

SUBJECT: Impact to Self Service, GeorgiaFIRST Marketplace, and iStrategy

POSTED: November 25, 2013

The PeopleSoft Financials Foundations PeopleTools 8.52 Upgrade will take place December 12-16, 2013. The system downtime will impact all PeopleSoft Financials users, including those employees that use the Self Service Portal, the GeorgiaFIRST Marketplace, and iStrategy. ITS Administrative Services recommends that institutions communicate the impact of the system downtime to these users with the detailed information provided below.

- **Self Service Portal**

ITS will take down the PeopleSoft Self Service Portal as of Wednesday, December 11th at 5:00 pm. Expense and GeorgiaFIRST Marketplace transactions can still be entered through the core portal until the entire system is taken down on Thursday, December 12th at 12:00 pm. The Self Service Portal will be available following the upgrade cutover validation on Monday, December 16th.

- **GeorgiaFIRST Marketplace**

The GeorgiaFIRST Marketplace will be unavailable for the duration of the PeopleTools 8.52 Upgrade system downtime and will become available following the upgrade cutover validation on Monday, December 16th.

- **iStrategy**

The iStrategy application will remain up and available throughout the Upgrade and the system downtime. However, the data available in the reports will be as of Wednesday, December 11th and will not be updated until the upgrade cutover is validated on Monday, December 16th. After that time, all iStrategy data will be updated on Tuesday, December 17th with data from Monday, December 16th.

MORE INFORMATION AND SUPPORT

For business impact emergency issues, contact the ITS Helpdesk immediately at 706-583-2001 or 1-888-875-3697 (toll free within Georgia). For non-urgent issues, contact the ITS Helpdesk via the self-service support website at http://www.usg.edu/customer_services. (This service requires a user ID and password. E-mail helpdesk@usg.edu to obtain self-service login credentials.)



ADDITIONAL RESOURCES

For information about ITS maintenance schedules or Service Level Guidelines, please visit http://www.usg.edu/customer_services/service_level_guidelines. For USG services status, please visit <http://status.usg.edu>.