# Change Implementation

DWP Department for Work and Pensions

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**Implementation Update**
**Project Name:** Universal Jobmatch Service (part of the Transforming Labour Market Services Project)
**Reference: UI 009**
**Date:** 30 October 2012
**Business:** *Author to tick (✓) each part of the business affected by the change.*

| Pensions | Benefits | Work Services | Contracted Customer Services | Contact Centre Services | Operational Excellence |
|---|---|---|---|---|---|
|  | ✓ | ✓ |  | ✓ | ✓ |

**Audience:**
- **CCS staff impacted by Universal Jobmatch**
- **BCD staff impacted by Universal Jobmatch**
- **WSD staff impacted by Universal Jobmatch**
- **Operational Excellence – MI & Audit Teams and Performance Reporting Teams**

DWP staff who require access to Management Information and will use the reporting functionality  and available reports in the Universal Jobmatch  service

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To:      **Group SEO leads**              From:   ███████████████████████
                                              Group Implementation Manager

Cc:      ██████████████████

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

**Subject:** Amendment to 'PL10 – Universal Jobmatch Learning Product (06) Management Information

Guidance available to inform Operational staff of new, decommissioned and amended guidance for the introduction of Universal Jobmatch

**Action:** Information and Action

**Timing:** Immediate

**Update**

1. The Universal Jobmatch Learning Product – Management Information (06) is now available for Operational Staff working in CCS, WSD, BCD and OED. You can access the products via this link Universal Jobmatch Learning Products

2. Alternatively, access the DWP A-Z Index and select 'L' for Learning, select Operational Learning on the left hand side and select Universal Jobmatch Learning Products.

3. The Learning Product (06) provides learning about the Management Information (MI) reporting functionality and available reports within Universal Jobmatch.

4. There are 3 scenarios (05, 06, & 07) simulations / demonstrations which can be accessed via the learning product.

5. From w/c 5 November the Learning Scenarios can be accessed individually without using the learning product and will be available using this link Learning Scenarios

6. The delivery window for the learning products is from 8/10/12 to 16/11/12.

7. The learning products are held on the Universal Jobmatch website.

8. A Guidance table is available for Operational staff to view 'at a glance' all guidance developed or impacted by Universal Jobmatch

- New
- Amended
- Decommissioned

Initially, the product can be found using this link Guidance. From w/c 5 November the guidance information will be moved to the Universal Jobmatch website which can be found in the DWP A – Z and select 'U'.

To note – DWP Operational staff completing the learning products may experience slow running at busy times. If this happens you should not report this as an incident.

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

| Contact Us | OPD Change Team : National Change Implementation Team | | |
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| | Team Project Lead | ███████████ | ███████████ |
| | Telephone | ███████████ | ███████████ |