HWS Information Technology Services Bulletin

Number: 2012-23
Date: May 15, 2012

Title: Extended PeopleSoft Outages

Description: From May 28 – June 4, 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 months in preparing for these upgrades, and they will be taking advantage of the end of the Spring Term and the start of the 2012/2013 fiscal year to roll them out. The upgrades will take place according to the following schedule:

**Monday, May 28th, 5:00 PM – Monday, June 4th, 7:00 AM** – Purchasing, Accounts Payable, Budget and Financial Information will be unavailable

**Thursday, May 31st, 5:00 PM – Monday, June 4th, 7:00 AM** – All PeopleSoft systems unavailable

In the coming days, each operational area will be sending additional targeted communication as required, with guidelines for managing through the upgrade time frame. 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 – Business Office - 3344
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:** Outages based on the above calendar starting May 28th until June 4th, 2012.

**Contact:** Current information about this bulletin may be found at [http://www.hws.edu/itservices/bulletins.aspx](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.

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Type: Scheduled

Category: Informational

Distribution:
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