| **Title** | ESR Release 56.2.0.0 Notification of Downtime |
|---|---|
| **Purpose** | **To inform users of planned downtime for ESR Release 56.2.0.0** |
| **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are advised that the ESR Production Service, ESR Hub, e-Learning, ESRBI, ESR Data Warehouse, ESR Portal and TRS will be withdrawn at 18:00 on Friday 27th January 2023, in order to apply Release 56.2.0.0.

## DETAIL

Release Notices detailing the content of R56.2.0.0 will be issued later this week.

The overall period of downtime is estimated to be 24 hours and the Service is expected to become available by 18:00 on Saturday 28h January 2023. Users are asked to note that this period of downtime is significantly less than was previously communicated in UN3238

The period of downtime for the ESR Hub is estimated to be 18 hours and it is expected to become available by 12:00 on Saturday 28th January 2023. Users are asked to note that whilst the ESR HUB is not available, they will still have the option to view the latest 2 pay slips from 22:00 on Friday 27th January 2023.

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that ESR batch queues will be held from 16:00 on Friday to ensure that no batch work is running when the service is withdrawn at 18:00.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

| UN3260<br>2 of 2<br>25th January 2023 | Electronic Staff Record Programme<br>USER NOTICE | NHS |
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| **Intended Audience** | **All ESR & DW Users** | |

**ACTION REQUIRED**

Organisations are advised to ensure that they internally communicate the downtime to all Self Service 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 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.
and for the remainder of the downtime window
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 18 hours from 18:00 Friday 27th January 2023 to 12:00 on Saturday 28th January 2023. After this period, although users will not be able to login it is anticipated that the NHS ESR Hub will be available allowing users to browse content.

Users are asked to note that whilst the ESR HUB is not available, they will still have the option to view the latest 2 pay slips from 22:00 on Friday 27th January 2023.

**NEXT UPDATE**

None