

August 30, 2012

MEMORANDUM #044-12HR

TO: Agency Administrators
FROM: Jamie Johnson, Benefits Coordinator
VIA: Rip Colvin, Executive Director
RE: People First System Downtime

System Downtime – System Maintenance

The People First system will be unavailable from 6 p.m. Eastern Daylight Time (EDT) on Friday, September 7, 2012, through 8 a.m. EDT on Monday, September 10, 2012, for system maintenance.

During the system downtime:

- A system maintenance splash page will be displayed if a user attempts to log in.
- The Interactive Voice Response (IVR) system will also be unavailable. Messaging will be added to the IVR for the period of time it is not available.
- Talent Management will not be available for Hiring Managers (or other users) to access requisition/applicant data. However, the applicant site (<https://jobs.myflorida.com>) will be available for applicants to apply to job vacancies.
- Access to the data warehouse and the web portal will not be available.

The data warehouse refresh of the materialized views will run as scheduled on Friday, September 7, 2012.

- The refresh will be placed on hold on Saturday, September 8, 2012.
- The refresh will process as normal on the evening of Sunday, September 9, 2012, and will include transactions from Saturday (September 8th) and Sunday (September 9th).
- Any automated programs (jobs) or data extracts that are scheduled to run out of the data warehouse, between 6 p.m. Friday (September 7th) and 8 a.m. Monday (September 10th), should be rescheduled to run after the refresh is completed.

System Downtime – Open Enrollment

The People First system will be unavailable starting at 6 p.m. Eastern Daylight Time (EDT) on Friday, September 21, 2012, through 8 a.m. EDT on Monday, September 24, 2012, to implement the 2013 plan year Open Enrollment enhancements and to process the Open Enrollment preparation jobs (take Open Enrollment snapshot, spool benefit statements, etc.). **Note:** The People First Health and Insurance module (benefits screens) will be unavailable until the Open Enrollment benefit statement process is completed (estimated to be available at noon on Monday, September 24th).

During the system downtime:

- A system splash page will be displayed if a user attempts to log in.
- The Interactive Voice Response (IVR) system will be unavailable. Messaging will be added to the IVR for the period of time it is not available.
- Data warehouse reports (e.g., Rate Report, Turnover Report) portal will not be available. However, the data warehouse refresh of the materialized views will run as scheduled (views will update each day) and any automated programs (jobs) or data extracts that are run out of the data warehouse will not be affected by the downtime.

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