UN2916 1 of 2 25th JUNE 2020	Electronic Staff Record Programme USER NOTICE	NHS
Title	ESR Release 46.0.0.0 / 46.1.0.0 Notification of Downtime	
Purpose	**To inform users of planned downtime for ESR Release 46.0.0.0 & 46.1.0.0**	
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Users are advised that the ESR Production Service, e-Learning, ESRBI, ESR Data Warehouse, ESR Portal and TRS will be withdrawn at 18:00 on Friday 26th June 2020, in order to apply Release 46.0.0.0 and 46.1.0.0

DETAIL

Release Notices detailing the content of R46.0.0.0 and R46.1.0.0 have been issued.

The period of downtime is estimated to be 54 hours and the Service is expected to become available by 23:59 on Sunday 28th June 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that ESR batch queues will be held from 16:00 on Friday to ensure that no batch work is running when the service is withdrawn at 18:00.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 29th June, the data may not be up to date. An anticipated schedule of data availability in ESR BI is provided below:

- Monday 29th June – data will be as at 18:00 on Thursday 25th June. The BI service maybe withdrawn for a small period of time on Monday 29th June to enable updated data to be

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made available to users. We anticipate at this point data will be correct as at 23:00 Sunday 28th June.

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