

Change Implementation

DWP Department for Work and Pensions

Implementation Update

Project Name: Universal Jobmatch

Reference: IU 037

Date: 19 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: **UJ Leads**

From:

Lead Group Implementation Manager for Universal Jobmatch

Cc:

	Update	For action/information	Timing
1	Lines To Take amended	Information	Immediate
2	Implementation Issues Process	Information	Immediate

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

Update

- 1. Lines To Take amended** - The UJ project pulled together a number of questions into one document referred to in IU Memo 033.

The lines to take have been updated. They are now available on the UJ website and can be found via Communications [here](#)

- 2. Implementation Issues Process** – Following the Your Call for Employer Facing staff we have received a high number of questions which has resulted in a delay in responding within the agreed timescales. Please accept our apology and responses will be issued in due course.

To Note: For reporting UJ service incidents please continue to use the [Service Desk Contact Us process](#) as normal.

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		