


UN3207 1 of 2 15 th September 2022	Electronic Staff Record Programme USER NOTICE	
Title	ESR Release 54.3.1.0 Notification of Downtime	
Purpose	To inform users of planned downtime for ESR Release 54.3.1.0	
Intended Audience	All ESR & DW Users	

SUBJECT

Users are advised that the ESR Production Service, ESR Hub, e-Learning, ESRBI, ESR Data Warehouse, ESR Portal and TRS will be withdrawn at 07:00 on Sunday 18th September 2022, in order to apply Release 54.3.1.0

DETAIL

[This release is to update ESR to reflect the additional date for the Bank Holiday for the State Funeral of Queen Elizabeth II.](#)

The overall period of downtime is estimated to be 12 hours and the Service is expected to become available by 19:00 on Sunday 18th September 2022.

The period of downtime for the ESR Hub is estimated to be 4 hours and it is expected to become available by 11:00 on Sunday 18th September 2022.

Users are asked to note the 07:00 closure time for the on-line Service on Sunday and co-operation is requested to ensure that all Users are logged off by 07:00.

Users are also advised that ESR batch queues will be held from 05:00 on Sunday to ensure that no batch work is running when the service is withdrawn at 07:00.


Please Note:

Any pay-related jobs that need to complete before the system closedown at 07:00 must be submitted well in advance of the 05:00 cut-off in order for them to be completed by 07:00. This includes payroll, prepayments, print pay advice, RTI Processes and transmit BACS.

To ensure that jobs are completed by 07:00, and therefore the period of downtime is not unnecessarily delayed, there will be active management of related queues from 05:00 on Sunday 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, if raising the call out of core hours, please call the ESR Service Desk line on [0845 600 8249](tel:08456008249) detailing the Request 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 05:00 on Sunday that might be expected to run past 07:00, but to schedule these to run after the advertised downtime is complete. Any jobs which are still running at 07:00 on Sunday will be aborted to ensure that the release can be deployed within the downtime window.

NOT PROTECTIVELY MARKED

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ACTION REQUIRED

Organisations are advised to ensure that they internally communicate the downtime to all Self Service users.

Processes submitted on Sunday 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 07:00 on Sunday but are showing 'Inactive No Manager', raise an appropriate 'Report an Issue' P3 SR or call the ESR Service Desk line if out of core hours on [0845 600 8249](tel:08456008249) detailing the Request 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.

The NHS ESR Hub will be unavailable for a period of approximately 4 hours from 07:00 to 11:00 on Sunday 18th September 2022. After this period and for the remainder of the downtime window, although users will not be able to login it is anticipated that the NHS ESR Hub will be available allowing users to browse content including viewing the latest two payslips.

NEXT UPDATE

None

NOT PROTECTIVELY MARKED