



## APHA Briefing Note 23/05/19

### Sam Issue

#### Purpose

1. To inform Official Veterinarians (OVs) that there is currently an IT incident affecting Sam.
2. Some OVs and other Sam users are currently experiencing issues accessing Sam via the APHA Vet Gateway in order to view and upload TB tests.
3. A technical implementation will take place on the 23/05/2019 to resolve the incident.
4. Any OV or Sam user still unable to access Sam after the 23/05/2019 should contact the APHA Sam service desk on 03300 416999 or [APHAServiceDesk@apha.gov.uk](mailto:APHAServiceDesk@apha.gov.uk).

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