

Change Implementation

DWP Department for Work and Pensions

Implementation Update

Project Name: Universal Jobmatch

Reference: IU 031

Date: 07 December 2012

Business:

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: **NEE UJ Leads**

From:

Lead Group Implementation Manager for Universal Jobmatch

Cc:

	Update	For action/information	Timing
1	Top 5 Faults	Information and Action	Immediate
2	Channel 4 News Item	Information and Action	Immediate

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

Update

1. **Helpdesk Faults** – This week's Top 5 helpdesk faults are (these will be uploaded onto the Universal Jobmatch Intranet site on a weekly basis):

The top 5 faults reported to the Monster Universal Jobmatch Helpdesk are:

I need to report a technical issue
Request for Information: I need help with posting/managing a job
I have a comment about this service: Account access problems
General questions about this service: Site Problems
I need help with job application functionality

The top 5 faults reported to the DWP Universal Jobmatch Helpdesk are:

Employer and Jobseeker:
Account Access - some employer accounts are suspended due to postal address

validation issues. Super Users can amend the address so it meets the validation.
Account Creation - some employer accounts are suspended due to postal address validation issues. Super Users can amend the address so it meets the validation.
Known Facts
Password reset
Pending Monster input to resolve

The top 4 faults reported to the DWP User Access Administration Team are:

DWP Account Suspended
DWP Account Creation - Important that the real user email address from the GAL is used
Account Amendment
Password Reset

Following investigation during recent weeks these issues are better understood and most of them can be resolved. However, resolutions can be specific to the users' individual circumstance. The latest resolutions and work rounds are communicated to Helpdesk colleagues so that they can provide resolves incidents as soon as possible. If any resolutions / workarounds / lessons learned are identified that Universal Jobmatch users can use for themselves, they will be communicated by Implementation Memo.

2. **Channel 4 News Item** – Following the news report on Channel 4 about fake job adverts being used to obtain personal details, some claimants / jobseekers are refusing to register for Universal Jobmatch.

The response from a DWP spokesperson said:

"The site clearly advises jobseekers not to give out personal details like bank accounts or National Insurance numbers until a job offer's been made. Anybody seeking to acquire personal data by publishing fake job adverts should be aware this is potentially an attempt to commit fraud and that is a criminal offence."

"The security of a claimant's data is of the utmost importance to us and we have a number of checks in place when employers register to use the site. Sadly, there will always be a small number of cases where people seek to get around these checks. If someone is being asked for personal information or details beyond their CV we would recommend they alert Jobcentre Plus immediately."

Reminder to all customer facing staff to advise Jobseekers on disclosure of information to employers.

Advisers should continue to advise jobseekers not to disclose personal information to employers unless they content that they are dealing with a genuine employer and they have received a job offer which requires personal information to be disclosed to complete the hiring process.

Jobseekers should not include personal information such as National Insurance number, Passport numbers, Bank Account numbers, Dates of Birth etc. within their CV as they are not required for job matching activity.

Work is currently underway to identify how this message can be made even clearer within the Universal Jobmatch customer journey.

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		