

Change Implementation

Implementation Update

Project Name: Universal Jobmatch

Reference: IU 013

Date: 7 November 2012

Business:

Pensions	Benefits	Work Services	Contracted Customer Services	Contact Centre Services	Operational Excellence
	✓				

Audience:

For all users of the Universal Jobmatch service from 19 November 2012

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2	Accessing Universal Jobmatch accounts via DWP desktops/laptops	information
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Personal details redacted as Section 40 (2) of the Freedom of Information Act applies – Personal Information

1. LMS changes from 19 November

Universal Jobmatch will launch on 19 November 2012. Its introduction means some changes to LMS functionality:

- It will no longer be possible to search for and match jobseekers to vacancies in LMS. Universal Jobmatch is the new function for this.
- Employer records and vacancies held on LMS prior to 19 November will still be visible and will show as closed.
- Submitted vacancies from before 19 November will still be visible and submission status can still be updated for follow up/DMA purposes.

From 18:00 on Friday 16 November to 07:00 on Monday 19 November LMS will be powered down. It will not be possible to action LMS between these times, therefore all actions that need to be undertaken on LMS will need to be completed by 18:00 on Friday 16 November. LMS should not be accessed until 07:00 on Monday 19 November.

Details of LMS changes can be found below:

LMS guidance will still remain but it will be updated to reflect the changes to the system.

Vacancies

Vacancy records will be set to be 'Closed' as part of Universal Jobmatch. No new vacancies will be created post-Universal Jobmatch. All vacancies will be purged 12 months after being closed (this will facilitate the purge of employers), as per current LMS purge rules.

2. Accessing Universal Jobmatch accounts via DWP desktops/laptops

The Universal Jobmatch service will be introduced on 19 November 2012 for all people searching for a job.

DWP staff who choose to create their own account, set up a profile and create and/or upload CVs and search for jobs are permitted to do so using DWP PCs.

If you do access the Universal Jobmatch service to create a personal account or search for a job you must do so in your own time and not during your normal working hours.

You must not access personal accounts of family & friends to search for jobs as this would go against the existing family & friends' policy.

Family & friends can set up their own personal accounts and access the Universal Jobmatch service the same as all other citizens.

DWP staff are allowed to access claimant accounts only with their permission to do so and if there is a business need, which is in line with existing policies.

DWP staff should not set up Universal Jobmatch account on behalf of jobseeker using a departmental PC.

To Note: *The 'web admin' adviser view is used for work related activities only and should only be used if there is a business need.*

The Universal Jobmatch service is available for anyone to use.

3. Universal Jobmatch dry run: 9-12 November 2012

In preparation for the launch of Universal Jobmatch there will be a "dry run" exercise.

This will impact on availability and use of LMS as follows:

- LMS will be taken down from 18:00 on Friday 9 November.
- Normal business will resume from 07:00 on Monday 12 November.

If your office or site has requested use of these services over the weekend of 10 and 11 November they will be available from 07:00 each day.

4. Universal Jobmatch Icon Download

The Universal Jobmatch icon will be delivered to all DWP desktop workstations during the evening of Friday 9 November 2012.

Laptop users will not receive the icon download until they next connect to the DWP network on or after 12 November – this download is not available through Secure Remote Access Service.

Some testing will be undertaken during Saturday 10 to ensure that the delivery is successful.

The icon is now on your desktop

As this service is not available until 19 November 2012, users should receive the following message should they attempt to access via the icon: ***'The Universal Jobmatch service is under construction. Please refer to the Transforming Labour Market Services (TLMS) pages of the intranet for further information'.***

In order to conduct testing, this message will be replaced with the Universal Jobmatch service from 18:00 on Friday 16 November 2012.

Users must not log into or attempt to use this service until start of business on Monday 19 November 2012 as this could corrupt testing and test management information.

Universal Jobmatch Single Point of Contacts (SPOCs) will be undertaking a check during 12 November at their respective sites to identify whether the download has been successful or not.

Where it is identified that the icon has not been downloaded, incidents should be raised in the normal way through your FLSM team or directly with the OMC on Tel [REDACTED]

5. User Access for Universal Jobmatch

A 'User Data Capture' exercise for Universal Jobmatch users was completed on 12 October 2012 and the data has since been passed to suppliers in order to create staff accounts.

User accounts are now 'frozen' until 19 November when Universal Jobmatch service becomes live.

The necessary form and guidance for setting up new accounts, deleting accounts and / or amending an existing account can be found on the Universal Jobmatch Intranet site from 12 November.

This can be accessed using the link below:

[Universal Jobmatch Home Page](#)

User Access Forms can be submitted in advance of Universal Jobmatch going live on 19 November 2012. However, staff should note that the updates cannot **start** being made until business opens at 8:00 on 19 November.

Staff should not progress chase any forms that they submitted before close of business Wednesday 21 November until 72 hours has passed since they submitted them. The 72 hours period will start from 8:00 Monday 19 November for any forms submitted before 19 November. Forms submitted from 22 November will be treated as stated in guidance and should be completed within 24 hours.

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