


UN3577 1 of 1 19 <sup>th</sup> March 2025	Electronic Staff Record Programme USER NOTICE	
<b>Title</b>	<b>ESR Service Desk downtime</b>	
<b>Purpose</b>	<b>To provide Users with details about the downtime for the ESR Service Desk</b>	
<b>Intended Audience</b>	<b>All Registered Service Desk Users</b>	

## **SUBJECT**

The ESR Service Desk will be withdrawn from service on Saturday 22<sup>nd</sup> March 2025 for essential maintenance.

## **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 16 hours between 08:00 Saturday 22<sup>nd</sup> March 2025 and 23:59 Saturday 22<sup>nd</sup> March 2025. 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