

## Scheduled Maintenance: Incident Reporting System

Incident Reporting System

### Status Type

Scheduled Maintenance

### Private

Public

### Date and Time

Thursday, September 29, 2016 - 06:00 to 08:00

### Reason

Application vendor (RL Solutions) will be performing maintenance.

### Impact

Incident Reporting will be periodically **unavailable** during this maintenance window. During this scheduled maintenance, customers may experience a "service unavailable" or "please try again" message.

**Additional Information:** If you need to submit an Incident Report and find the system is unavailable, please use the procedure below:

1. Contact Risk Management by telephone to provide notification of a serious event.
2. Notify your manager or supervisor that the event has occurred.
3. Enter the incident in the IR system as soon as possible once the system is back on-line.

**GET IT HELP.** Contact the Service Desk online, or phone 415.514.4100

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