HWS Information Technology Services Bulletin

Number: 2014-21
Date: May 20, 2014
Title: Extended PeopleSoft Outages

Description:

*From May 28th – June 2nd, 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 several months in preparing for these upgrades, and they will be taking advantage of the end of the Spring Term and the start of the 2014/2015 fiscal year to roll them out. The upgrades will take place according to the following schedule:*

**Wednesday, May 28th, 5:00 PM – Monday, June 2nd, 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 - 3342**  
**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 2nd, 2014.*

**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.
Informational

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