To:	WSD and DMs	From:	███████████████
			Digitalisation Programme
		Email:	███████████████
		Tel:	███████████
Date:	05 November 2012	cc:	███████████████

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

Universal Jobmatch – sharing good practice.

Following recent discussions and feedback around Business Readiness, we have pulled together a number of products and practices to support go live preparations.

WET have asked that these are shared as soon as possible. They have been captured so that you can use them flexibly, alongside the project and OED material already supplied to finalise your local arrangements and provide yourselves with the relevant assurances that you have everything in place for a successful go live. If you have already devised your own plans, for example, there is no expectation of having to use one of these formats.

WET specifically do not want a ticklist assurance rather that the products and in particular the Operational Assurance document are used flexibly.

Products
Attached are;-

- Implementation plans groups have already completed – you may want to use these if you do not already have your own version. I have included a number to allow a mix and match approach.
- Implementation memo which includes the key activities and the manager's checklist.
- Managing Jobseekers without internet access – a supporting document.
- Wales UJ Virtual Working Group – suite of products
- Success criteria – two criteria have been removed from this distribution as they relate to FTE. The areas responsible are aware of the requirement.

- Operational Assurance guide – not a checklist but areas for consideration.

Day 1 Access
A further document clarifying what services / activities will be available on day 1 will be with you very shortly to support the guidance already issued. You will want to consider how best to get all your staff to set their password on day 1. That may be blocking out their diary, managing it through day 1 or week 1 via team access and timeslots, or another method which works for your area.

How to login and set the password on the system on day 1 link is here;-

http://intralink/2/corp/sites/media/ujlearningproducts/login/login_files/fullscreen.htm

Further products
We have been asked to provide other products to support implementation in key areas.

Employer Registration – what happens on Day 1? We are pulling together a pack with a guide to going live for our different categories of employers on how they will access the service. Again this has been requested by Operations. We expect to have this product QA through ████████████████████████ by Friday 9th November.

Transformation plan – Success criteria have been signed off and are attached. We are working through the activities which will support the delivery with Martin Brown and a DM group and further information will be sent out within the next 2 weeks. We recognise all the hard work right across operations to ensure successful delivery of this new service.

Finally if there are any other products developed you would like to share, please send onto ████████████████████ and we will ensure these are shared across the groups.

Regards

████████████████████████

Implementation Leader – Digitalisation Programme

Documents

Support for Jobseekers without Internet access

Draft work plans

Implementation memo

Success criteria

Wales UJ Virtual Working Group – suite of products

Operational Assurance documents

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