

**Change Implementation****Implementation Update****Project Name: Universal Jobmatch****Reference: IU 012****Date: 5th November 2012****Business:**

| Pensions | Benefits | Work Services | Contracted Customer Services | Contact Centre Services | Operational Excellence |
|----------|----------|---------------|------------------------------|-------------------------|------------------------|
|          |          | √             |                              |                         |                        |

**Audience: Work Service Directors and District Managers****For urgent cascade by noon Monday 5<sup>th</sup> November 2012**

To: WSD Directors  
WSD DMs

From: [REDACTED]  
Lead Group Implementation Manager for  
Universal Jobmatch

Cc:

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

**Subject: Universal Jobmatch – sharing good practice.**

**Action: To cascade the Senior Leaders note and associated documents**

**Timing: Immediate**

**Update:**

1. Please see attached Senior Leaders note and associated documents from [REDACTED] for urgent cascade as agreed at WET.
2. To be communicated by lunchtime 5<sup>th</sup> November

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

|            |                   |  |  |
|------------|-------------------|--|--|
| Contact Us | OPD Change Team   |  |  |
|            | Team Project Lead |  |  |
|            | Telephone         |  |  |