

HWS Information Technology Services Bulletin

Number: 2011-19

Date: May 12, 2011

Title: Extended PeopleSoft Outages

Description:

From May 20 – May 22 and again on May 30 – May 31, teams from Admissions, Human Resources, Registrar's Office, Business Office and IT Services will be upgrading our PeopleSoft installation. These teams have been working for the past six months in preparing for these upgrades, and they will be taking advantage of the end of the Spring term and the start of the 2011 – 2012 fiscal year to roll out them out. The upgrades are scheduled to take place beginning at **6:00 pm on May 20th through May 22nd then again beginning at 8:00 am on May 30th through May 31st**. During this timeframe, there will be extended outages of the PeopleSoft applications, so users should not expect these systems to be available.

In the coming days, each operational area will be sending additional targeted communications as required, with guidelines for managing through the upgrade timeframe. While these systems may not be available, you can always contact the respective office directly for any questions you may have or assistance you may need. These contacts include:

Benefits, Employment Questions - Human Resources - 3312

Payroll Questions - Payroll - 3335

Grading, Registration, Transcript Questions - Registrar - 3651

Tuition and Billing Questions - Student Accounts - 3343

Purchasing, Accounts Payable Questions - Business Office - 3344

Admissions Questions - Admissions - 3622

Technical Questions - IT Services - 4357

Estimated time impacted: May 20th-May 22nd, 2011 and May 30th – May 31st, 2011

Contact: Current information about this bulletin may be found at <http://www.hws.edu/itservices/bulletins.aspx>. If you have any questions or concerns, please contact IT Services at helpdesk@hws.edu or call 315-781-HELP.