



Animal &
Plant Health
Agency

APHA Briefing Note 27/22

Upcoming changes to iSam

Date issued: 28 July 2022

Purpose

1. To further inform Official Veterinarians (OVs) and all iSam users about the upcoming changes to iSam, due to go live later in the year.
2. To thank Official Veterinarians (OVs) and OV Admin for their time and effort in assisting with the testing needed to ensure the new iSam is fit for purpose.
3. To inform all users to continue to access iSam via Microsoft Edge in Internet Explorer (IE) mode.

Background

4. A recent test of the new Sam, including iSam, was carried out to provide APHA assurance that the new platform was ready to be deployed.
5. Issues were uncovered during the test which require resolution and have resulted in a delay to the Go Live date.
6. As soon as we have a re-scheduled Go Live date APHA will provide a further update.
7. APHA have been working with IT suppliers to upgrade iSam. After the upgrade it will be accessible through a greater range of internet browsers including Safari, Firefox, Chrome and Edge (however Internet Explorer will no-longer be a supported browser).
8. The upgrade will impact all iSam users. It will look significantly different but functionally, it will behave in the same way.

Action

9. Users should contact the APHA IT Service Desk aphaservicedesk@apha.gov.uk if they have any queries about using iSam.

Further Information

Any questions relating to the project should be directed to samupgrade@apha.gov.uk

For any queries relating to the use of iSam please contact the APHA IT Service Desk
aphaservicedesk@apha.gov.uk