


UN2913 1 of 3 15 <sup>th</sup> JUNE 2020	Electronic Staff Record Programme <b>USER NOTICE</b>	
<b>Title</b>	Known Error Log – 08.06.20	
<b>Purpose</b>	Provide ESR Users with an update to the Known Error Log	
<b>Intended Audience</b>	All ESR Users	

## SUBJECT

To provide ESR Users with an update to the Known Error Log (KEL).

## DETAIL

The attached Excel file contains a cover worksheet which now contains hyperlinks to the 5 worksheets within the Known Error workbook (individual TRS and Portal worksheets have been removed):

‘Known Errors’ contains Classification, Issue Description, Product Details and Proposed Release (where known) and a reference as to whether the issue has a workaround.

The Problem SR number for each Known Error can be used by all Users to track progress on a specific Known Error, though there may be one or more User based SRs raised which are related to the Problem SR.

The Proposed Release is an indicator of when the fix is scheduled to be deployed. However, the Release Notice prior to deployment will contain the finalised list of fixes.


Date Identified is the date when the Known Error was confirmed. There may be a delay in adding the item to the KEL whilst awaiting further analysis or User based information.

The New Addition column with a populated value of ‘Y’ highlights a new Known Error which has been added since the last publication, and colour coded with light orange cells.

Errors related to Data Warehouse are included in this worksheet as well as separate worksheets, ‘Known Errors Data Warehouse’.

**‘Known Error (with Workarounds)’** contains a cross reference to the 1st sheet. This sheet contains the details of the issues where a workaround is available for Users in order to ensure continuity of service whilst the permanent fix is being progressed.

**‘Known Error Data Warehouse’** is a worksheet containing a list of Data Warehouse related Known Errors.

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**‘Closed Since Last Issue’** are those SRs which have been resolved since the previous publication. This will contain actual fixes, SRs which have been withdrawn by Users or re-categorised following discussions with our NHS partners.


**‘Closed Consolidated’** lists all Known Errors which have been ‘Closed’ since the July 2017 and references the month the item was closed from KEL perspective.

## **ACTION REQUIRED**

We request Users provide feedback on aspects of the KEL in any of the following ways:

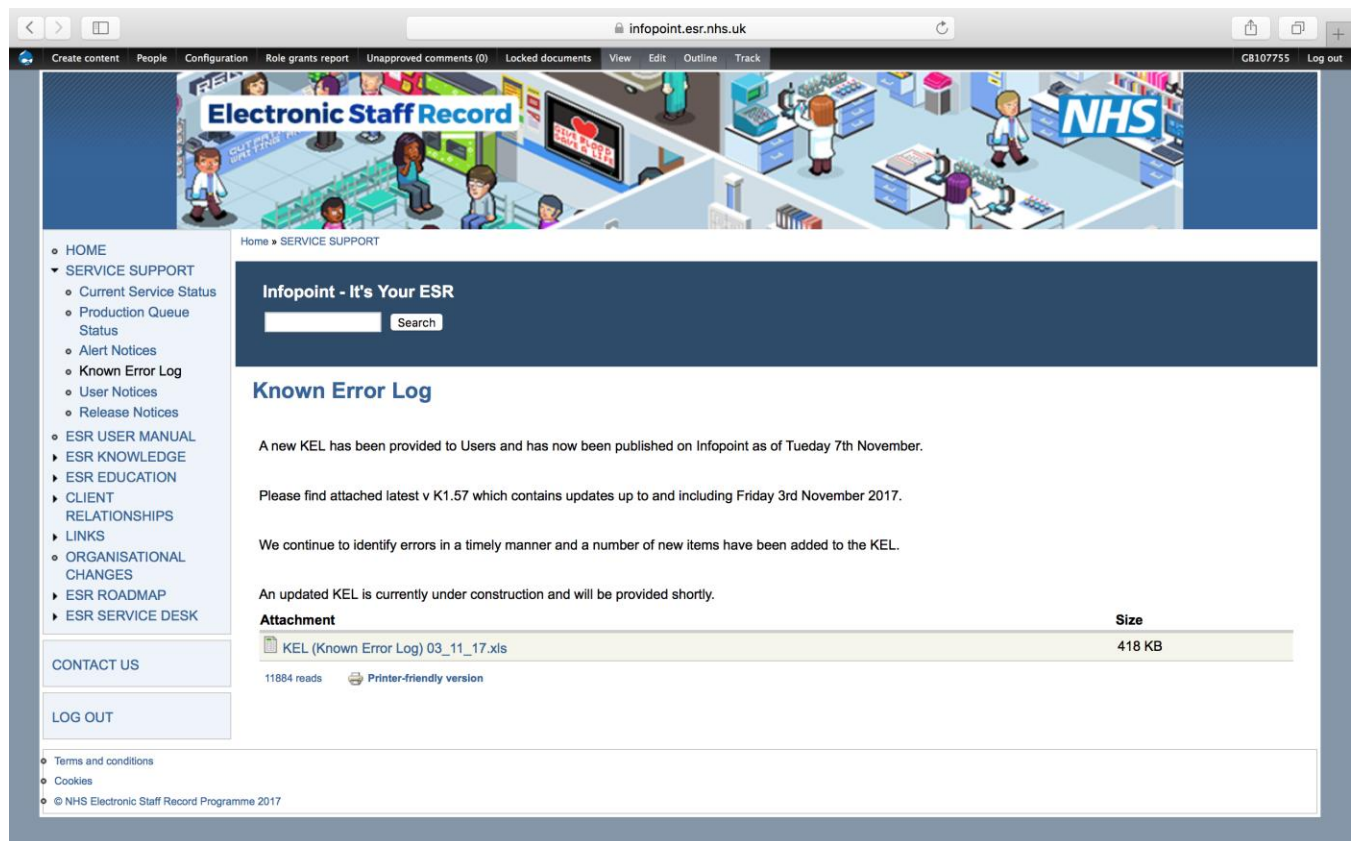
- Raising an SR with a summary pre-fix of ‘Known Error Log’.
- Highlighting issues to National SIG.
- Engaging with your Client Relationship Manager or NHS ESR Central Team Contacts.

## **FURTHER INFORMATION**

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This version of the KEL will also be published on Information Point and is available by selecting KEL on Service Support.

<https://www.infopoint.esr.nhs.uk/?q=node/2090>



The screenshot shows the 'Known Error Log' page on the 'infopoint.esr.nhs.uk' website. The page features a navigation menu on the left with categories like 'HOME', 'SERVICE SUPPORT', 'ESR USER MANUAL', and 'ESR KNOWLEDGE'. The main content area displays a search bar and a section titled 'Known Error Log'. Below this, there are several paragraphs of text providing updates on the error log, including a new KEL published on Tuesday 7th November and an updated KEL currently under construction. A table lists an attachment: 'KEL (Known Error Log) 03\_11\_17.xls' with a size of 418 KB and 11884 reads. The footer contains links for 'Terms and conditions', 'Cookies', and '© NHS Electronic Staff Record Programme 2017'.

## NEXT UPDATE

An updated Known Error Log will be provided later in June 2020.