UN3374 1 of 3 7 th December 2023	Electronic Staff Record Programme USER NOTICE	NHS
Title	ESR Service Desk downtime	
Purpose	To provide Users with details about the downtime for the ESR Service Desk	
Intended Audience	All Registered Service Desk Users	

SUBJECT

The ESR Service Desk will be withdrawn from service on Friday 5th January 2024 for the technical upgrade.

Purpose & Intended Audience

This Notice is intended to advise all registered Users of the downtime, taking place for the ESR Service Desk.

Description

The system will be unavailable for 29 hours between 18:00 Friday 5th January 2024 – 23:00 Saturday 6th January 2024. Please note that during the downtime period:

- Users that need to raise a new Service Request (SR) are asked to call the ESR Service Desk Line on 01606 663670.
- Users that wish to update existing Service Requests (SRs) are asked to wait until the system is available again following the downtime.

ACTION REQUIRED

None

FURTHER INFORMATION

Following the upgrade there will be a new layout in Service Request form for the Log Tab:

To improve performance we have initiated a change to the Service Request Log tab view.

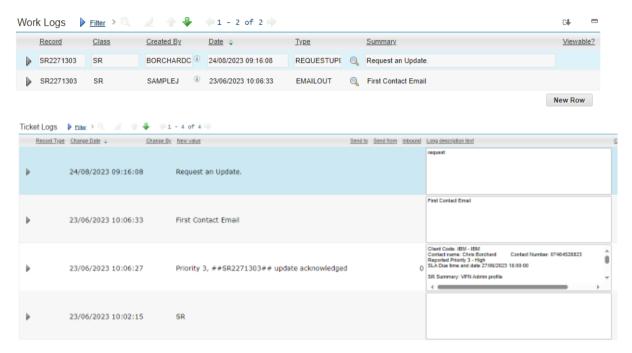
Currently the Log tab contains two tables, one for Work Log and one for Ticket Log, as shown below. The Ticket Log currently displays both ticket updates and email interactions.

Post Update the Log tab will now contain three tables as per the screenshots below:

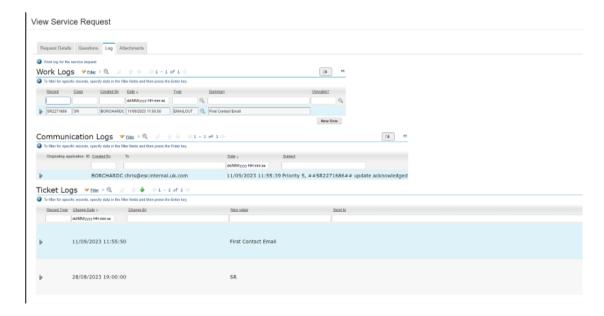
- 1) Work Log, which will remain unchanged
- 2) Communications Log, which is the new table. This will contain all the email interactions for the ticket.
- 3) Ticket Log, which has been amended to no longer hold the email interactions for the ticket, since this will now be contained within it's own log.

Pre-Update view in Self-Service Center

UN3374 2 of 3 7 th December 2023	Electronic Staff Record Programme USER NOTICE	NHS	
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Post-Update view in Self-Service Center



UN3374 3 of 3 7 th December 2023	Electronic Staff Record Programme USER NOTICE	NHS
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NEXT UPDATE

None