

From: CCCR <cccr@ucalgary.ca>
Sent: Thursday, September 8, 2022 12:27 PM
Subject: CCCR | CSM Legal Announcement

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CCCR | Announcement

CSM Legal Announcement

1. The CSM Legal sharepoint contract submission system was inoperative from Friday August 26 at around 7pm until Monday August 29. Any submissions received during that period may or may not have been saved and retained by the system (even if you received a confirmatory email). We have received a list from IT that so far has indicated some failed submissions but wanted to reach out in case there was anything not captured. So if you made a submission in the August 26-29 time frame, please check sharepoint to see if your submission appears. If not, please contact us at csmlegal@ucalgary. Other time periods appear unaffected.
2. The sharepoint search function remains only partially operative since the above crash. It will only find older agreements so no recent submissions will be captured but it appears all agreements received both before and after the outage have been received in good order. If you are unable to find your agreement doing a search, there is no cause for concern or reason to notify us. IT has been contacted and are fixing the problem and the loss of search function does not impact when agreements are actioned. We take them in order based on agreement type and date of submission.

3. There was a university-wide outage of the DocuSign electronic signing tool from Monday August 29 until Tuesday September 6 during which we received previously created matters (signatures coming back) but could not initiate new matters within the program. Obviously this was quite disruptive and while staff diligently moved some urgent matters by other means, they are now focused on pushing through as many of the agreements as quickly as possible. Should you have a matter that was sent for execution during this time, do not worry, we are working on the backlog as quickly as possible.

The team is very busy pushing through agreements despite these recent setbacks (the first major problems/crashes seen with either tool in quite some time) and it is hoped that this notice will forestall rather than create multiple status inquiries. I have asked staff to prioritize getting contracts into execution rather than providing status updates and for matters close to execution, your next contact should be the email from DocuSign seeking you to do your part in signing agreements or approval forms.

For any further information please contact csmlegal@ucalgary.ca

Thanks,

Stephen Harris

Manager | Senior Legal Counsel

CMS Legal

cumming.ucalgary.ca/research/cccr

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