


UN3533 1 of 1 5 th December 2024	Electronic Staff Record Programme USER NOTICE	
Title	ESR Service Desk and Familiarisation Environment (EPRO) Downtime	
Purpose	To provide Users with details about the downtime for the ESR Service Desk and Familiarisation Environment (EPRO)	
Intended Audience	All Registered ESR Service Desk Users and Familiarisation Environment (EPRO) users	

SUBJECT

The ESR Service Desk and Familiarisation Environment (EPRO) will be withdrawn from service on Saturday 7th December 2024 for essential maintenance.

Purpose & Intended Audience

Further to UN3531, this Notice is to provide an update to all registered Users of the downtime, taking place for the ESR Service Desk and Familiarisation Environment (EPRO).

Description

The planned system outage for the ESR Service Desk has been extended since the last notification, to accommodate further essential pre-requisite maintenance to enable the planned maintenance to take place. This pre-requisite maintenance will impact both the ESR Service Desk and the Familiarisation Environment (EPRO). The Familiarisation Environment (EPRO) will therefore be unavailable between 08:00 Saturday 7th December 2024 and 15:00 Saturday 7th December 2024.

The ESR Service Desk system will be unavailable between 08:00 Saturday 7th December 2024 and 22:00 Saturday 7th December 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

None

NEXT UPDATE

None

NOT PROTECTIVELY MARKED