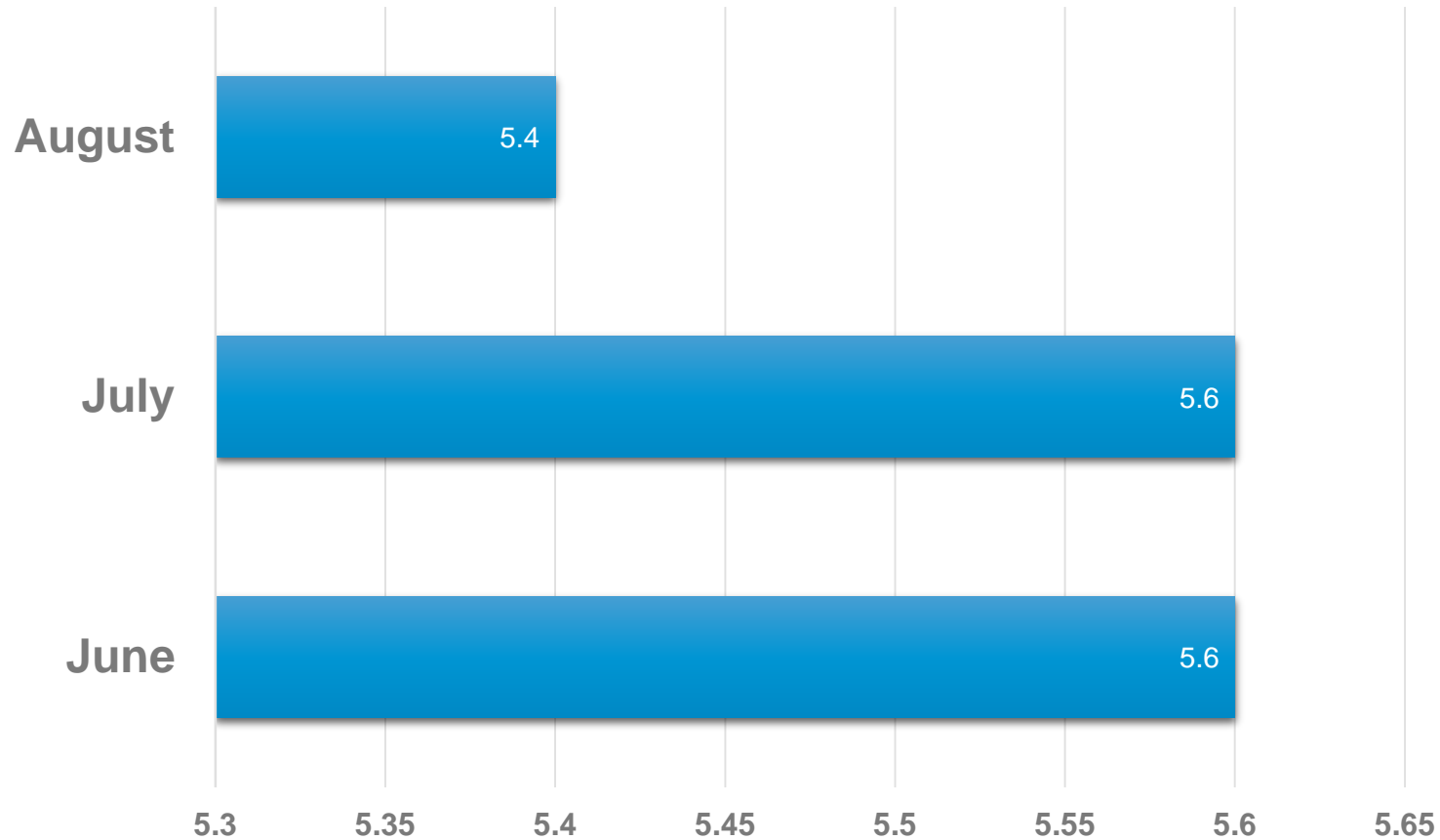


IBM Update

Denis Leeming on behalf of Fiona Gregory
IBM Head of ESR Customer Relations



Customer Satisfaction Survey Scores



22/09/17 – ESR Service Desk upgrade

29/09/17 – Release 36/36.1

27/10/17 – Release 36.2 + Merge Event

24/11/17 – Release 36.3

27/12/17 – Release 37 incl. Oracle 12.2

26/01/18 – Release 37.2

23/02/18 – Release 37.3 + Merge Event



SHEFFIELD AVAILABILITY AS AT 14TH SEPTEMBER 2017

COURSE	START DATE	END DATE	FREE PLACES
ESR BI	19th September	20th September	6
Discoverer	21st September	22nd September	16
Self Service	26th September	26th September	6
OLM	27th September	28th September	7
Recruitment	10th October	10th October	6
HR	11th October	11th October	4
System Admin	17th October	17th October	8
ESR BI	18th October	19th October	1

WARWICK AVAILABILITY AS AT 14TH SEPTEMBER

COURSE	START DATE	END DATE	FREE PLACES
Recruitment	20th September	20th September	13
HR	21st September	21st September	5
Self Service	3rd October	3rd October	5
OLM	4th October	5th October	7
ESR BI	25th October	26th October	4

Merge Events in 2018 Announced

- **February 23rd – 25th**
- **May 25th – 27th**
- **October 26th – 28th**




Please raise an SR as soon as you suspect you may need a merge

- **We know some Orgs have had issues.**
- **Escalate any issues you are encountering to your CRM**
- **We need to know if you need help**



- **Changes are being made constantly**
- **Regular Releases are currently taking place to reduce the impact**
- **Bulk reminder emails switched off until the service has settled.**



- **Never use the back arrow button**
- **Do not close the browser using the X – always use the door icon** 
- **Never change the subject heading – the ##SR9999999## must always be present**



- **Use the escalate facility in Service Desk**
- **Allow Support 24 hours from escalation**
- **Escalate to Fiona if no response or not happy with response.**
- **We have access to SRs and can see where it is and what the delay is.**
- **We can escalate within the Support Team**



- Don't think someone else will raise the SR
- Check the KEL on Infopoint
- Raise an SR with correct priority
- Follow the correct process
- Do not change the subject heading
- Use your CRM – it's why we are here





Electronic Staff Record Programme



Thank You
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