


<p><b>UN3333</b></p> <p>1 of 2</p> <p>03<sup>rd</sup> August 2023</p>	<p><b>Electronic Staff Record Programme</b></p> <p><b>USER NOTICE</b></p>	
<p><b>Title</b></p>	<p>Annual Disaster Recovery Test for ESR</p>	
<p><b>Purpose</b></p>	<p>Clarification of availability of ESR</p>	
<p><b>Intended Audience</b></p>	<p>ESR – All Users</p>	

**SUBJECT**

ESR Annual Disaster Recovery Testing – Clarification on availability of ESR on the 12<sup>th</sup> to the 13<sup>th</sup> of August 2023.

**DETAIL**


Following on from UN3327 and UN3331, we would like to provide further information regarding the Disaster Recovery testing over the weekend of 11<sup>th</sup> - 13<sup>th</sup> August 2023.

As previously notified, this exercise will take place between 18:00 on Friday 11<sup>th</sup> August and 17:00 on Sunday 13<sup>th</sup> August 2023. During this window ESR will be unavailable for specific periods of time but we would draw your attention to the following information:

- The ESR service will initially be unavailable to users between 18:00 on the 11<sup>th</sup> August and 12:30 on the 12<sup>th</sup> August;
- The intention is to enable end user access to the ESR service at approximately 12:30 on Saturday 12<sup>th</sup> August and withdraw the service again at 16:00 on 12<sup>th</sup> August. During this period of availability, the queues will be held but it will be possible for users to interact with the ESR solution – for example to input changes to the system;
- The ESR service will be unavailable to users from 16:00 on Saturday 12<sup>th</sup> August to 12:30 on Sunday 13<sup>th</sup> August;
- The intention is to make the ESR system available to users from 12:30 but once again the queues will be held until 17:00 on 13<sup>th</sup> August;
- The full ESR service – including processes that had been subject to the queues being held – will be made available to users at 17:00 on the 13<sup>th</sup> August to enable processing to commence.

Alert Notices will be issued at the following times to inform users of the service status:

- When the restricted service is made available to users on the 12<sup>th</sup> August – planned for 12:30pm;
- 30 minutes before the solution is withdrawn on the 12<sup>th</sup> August – planned for 15:30 with solution withdrawal at 16:00;
- When the restricted service is made available on the 13<sup>th</sup> August – planned for 12:30pm;
- When the full service is restored – planned for 17:00 on the 13<sup>th</sup> August.

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### **ACTION REQUIRED**

We ask that you refrain from running any processes during the periods of availability during the testing period, however processes can be scheduled to run after 17:00 on Sunday 13<sup>th</sup> August during this time. If any users run processes during this period, it may ultimately impact on our ability to restore the service to the timeline referenced above.

### **FURTHER INFORMATION**

If there are any major changes to the proposed plan and therefore timings to the weekend activities, then an Alert Notice will be issued to advise on the impact. Minor variations in timings will be addressed by the communications points outlined above.

### **NEXT PLANNED UPDATE**

Saturday 12<sup>th</sup> August 2023.