# Change Implementation

DWP | Department for Work and Pensions

**Implementation Update**
**Project Name: Universal Jobmatch**
**Reference: IU 007**
**Date: 23 October 2012**
**Business:**

| Pensions | Benefits | Work Services | Contracted Customer Services | Contact Centre Services | Operational Excellence |
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**Audience:** All CCS managers and agents working with employers

**Universal Jobmatch: L & D Update for URGENT cascade**

To:     CCS / BDD & WSD Managers     From:     ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮
Lead Group Implementation Manager

Cc:     Group SEO Leads

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

**Subject:**     Notification of L&D planning assumptions in the run up to Universal Jobmatch go-live on 19 November 2012 and notification of some slow running issues associated with the L&D.

**Action:**     To ensure that all staff who have requested access to the Universal Jobmatch service have completed their L&D by 16 November 2012 and to be aware of action to take if a site experiences slow running issues when accessing the L&D.

**Timing:**     **Immediate**

**Update:**

**Completing L&D within agreed delivery window**

1. Universal Jobmatch will go live on 19 November 2012 and as part of the operational business readiness requirements it is vital that all staff, identified as requiring access to the Universal Jobmatch service, have completed the L&D relevant to their job role by 16 November 2012.

2. An analysis of the L&D MI being submitted to Change Implementation by all arms of the business is showing that less that 3% of staff have completed their L&D to date nationally.

3. I understand that much of the business has been recently focusing their attention on the Conditionality and Sanctions

regime that went live 22 October 2012, anecdotal feedback also supports that many sites have held back on their Universal Jobmatch L&D until these changes were brought in. However, given that we are only 4 weeks to go-live it is important that staff now complete their Universal Jobmatch L&D.

4. The business has asked for assurance that L&D is being completed. It has therefore been agreed that expected volumes of staff having completed their L&D i.e. all staff who have completed the L&D relevant to their job role (excluding product suite 6 which is the MI product) will now be communicated to Operational Managers in order to support the L&D approach at site level.
Go-live – wk 4  (w/c 22/10) = expectation that 25% of staff will have completed their L&D
Go-live – wk 3 (w/c 29/10) = expectation that 50% of staff will have completed their L&D
Go-live – wk 2 (w/c 5/11) = expectation that 75% of staff will have completed their L&D
Go-live – wk 1 (w/c 12/11) = expectation that 100% of staff will have completed their L&D

5. Site volumes submitted as part of the recent 'UJ Data Capture Exercise' will be used to determine the number of completers in percentage terms, it is therefore important that all users are captured when returning your L&D completer template to your local Change Implementation Team. Information regarding completion of this template has already been communicated by your Change Implementation Team.

**L&D slow running issues**

6. Some sites are reporting slow running of system access when undertaking the Universal Jobmatch L&D. Project have investigated this further and are reporting that the issue appears to be specific to each location, particularly as traffic to the Learning Products increases.

7. Digital media have confirmed that they are unable to amend files to reduce the slow running when they are accessed in large numbers.

8. FLSM support have advised any slow running problems should be raised locally as the problems may be exacerbated by slow running PCs.

9. If offices are experiencing problems when multiple users are accessing the Learning Products at the same time, it may be worth staggering this access to try and lessen the risk of slow running/system crashes.

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

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| **Contact Us** | **OPD Change Team : SY Change Team** |
| | **Team Project Lead**     ████████████    ████████████ |
| | **Telephone**     ███████████    ████████████ |