due to the pensions rebanding process, the BI data refresh process is expected to take longer than usual. An anticipated schedule of data availability in ESR BI is provided below;

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- Monday 06th April – data will be as at 12:00 on Saturday 04th April. The BI service maybe withdrawn for a small period of time on Monday 06th April to enable updated data to be made available to users. We anticipate after this point data will be correct as at 16:00 Sunday 05th April.
- Tuesday 07th April - data will be as at 18:00 on Monday 06th April.

These timelines are based on current estimates, however if the anticipated schedule changes, an updated schedule will be provided in an Alert Notice. 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