

Change Implementation

Implementation Update

Project Name: Universal Jobmatch (part of the Transforming Labour Market Services Project)

Reference: *Author to insert*

Date: 3 October 2012

Business: *Author to tick (✓) each part of the business affected by the change.*

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

Audience:

- All DWP Contact Centre Single Point of Contacts (SPOCs)
- All WSD Single Point of Contacts (SPOCs)
- All DWP Benefit Centres Single Point of Contacts (SPOCs).

To: UJ OSN SEO Leads

From:

Group Implementation Manager (GIM)

Cc:

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

Subject: Amendment and Updates to Universal Jobmatch Planning Activities

Action: Information and Action

Timing: Immediate

Update - Jobcentre Plus Rollout Risk Assessment (JPRRA)

1. Health and Safety Business Partner has advised that a full review of the Jobcentre Plus Rollout Risk Assessment (JPRRA) has been undertaken nationally and that the implementation of Universal Jobmatch does not introduce a significant risk into the business.
2. As a result of this, they have advised that full reviews of the JPRRA are not required at site level.
3. Instead, sites are required to complete the relevant 'Review But Not Revised' form which can be found by using the following link:
http://intralink.link2.gpn.gov.uk/working-in-dwp/security/operational-security/health-and-safety/DWP_S236751.asp

4. The Universal Jobmatch NIP will be revised to reflect this, however, it will not be issued wider than the Change Community due to the size of the document and the revision.

Update – User Data Capture

5. Now that the User Data Gather exercise is underway, some queries and anomalies have been raised which are clarified below.
6. Column E of the User Data Capture (UDC) template (Manager User Name) – when trying to enter '00000000' the cell defaults to a single zero and when entering a number which starts with a zero the cell will not accept the leading zero. The instructions state "not to change the UDC template in anyway", however in these cases the column format can be set to text to overcome these issues. This can be done by selecting 'column E' with the right-hand mouse key, choosing 'Format Cells' from the menu and selecting the 'Text' category on the 'Number' tab.
7. It has been identified that some 'sites' are spread across more than one physical building, each with its own LMS mnemonic. In these cases and for the purposes of setting up a single hierarchy, the UDC template should be completed with only one LMS mnemonic for ALL users. The SPOC should select what they consider to be the primary LMS mnemonic and complete the UDC as if there was only one building.
8. There is some confusion around how to record users that might work across a number of sites e.g. CSOM. As Universal Jobmatch is a simple site contained hierarchy, any such staff should only be recorded on their principal or home site and should have 00000000 entered as their line manager in 'Column E'. Following this example, Site Managers who report to a CSOM should have 00000000 entered as their line manager in 'Column E' unless the CSOM is based on their site.
9. A revision to the available user roles is required in recognition that some Jobcentres have staff that are 'Employer Facing'. In addition to the access levels stated in the 'Data Capture Form (DCF) Completion Guidance for Contact Centres, Benefit Centres and Jobcentres', Jobcentres can now use '**ES**' to signify 'Employer Support Staff'. The manager of these staff should be allocated the 'MCC' access level to signify 'Manager Contact Centre & Employer Supporting'.
10. Jobcentres that have already started / completed the data capture exercise should revisit for any staff that are 'Employer Facing'. If you have already returned your template, you should contact your Community Change Team in order to revise if necessary.
11. The 'Data Capture Form (DCF) Completion Guidance' will be updated and reissued via Change Leads during Thursday 4 October 2012.

If you have any queries about this communication, please contact your local change team as follows:

Contact Us	OPD Change Team		
	Team Project Lead	<div></div>	<div></div>
	Telephone Number	<div></div>	<div></div>