

Change Implementation

DWP Department for Work and Pensions

Implementation Update

Project Name: Universal Jobmatch

Reference: IU 029

Date: 06 December 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	FIS	Ni No Provision
		✓					

Audience: Work Services Directorate

- All Jobcentre staff who use the UJ service
- NEST

To: Universal Jobmatch Leads

From:

Lead Group Implementation Manager for Universal Jobmatch

Cc: Group Partnership Managers
National Partnership Team

	Update	For action/information	Timing
1	Urgent Advice for Employer Facing Staff	Information and Action	Immediate
2	Twitter Feed - Update	Information and Action	Immediate
3	UJ Access	Information	Immediate
4	Employer Postcode - Region Validation Errors	Information and Action	Immediate
5	Employer Account Validation Errors	Information and Action	Immediate

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

Update

- 1. Urgent Advice for Employer Facing Staff** – We are potentially losing employers and jobs because they are being advised that they **must** set up their own accounts in order to place jobs on UJ.

Staff are continuing to use Twitter to promote jobs on UJ. An Implementation memo issued 22.11.12 instructed that this activity should cease until further notice.

See attached note on the advice and action to take.

To Note: We are arranging a Your Call for employer facing staff and full details of this will be issued later this week

2. **Twitter Feed – Update** - We have not yet confirmed a media launch date for UJ. We will update you further when more details are available. Until this time you should not promote UJ on your local Twitter accounts e.g. no marketing or messages selling the benefits of the service as this is likely to generate media.

To Note: As part of business as usual Twitter can still be used to promote local issues and advertise individual jobs.

3. **UJ Access** - An incident occurred on the morning 5 December affecting DWP staff access via Webadmin. The DWP Business Continuity team were made aware and a 'Master Incident' was raised invoking business continuity communication cascade.

The incident did not affect access for Jobseekers or Employers.

Full service was resumed by 9.30am

4. **Employer Postcode - Region Validation Errors** – The UJ service currently has a number of postcodes associated with invalid regions, which impact employers.

There is a fix due on 11 December to rectify the problem. In the interim see guidance below for action to take:



5. **Employer Account Validation Errors** - During the migration of LMS details some address lines and postcodes have been added to the wrong boxes on UJ.

For example the town/city is now showing in line 2 of the address and the county is showing in the town/city boxes. This fails validation.

When checking the employer account details ensure that the address is input in the correct fields, particularly ensuring 'city', 'postcode' and 'region' are in the correct fields.

If the employer account is suspended due to this issue alone it can then be un-suspended. If the staff member is not authorised to take this action it should be passed to the site super-user or to the helpdesk team via the '[Service Desk Contact Us](#)' form detailing the action already taken.

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

Contact Us	OPD Change Team : NEE Change Implementation Team		
	Team Project Lead		
	Telephone	