Title	Merge August 2021 and Release 50 3 0 0 - Notification of Downtime
Purpose	**To inform users of planned ESR downtime for a Merge & Release**
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Users are advised that the ESR Production Service, e-Learning, ESRBI, ESR Data Warehouse, ESR Portal and TRS will be withdrawn at 18:00 on Friday 27th August 2021, in order to carry out a Merge and Release 50.3.0.0 which includes pay awards.

The ESR Hub will be available throughout the period of downtime.

DETAIL

Release Notices detailing the content of R50.3.0.0 will be issued later this week. User Notices for the Pay Awards and Retro Pay processing have already been issued.

The period of downtime is estimated to be 68 hours and the Service is expected to become available by 14:00 Monday 30th August 2021.

Retro Pay processing queues will be available for monthly retro pay processing on the morning of Tuesday 31st August. Weekly retro processing queues will remain closed until 18:00 on Tuesday 31st August to enable weekly payrolls to complete.

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the ESR batch queues will be held from 16:00 on Friday to ensure that no batch work is running when the service is withdrawn at 18:00.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

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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 from 14:00 Monday 30th August, due to the Pay Awards & subsequent GRR delivered in this release, the BI data refresh (ETL) process is expected to take longer than usual.

The pay award application cannot start until the planned merges are complete. This is likely to be some time on the afternoon of Sunday 29th August. At this point we will commence updating the circa 2 million records that are impacted by the pay awards and we expect this to complete by approximately 11:00 on Monday 30th August.

Once the pay awards are applied the first ETL will be initiated. This is currently estimated to run for approximately 55 hours meaning that the data in BI will be as at 18:00 on Thursday 26th August until at least 20:00 on Wednesday 1st September.

At this point further ETLs will be run to reflect any changes in ESR that have taken place since Monday 30th August including any retro process and as such these will also require longer run times and we expect the following based on our modelling:

- Tuesday 31st August the data in BI will be as at 18:00 on Thursday 26th August.
- Wednesday 1st September by 20:00, the data in BI will be as at 12:00 (midday) on Monday 30th August and will include all pay award related assignment changes.
- Thursday 2nd September by 23:00, the data in BI will be as at 20:00 on Wednesday 1st September.
- Friday 3rd September by 23:45, ESRBI will be up to date as at 23:00 on Thursday 2nd September.
- Saturday 4th September by 19:00, the data in BI is expected to be fully up to date.

These timings are based on current estimates and any delay in the merge process, pay award application or the ETL estimated run times will obviously have an impact on this schedule. Equally, we will be looking at any options to bring the timings in earlier and if the anticipated schedule changes, a revised timeline will be provided in a user notice with updated information. If no additional notice is issued, users are advised to work to this schedule.

From Monday 6th September to Friday 17th September we expect to be processing extremely high volumes of data generated by retro pay execution that are processing 5 months of pay award arrears. On these days, the ETL may not be completed by 08:00 – though we expect any long runners to be

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complete and flashed by 13:00 each day. Between these two dates we will publish, no later than 07:00, the expected completion time for the ETL based on data as at 18:00 the night before.

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.

The service will be temporarily available for periods on Sunday 29th August. This is to allow the impacted organisations to perform necessary post merge checks.

Users should be aware that while the service may appear to be available during this time it is intended to be used only by the merging organisations and will be withdrawn without notice should this become necessary.

We therefore strongly advise all users not to access the Production system until the stated end of the downtime period.

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.

The ESR Hub will be available throughout the period of downtime.

NEXT UPDATE
None