

## Change Implementation

### Implementation Update

**Project Name:** Universal Jobmatch

**Reference:** IU 013

**Date:** 7 November 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:

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

	Update	For action/information
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2	System closures	information
3	LMS practice mode	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.

LMS opportunities can still be created and are still visible in LMS. They will remain unchanged post go live.

Vacancy information will still be shown on job points.

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. It is important to note that vacancies held on LMS at close of business on Friday 16 November will migrate across to Universal Jobmatch in readiness for go-live on Monday 19 November. Any vacancies that fail to migrate to Universal Jobmatch will be identified via a scan. Information regarding scan clearance is not yet available.

Full details of LMS changes can be found below:

### **Employers**

Employer records will be set to 'Duplicate' as part of Universal Jobmatch. No new vacancies will be created for them in LMS post-Universal Jobmatch implementation and so once all outstanding business for them has been cleared (no related vacancies or speculative submissions or PLPTW contracts), they will be purged 12 months after being set as 'Duplicate', as per current LMS purge rules. Employer notes and conversations will be view only in LMS and the information will not transfer to Universal Jobmatch.

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. It will still be possible for DWP to follow-up submissions to any vacancies that remain in LMS. All vacancies will be purged 12 months after being closed (this will facilitate the purge of employers), as per current LMS purge rules. In addition, jobpoints will display Universal Jobmatch vacancies.

### **Submissions**

DWP staff will still be able to follow-up submissions made to vacancies before Universal Jobmatch implementation. This includes the updating of placings to be cancelled. All submissions to vacancies will be purged when the vacancy records are purged, as per current LMS purge rules.

### **Front-End Functionality**

All front-end functionality in LMS relating to job-broking will be removed. In addition to direct functionality outlined above for employers, vacancies and submissions, this includes:

- **Management Reports**

Reports under the 'Management' icon will be removed such as:

- Available vacancy report
- Employer feedback search

In addition, DWP users need to be aware that job-broking data will no longer be available for inclusion in the following reports:

- CA4
- Detailed Report

- **Travel To Work Areas (TTWA)**

There is no need for TTWA functions in LMS when Universal Jobmatch goes live.

- **Speculative Submissions**

The functionality within LMS to speculatively refer a jobseeker to an employer will remain. This is because there is no actual link to any employer record -all details are typed in manually.

## **2. System closures**

The introduction of Universal Jobmatch means that some current systems will cease to exist from 19 November 2012. These systems are:

- ERM
- Jobs Warehouse
- VTS
- EDOn
- Jobs and Skills

Any shortcuts or links to these systems will need to be removed. No action should be taken locally to remove icons. This will be done nationally and remotely across the business.

Do not raise incidents regarding the services named above with helpdesks from 19 November- these systems close on 19 November.

## **3. LMS Practice Mode**

LMS practice mode will be updated one week after Universal Jobmatch is launched- week commencing 26 November 2012.

If training around LMS is being delivered or undertaken, there will be a disparity between the functions of the live mode and the practice mode for one week.

DWP Service Desk managers and staff will also need to be aware of this disparity.

No issues are to be raised about this- the practice mode will be updated in the timescales defined.

For information on Universal Jobmatch, the learning products and scenarios can be accessed [here](#).

## **4. 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.

You should promote the service and advise jobseekers how to set up an account. If the jobseeker does not have access to the internet you may book an Internet Access Devices (IAD) appointment, if required. See [Universal Jobmatch Toolkit](#) guide.

**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.***

## **5. 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 ERM and LMS as follows:

- ERM and 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.

## **6. 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]

## **7. 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.

<b>Contact Us</b>	<b>OPD Change Team : <a href="#"><u>Change Implementation Team for Universal Jobmatch</u></a></b>		
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