

Change Implementation

DWP Department for Work and Pensions

Implementation Update

Project Name: Universal Jobmatch

Reference: IU 038

Date: 20 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 Manager

Cc:

	Update	For action/information	Timing
1	UJ MI Reports (Follow Me Flag)	Information	Immediate

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

Update

- UJ MI Reports (Follow Me Flag)** - When a jobseeker creates an account a tick box is available where the Jobseeker authorises DWP users to view their account.

It has been identified the UJ service was filtering incorrectly and 'under reporting' the true numbers of those Jobseekers authorising DWP to view their account.

A 'fix' was implemented on 17 December and the volumes reported should now be true.

Thank you -

(Universal Jobmatch Project Manager) and would like to thank for all the support and hard work you've put in to help us get through the transitional period for UJ.

Please enjoy the festive season with your friends and family.

Seasons Greetings to you all and Best Wishes for 2013

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

Contact Us	OPD Change Team		
	Team Project Lead	Enter 1st Lead Name	Enter 2nd Lead name
	Telephone		