



Legal Aid
Agency

CCMS migration outage

CCMS migration:

What:

As part of our ongoing modernisation of the Client and Cost Management System (CCMS), we are migrating the software from a physical server platform on to cloud servers. This will result in CCMS being unavailable to all users for a short period.

When:

The CCMS downtime will run from 12pm on Friday 26 May 2023 until 9am on Tuesday 30 May 2023.

If there are any changes to this timetable, we will communicate them as soon as possible.

Why:

This work is a high priority for LAA as part of our ongoing work to futureproof CCMS.

Required provider actions:

There should be minimal impact for providers and counsel as part of the migration programme. All users should ensure that they click on the **Save & Return** link in the Portal for any work they have not completed before 12pm on Friday 26 May 2023.

This applies to all pieces of work currently in CCMS, including:

- applications
- amendments
- bills
- outcomes
- notification updates

Failure to click the **Save & Return** link may lead to any unsaved work being lost.

Once the migration programme has completed, CCMS users will be able to log in to CCMS using the Portal as normal. There will be no visual changes to CCMS and the log in process will remain the same.

Further planned outages:

This outage is the last in a planned series of CCMS upgrades to modernise the software and host it on cloud servers. There are currently no further planned outages to CCMS of this significance.

Contact LAA:

If you have urgent work that needs completing during this period, you will still be able to contact our call centre on 0300 200 2020.

If there are any issues with CCMS when it is live again, then you can contact our Online Support Team at Online-Support@Justice.gov.uk

However, before attempting to contact the team on Tuesday 30 May you should refer to messages on the LAA Portal for the latest information updates.