


UN3374 1 of 3 7 th December 2023	Electronic Staff Record Programme USER NOTICE	
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The ESR Service Desk will be withdrawn from service on Friday 5th January 2024 for the technical upgrade.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






NOT PROTECTIVELY MARKED

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Work Logs [Filter](#)      1 - 2 of 2

Record	Class	Created By	Date	Type	Summary	Viewable?
SR2271303	SR	BORCHARDC	24/08/2023 09:16:08	REQUESTUPI	Request an Update.	
SR2271303	SR	SAMPLEJ	23/06/2023 10:06:33	EMAILOUT	First Contact Email	

[New Row](#)

Ticket Logs [Filter](#)      1 - 4 of 4






Record Type	Change Date	Change By	New Value	Send To	Send From	Inbound	Log Description Text
	24/08/2023 09:16:08		Request an Update.				request
	23/06/2023 10:06:33		First Contact Email				First Contact Email
	23/06/2023 10:06:27		Priority 3, ##SR2271303## update acknowledged				Client Code: IBM - IBM Contact name: Chris Borchard Contact Number: 0746432823 Reported Priority: 3 - High SLA Due time and date 27/06/2023 16:00:00 SR Summary: VPN Admin profile
	23/06/2023 10:02:15		SR				

Post-Update view in Self-Service Center

View Service Request

[Request Details](#) [Questions](#) [Log](#) [Attachments](#)






Work log for the service request

Work Logs [Filter](#)      1 - 1 of 1

To filter for specific records, specify data in the filter fields and then press the Enter key.






Record	Class	Created By	Date	Type	Summary	Viewable?
SR2271686	SR	BORCHARDC	11/09/2023 11:55:50	EMAILOUT	First Contact Email	

[New Row](#)

Communication Logs [Filter](#)      1 - 1 of 1

To filter for specific records, specify data in the filter fields and then press the Enter key.


Originating application ID	Created By	To	Date	Subject
	BORCHARDC	chris@esr.internal.uk.com	11/09/2023 11:55:39	Priority 5, ##SR2271686## update acknowledged

Ticket Logs [Filter](#)      1 - 2 of 2

To filter for specific records, specify data in the filter fields and then press the Enter key.

Record Type	Change Date	Change By	New Value	Send To
	11/09/2023 11:55:50		First Contact Email	
	28/08/2023 19:00:00		SR	

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NEXT UPDATE

None