

Universal Jobmatch – Forward Look Key Activities

Timescales – w/c date	Internal Activities	Information and/or Action
	DWP Intranet - TLMS project website was developed initially and all the information displayed will be transferred to the new Universal Jobmatch website already launched and on the DWP intranet	Information – Frequently Asked Questions updated and 'past' communications will be uploaded to view
08/10/12	Bounce back email to inform Employers who notify a vacancy by email	To inform ED staff that Employers have been notified of the Universal Jobmatch service via a 'bounce back' email
08/10/12 - 16/11/12	Learning Products delivery window for Operational Staff	Line Managers to ensure Operations have completed the learning products relevant to their Jobrole and complete Learning Tool return to Change Lead
22/10/12	Implementation Memo - Guidance will be Published on Intranet	Line Managers to ensure Operations are aware of the new guidance to familiarise themselves prior to go-live
22/10/12	Implementation Memo – Employer Relationship Management (ERM), Vacancy Taking Service (VTS), Jobs Warehouse, Jobs & Skills, EDon, Job Brokering Access (kiosks) and LMS Employer Functionality	To inform Operations of the closure of DWP Employer & Vacancy services for go-live of Universal Jobmatch
29/10/12	<p>Implementation Memo - A list of all Guidance impacted will be published on the Universal Jobmatch website:-</p> <ul style="list-style-type: none"> • New Products and Guidance: <ul style="list-style-type: none"> ○ Universal Jobmatch Toolkit ○ Universal Jobmatch Job Posting Guidance ○ Labour Market & Conditionality Storyboards ○ DWP Helpdesk Guidance • Guidance amended <ul style="list-style-type: none"> ○ A list of existing guidance updated • Guidance De-commissioned 	Information – for Operations to view 'at a glance' what has changed

29/10/12	Implementation Memo – Learning Tool for MI & Reporting	To inform Operations the Learning Product for MI & Reporting is available
29/10/12	Implementation Memo – How Do I Access UJ - Employers	To provide Operations with scenarios for Employers creating a UJ account
29/10/12	Implementation Memo - HMRC letter to 1.7 million employers will include a link and a Universal Jobmatch message within their 'real time messages'	To inform Operations a letter is to be issued to Employers by HMRC
29/10/12	Implementation Memo - Customer Twitter messages commence	To inform Operations 'Twitter' messages have commenced
29/10/12	Implementation Memo – Distribution of Marketing Products	To inform Operations that Marketing Products will be distributed w/c 05/11/12 which includes details how to order products
29/10/12	Intranet - DWP Spotlight On article	Information
05/11/12	Employer Fact Sheet for employers with special arrangements	To inform Operations an Employer Fact Sheet is available for Bulk Upload activity
05/11/12	Implementation Memo - Universal Jobmatch User Access Form Completion Guidance Published on UJ website	To inform Operations of the process for User Access Form and who is responsible for completion
05/11/12	Implementation Memo to inform of early closure of DWP services on 'go-live' weekend	To inform Operations of early closure of LMS and Jobpoints availability and of the early closure of de-commissioned services including 'blocking messages' which will displayed
05/11/12	Marketing Leaflets (A5) distributed to Jobcentres for issue to claimants	District Managers to ensure leaflets are distributed to stock claimants at the Jobsearch Review and other Personal Adviser interventions
05/11/12	Marketing Leaflets (A5) distributed to Jobcentres for issue to Employers	District Managers to ensure leaflets are distributed to stock Employers
05/11/12	Marketing Products – Business Cards for Jobseekers and Employers	District Managers to ensure Business Cards are distributed to:- <ul style="list-style-type: none"> • Employers – to record their User ID; and • Jobseekers – to record their Government Gateway number

05/11/12	A1 & A4 Posters distributed to Jobcentres	District Managers to ensure Posters are displayed to 'signpost' Jobseekers & Employers to the Universal Jobmatch service
05/11/12	Universal Jobmatch ICON Deployment Implementation Memo	Managers to ensure all staff are made aware the UJ ICON will be deployed to their desktop on 12/11/12 and should not be accessed until 19/11/12 go-live
05/11/12	Interactive Voice Recording (IVR) messaging Implementation Memo	To inform Operations the IVR messaging has changed to promote the UJ on-line service
12/11/12	Marketing Product – Pull Up Banners	Information - For use at Job Fairs and Events
12/11/12	Implementation Memo Vacancy Migration Update	To inform Operations activities that may need to be carried out prior to go-live
12/11/12	Implementation Memo for Pseudo LMS and LMS Practice Mode	To inform Operations of the upgrade and availability to LMS Pseudo and Practice Mode
12/11/12	DWP Helpdesk Guidance handed over electronically	Managers to ensure staff familiarise themselves of the new processes and guidance prior to go-live
12/11/12	Implementation Memo for 'handoff' processes from DWP Helpdesk to Expert Domains	To inform Operations of the process when Expert Domains received a hand-off from DWP Helpdesk
12/11/12	Targeted messages for:- <ul style="list-style-type: none"> • Contact Centre Staff (ED & JD) • Jobcentre Staff 	To provide Operations with Day One messaging
12/11/12	DWP Intranet Updated:- <ul style="list-style-type: none"> • Digital Champion site updated • Universal Jobmatch Intranet site updated • Briefing & Knowledge Hub updated 	Information
12/11/12	National DWP Business Continuity Plan	National DWP Business Continuity Plan drafted to inform Operations
19/11/12	IVR messaging for Universal Jobmatch go-live	Information
19/11/12	Go Live announcement	Information
19/11/12	Intranet - DWP Headline News	Information
19/11/12	Media Release – DWP Press Office will release stories and make the articles available for release	Information

19/11/12	eShot will be issued automatically to 400 members of an Employer Panel (work closely with our external communications team)	Information
19/11/12	eMail to 350k Employers (held on external communications database originally contacted for Youth Contract (small to medium employers)	Information
26/11/12	DWP Helpdesk Guidance published (already handed over electronically w/c 12 November)	Information