

APHA Briefing Note 37/22 Upcoming changes to iSam

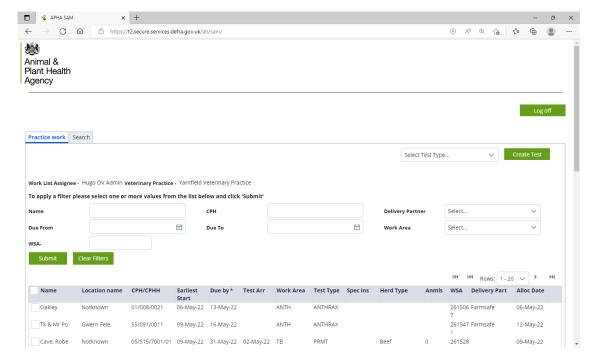
Date issued: 30 September 2022

Purpose

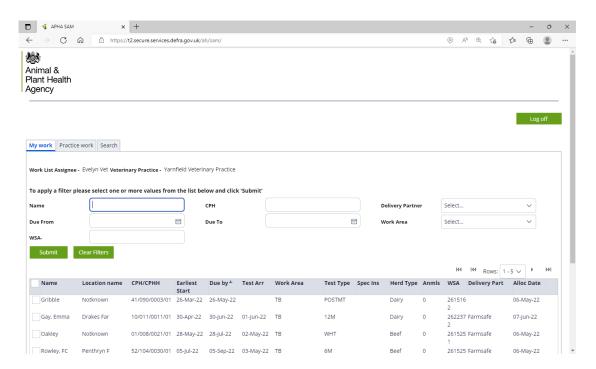
- 1. To further inform Official Veterinarians (OVs) and all iSam users about the upcoming changes to iSam, due to go live in October 2022.
- 2. To thank Official Veterinarians (OVs) and OV Admin for their time and effort in assisting with the testing needed to ensure the new iSam is fit for purpose.
- 3. To inform all users to continue to access iSam via Microsoft Edge in Internet Explorer (IE) mode.
- 4. To inform users of planned system downtime In September and October.

Background

- 5. 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.
- 6. Issues uncovered during the testing have been resolved and await further testing for confirmation.
- 7. The current go live date is 24th October, APHA will provide further updates closer to the time.
- 8. After the upgrade iSam 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).
- 9. The upgrade will look significantly different but functionally, it will behave in the same way.



OV Practice Work Basket



OV Work List

Action

- 10. Users should contact the APHA IT Service Desk aphaservicedesk@apha.gov.uk if they have any queries about using iSam.
- 11. iSam **will not** be available from 7pm Friday 30 September until 7am Monday 3 October and from 5pm Friday 21 October until 7am Monday 24 October.

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