


UN3641 1 of 2 28 th July 2025	Electronic Staff Record Programme USER NOTICE	
Title	Advance Notification of Downtime August 2025 to January 2026	
Purpose	This User Notice advises Users of provisional dates for Planned Downtime.	
Intended Audience	All ESR Users	

SUBJECT

Advance Notification of Downtime.


DETAIL

Users are advised that the following downtime is provisionally scheduled from August 2025 through to January 2026. The exact timings of the downtime, including end times, will be detailed in User Notices before the downtime event and are subject to change.

Reason	Planned Start Date / Time	Planned End Date
Agile Release 65.3.0.0	Friday 22 nd August 2025 from 18:00	Sunday 24 th August 2025 by 23:59
Release 66.0.0.0 & Agile Release 66.1.0.0	Friday 26 th September 2025 from 18:00	Sunday 28 th September 2025 by 23:59 Changes in this release may require an extended runtime for the NHS ESRBI Refresh process. A more detailed ESR BI Refresh schedule will be formally communicated in the actual release downtime notification in September 2025.
Merge and Agile Release 66.2.0.0	Friday 31 st October 2025 from 18:00	Sunday 02 nd November 2025 by 23:59
Agile Release 66.3.0.0	Friday 28 th November 2025 from 18:00	Sunday 30 th November 2025 by 18:00
Release 67.0.0.0 & Agile Release 67.1.0.0	Friday 02 nd January 2026 from 18:00	Sunday 04 th January 2026 by 23:59 Changes in this release may require an extended runtime for the NHS ESRBI Refresh process. A more detailed ESR BI Refresh schedule will be formally communicated in the actual release downtime notification in December 2025.

ACTION REQUIRED

NOT PROTECTIVELY MARKED

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Where downtime is listed as “from 18:00” the on-line Service will be closed at 18:00 and the ESR batch queues held from 16:00 to ensure that no batch work is running when the service is withdrawn at 18:00.

Any pay-related jobs that need to complete before the system closedown at 18:00 must be submitted well in advance in order for them to be completed by 18:00. This includes payroll, prepayments, RTI Processes and transmit BACS.

To ensure that jobs are completed by 18:00, and therefore the period of downtime is not unnecessarily delayed, there will be active management of related queues from 10:00 that may result in processes showing as ‘Inactive No Manager’. If a process must be run and complete before the downtime period commences, please raise an appropriate ‘Report an Issue’ P3 SR detailing the RequestID and reason for the request to be released so this can be reviewed and assessed.

DATA AVAILABILITY IN ESR BI

Certain changes delivered in a particular release may impact the runtime for the first couple of NHS ESRBI Refresh processes. In such occurrences an anticipated schedule of data availability in ESR BI will be provided in User Notices before the downtime event.

FURTHER INFORMATION

All ESR downtime will result in eLearning, Portal, TRS, ESRBI and Data Warehouse unavailability.

Availability of the ESR Hub during periods of downtime will be communicated nearer the release date.

NEXT UPDATE

The next Advance Notification of Downtime will be published in October 2025.