

# Change Implementation

## IMPLEMENTATION UPDATE

<b>Project Name:</b>		<b>PIP Information Service</b>						
<b>Go-Live Date:</b>		<b>27.10.14</b>						
<b>Issue Date:</b>		<b>24.10.14</b>						
<b>Issue Number:</b>		<b>187</b>						
<b>Pensions Directorate</b>	<b>Benefits Directorate</b>	<b>Work Services Directorate</b>	<b>Network Services Directorate</b>	<b>FES</b>	<b>OED</b>	<b>UC Service Centres</b>	<b>NiNo</b>	<b>Contracted Customer Services Directorate</b>
<b>X</b>	<b>X</b>	<b>X</b>		<b>X</b>	<b>X</b>			
<b>Audience:</b> The initial PIPIS Go-Live User base								

**Subject:** Personal Independence Payment Information Service – PIPCS Release 3.0 Impact

**Timing:** From 27<sup>th</sup> October 2014

**Action:** For information and cascade only to DWP staff included in the initial Personal Independence Payment Information Service (PIPIS) User base.

### Update:

PIPICS Release 3.0 is being implemented over the weekend 25<sup>th</sup> & 26<sup>th</sup> October. Release 3.0 brings in new functionality that will impact upon PIPIS.

In order to successfully implement PIPICS Release 3.0, both PIPICS and PIPIS will be unavailable on the 25<sup>th</sup> and 26<sup>th</sup> October. PIPIS users are therefore requested not to attempt any access to PIPIS on either 25<sup>th</sup> or 26<sup>th</sup> October.

The PIPICS Release 3.0 functionality that impacts upon PIPIS will allow for the introduction of advance claim information.

When a claimant makes an advance claim, the “Date of Claim” in PIPIS shows the effective date of the future decision rather than the date the PIP1 (telephony claim) was received.

If a user identifies the “Date of Claim” field in PIPIS displays a future date, they should check the communications record for the date the application was received. This is the date the claimant made their claim.

An update to the Known Error log is attached in both Non-Transformed site & Transformed site versions.




Tranche 1 User Kel  
V1.2.doc



Tranche 1 User Kel  
V1.2.docx

**If you have any queries about this communication, please contact your Local Change Team as follows:**

<b>Contact Us</b>	<b>Change Delivery Implementation Team</b>		
	<b>Team Project Lead</b>		
	<b>Telephone</b>	