

Change Implementation

Implementation Update

Project Name: Universal Jobmatch

Reference: IU 011

Date: 31 October 2012

Business:

Pensions	Benefits	Work Services	Contracted Customer Services	Contact Centre Services	Operational Excellence
		√		√	

Audience:

All managers and staff using Labour Market System (LMS) and Employer Relationship Manager (ERM)

To: UJ Leads

From:

Lead Group Implementation Manager for Universal Jobmatch

Cc:

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

Subject: Universal Jobmatch dry run- impact on service availability

Action: To inform all managers and staff using these services.

Timing: Immediate

Update:

1. In preparation for the launch of Universal Jobmatch there will be a “dry run” exercise.
2. This will impact on availability and use of ERM and LMS as follows:
 - ERM and LMS will be taken down from 18:00 on Friday 2 November.
 - Normal business will resume from 07:00 on Monday 5 November.
3. If your office or site has requested use of these services over the weekends of 3 and 4 November they will be available from 07:00 each day.

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

Contact Us	OPD Change Team		
	Team Project Lead	[REDACTED]	[REDACTED]
	Telephone	[REDACTED]	[REDACTED]