


UN2862 1 of 2 11 th MAR 2020	Electronic Staff Record Programme USER NOTICE	
Title	ESR Business Continuity and Coronavirus (Covid-19)	
Purpose	To provide ESR Users with a statement relating to ESR BCP	
Intended Audience	All ESR Users	

SUBJECT

In the advent of Coronavirus impacting across the NHS, a number of queries have been received by IBM and the NHSBSA ESR Central Team regarding responsibilities of NHS organisations with respect to ESR business continuity.

DETAIL

National ESR System Contingency – ensuring the ESR system and service remains accessible for local use:

IBM (as Service Provider) and the NHSBSA ESR Central team both have business continuity plans agreed that would provide a contingent position should ESR personnel be unavailable to work, thereby ensuring, as far as possible, continuity of service provision.

Please note, this applies to the provision of the ESR Service to end users and **does not** include IBM/NHSBSA ESR Central Team running processes for local organisations.


Local Service Provision Contingency – ensuring local use of ESR, including completion of processes, remains possible:

NHS organisations should ensure that they have a full business contingency plan that covers all services offered by ESR users that could be invoked if required. Such plans may include:

- Ability for key ESR users to be able access ESR remotely;
- Ensuring that basic “how to guides” are widely available for basic processes if key personnel are unavailable;
- Senior Management/Incident Managers being aware of local ESR Business Continuity Plans and how to implement them;
- Ensuring that key roles (such as system administration) have significant levels of cover through this period to ensure that users may have their roles extended if required to ensure that key processes are submitted on time;
- Ensuring that any third parties involved in the local provision of ESR have considered their business continuity.

ACTION REQUIRED

Neither IBM nor the NHSBSA ESR Central Team should be built into any local business continuity plans, albeit recognising a dependency of the national system contingency noted above. However, in the event that local plans are exhausted without mitigating the risk to local ESR service provision, organisations should raise an SR according to the specific circumstances.

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There is an expectation that all NHS organisations will have these detailed local plans agreed and central assistance cannot be guaranteed. Any assistance provided would be based on an assessment of criticality and will include an assessment of any local continuity plans and whether they have been exhausted.

FURTHER INFORMATION

Should you require any further information, please contact your IBM Customer Relationship Manager or NHSBSA ESR Functional Account Manager.

NEXT UPDATE

None planned.