

UN3648 1 of 1 13 th August 2025	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The ESR Service Desk will be withdrawn from service on Friday 15th August 2025 for a technical upgrade.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 6 hours between 18:00 Friday 15th August 2025 and 23:59 Friday 15th August 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