


UN3430 1 of 3 15 th April 2024	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The ESR Service Desk will be withdrawn from service on Friday 19th April 2024 for a technical upgrade.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 3.5 hours between 18:00 – 21:30 Friday 19th April 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

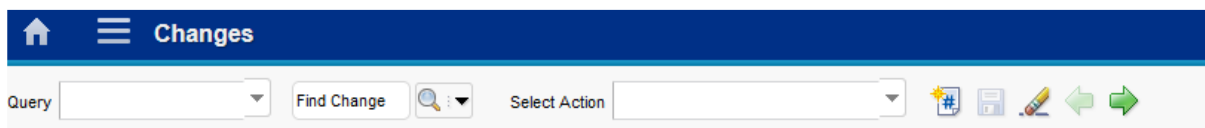
FURTHER INFORMATION

This upgrade fixes the following identified faults:

- Alignment of text boxes and drop down arrows

Pre upgrade

Alignment of text box and drop down arrows




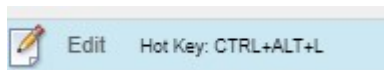
Post Upgrade

Update/Escalate:

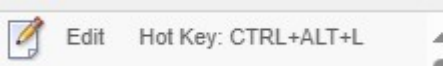
- Hot keys font and alignment

Pre upgrade

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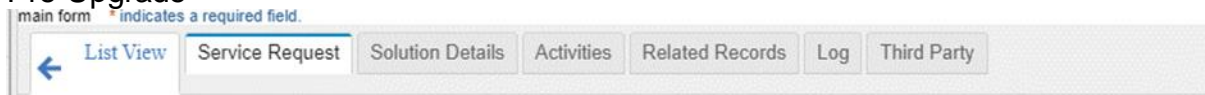


Post Upgrade

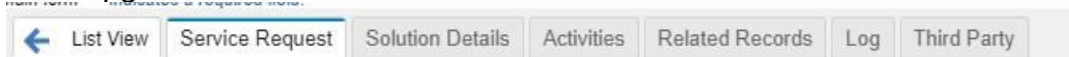


- List view and floating tabs

Pre Upgrade

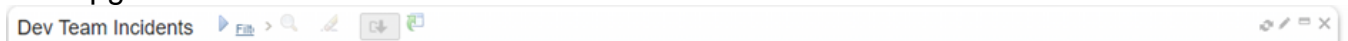


Post Upgrade



- Portlets Filter - Word filter no longer fully displayed in portlets

Pre Upgrade

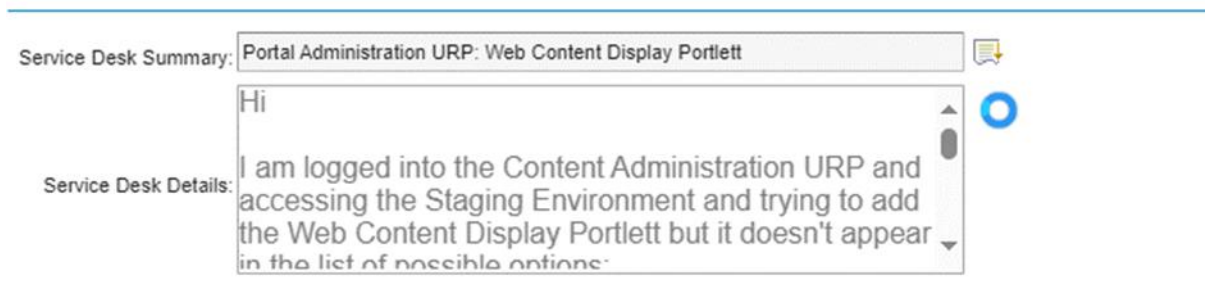



Post Upgrade



- Long description for SRs, not displaying

Pre Upgrade



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Post Upgrade

Service Desk Summary:

AIX Upgrade test

AIX Upgrade Test

Service Desk Details:

NEXT UPDATE

None