

# OPERATIONAL MEMO



Memo #	OM197
Title	TraineRes Availability
Date of Issue	3 <sup>rd</sup> June 2025
Written by	Karena Wright
Reviewed by	Customer Ops

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## Reason for Issue

There is a change to the hours when TraineRes will be available.

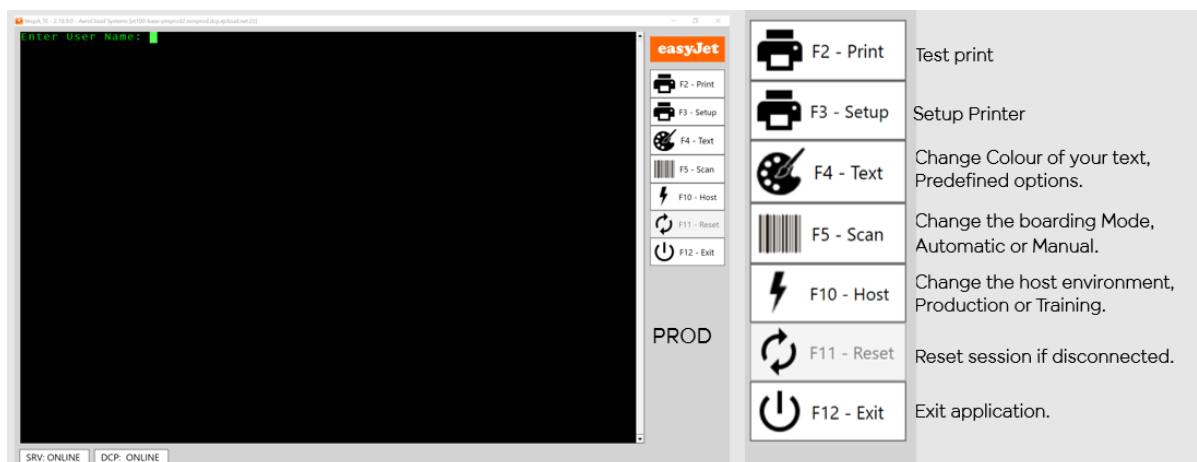
## Details

TraineRes will now be available during the following hours:

Monday – Sunday 05:00-22:00 (UK)

This timing will be reviewed over the coming months and any changes will be notified.

The Connected Portal information has also been updated for Trainers submitting requests.



## TraineRes Updates

On the morning of the third Thursday of every month, the TraineRes environment will not be available due to routine updates. It is recommended no training is scheduled before 14:00 (UK).

*This change is with immediate effect and if you experience any issues during the above hours, please report these in the usual way via ITSD, as soon as possible.*