

## Change Implementation

### Implementation Update

**Project Name:** Universal Jobmatch

**Reference:** IU 018 BD

**Date:** 16 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

	Update	For action/information
1	Business Continuity Plans- Update	Action and information
2	Universal Jobmatch "Contact Us" functionality	Action and information
3	Update to Universal Jobmatch New/Revised/De-Commissioned Guidance Impacted	Information

**Personal details redacted as Section 40 (2) of the Freedom of Information Act applies – Personal Information**

### **1. Business Continuity Plans- Update**

The full Business Continuity Plan is in the final stages of development. 'Sign off' should be achieved next week and distributed via the Change Implementation route.

In the interim a high level summary has been developed which I have attached until the full day 1 Business Continuity Plan is published.

Business Continuity Plans are now completed and distributed to each delivery area

### **2. Universal Jobmatch "Contact Us" functionality**

The Universal Jobmatch "Contact Us" facility will not function when the service launches on Monday 19 November.

All DWP staff with questions, queries or issues to be raised will need to complete a DWP User Contact Us form. The form and guidance are attached below and will also be available on the intranet via the Universal Jobmatch homepage under "Service Desk Contact Us".

All staff must use this process until further notice.

If DWP users access the “Contact Us” link in error, they should cancel their action and not proceed.

Should they actually continue and send a “Contact Us” query via the link, they should inform their line manager and report this using the DWP “Contact Us” report above or accessed from the Universal Jobmatch homepage.

Please note: the “Contact Us” functionality for employers and jobseekers is functioning correctly for any issues or concerns they have. If employers or jobseekers contact DWP regarding issues/queries, they should still be referred to use the “Contact Us” facility through the Universal Jobmatch service.

### **3. Update to Universal Jobmatch New/Revised/De-Commissioned Guidance Impacted.**

Updates have been made to the “Update to Universal Jobmatch New/Revised/De-Commissioned Guidance Impacted” table accessible from the Universal Jobmatch intranet homepage to include the following:

- Employer Factsheet (for Employers who currently use the Employer Direct Email Service) – English and Welsh versions.
- Universal Jobmatch MI Support Guide
- Universal Jobmatch MI Directory

All of the information and updates can be accessed [here](#).

Contact Us	OPD Change Team <a href="#">Universal Jobmatch Change Implementation Team</a>		
	Team Project Lead		
	Telephone		