

Change Implementation

IMPLEMENTATION UPDATE

Project Name:		Universal Jobmatch							
Go-Live Date:		19 November 2012				Project Number:		J2414	
Update Number:		IU 044	Issue Date:		18.01.2013		Version Number:		1
Senior Responsible Owner (SRO):			Myrtle Lloyd						
Business: DWP									
Pensions	Benefits	Work Services Directorate	Contact Centre Services	FIS	OED	NINO	Contracted Customer Services Directorate		
		✓							
Audience: Work Services Directorate									
<ul style="list-style-type: none">All Jobcentre staff who use the UJ serviceNEST									

	Update	For action/information	Timing
1	Employer Initiatives	Information	Immediate
2	Messages to Jobseekers via UJ service	Information	Immediate
3	Approved EDon Users – using UJ for the first time	Information	Immediate

Update:

- Employer Initiatives** – The Employer Initiatives drop down menu has been populated and is now available for you to update the accounts of those employers who have expressed an interest in any of the initiatives listed.

To do this you will need to:

- Open the employer account
- Locate 'Employer Initiatives' and select the [Associate/manage employer initiatives with this company](#) link
- Select the appropriate initiative(s) from the drop down menu
- Add any notes specific to this company in the box provided
- Select the 'back button' situated beneath the 'Associate an Employer Initiative' title to return to the employer account main screen

Select 'Update' to save changes

- Messages to Jobseekers via the UJ service** – A fault has been identified when sending messages to jobseekers that the UJ service is not retaining the whole message and is restricting the number of characters.

The messaging service is working as follows:

- A message sent to a jobseeker can contain up to 1000 characters including spaces

- There is a defect that means once the jobseeker selects 'view message' and reads it, the next time they view the message **only** the first 75 characters including spaces are displayed.
- Until the incident is resolved it is important to include the key information in the 'first line' of the message as this will continue to be displayed for 91 days. **An example of 74 characters including spaces is** "An incident has been raised with our service provider to 'fix' the problem".

3. Approved EDon Users – using UJ for the first time – It has been identified that the UJ Learning Product 1 (slide 15) and Learning Product 3 (slide 7) contain incorrect information at bullet points 3 where it states:-

- Recruiters will be able to log into UJ using their UJ Employer Reference Number

This should be replaced with if you are an approved EDon user

- Recruiters will be able to log into UJ with your existing Government Gateway ID

To Note: The Learning Products cannot be updated at this time. Instead a note will be included on the front page of the Learning Products website to include this update

If you have any queries about this communication, please contact your Local Change Team as follows:

Contact Us	OPD Change Team		
	Team Project Lead		
	Telephone		