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|  Easter Bank Holiday Friday 19th April 2020 and Easter Monday 13th April 2020 |

**The THIS Service Desk** will be operational throughout these 2 days 8.00pm to 6.30pm.

This facility will, as is current business practice, prioritise on an urgent call basis for emergencies and critical issues.

**2nd Line support,** **Networks and Server team** – This teams will be available on Friday and Monday for priority calls as indicated from service desk teams and support sites based on a critical care basis.

**Registration Authority** – this team/service will continue to be available to deal with smart card enquires and service calls.