

## Change Implementation

### Implementation Update

**Project Name:** Universal Jobmatch

**Reference:** IU 16 CCS

**Date:** 13 November 2012

#### Business:

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

#### Audience:

For all users of the Universal Jobmatch service from 19 November 2012

	Update	For action/information
1	Universal Jobmatch: day one messages	Action and Information
2	Location of 'How to apply' details for display on Jobpoints.	<b><u>URGENT:</u></b> Action and information
3	LMS changes: clarifications following UJ 13 memo	Information
4	Communications update	Information
5	Universal Jobmatch: planning and support products.	Action and information
6	Further communications this week	Information

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

### 1. Universal Jobmatch: day one messages

The attached key Day One messages provide a reminder for Operational staff.

Each section has a different heading and staff should read the section appropriate to them:-

- Jobseekers Direct agents
- Employer Direct agents

We have also included key messages for Jobseekers and Companies/Recruiters at Annex A & B which were included in the Learning Products

The messages re-iterate the information already issued previously about Universal Jobmatch to assist in the promotion of the new service for both jobseekers and employers

Further information can be found on the Transforming Labour Market Services (TLMS) website and the Universal Jobmatch (UJ) website

The TLMS website information will be merged with the UJ website in the near future

## **2. URGENT ACTION FOR WSD AND CCS: Location of 'How to apply' details for display on Jobpoints.**

The existing vacancies held on LMS/ERM will migrate on 16<sup>th</sup> November. It has been identified that some vacancy details will not migrate to the Jobpoints.

In preparation for the migration of new vacancies taken, staff should include the 'How to Apply' instructions at the **start** of the 'Description' field with immediate effect.

The job description field has a limited number of characters, therefore, the 'How to Apply' instructions should be included at the start of this field to ensure the details are migrated on to jobpoints.

The above process was agreed with the Work Services Director- the lead for Universal Jobmatch.

## **3. LMS changes- clarifications following UJ 13 memo**

**Some amendments/updates have been made to the information contained in memo UJ 13 issued last week:**

Employer records and vacancies held on LMS prior to 19 November will still be visible and will show as duplicate/closed respectively.

### **Front-End Functionality**

All front-end functionality in LMS relating to employers and vacancies will be disabled. If a user attempts to access disabled functionality an error message will be displayed. This is intentional and should not be reported as an incident. Please note, speculative submission functionality in LMS will remain.

### **Management Reports**

Reports under the 'Management' icon such as the following should not be used:

- Available vacancy report
- Employer feedback search

Please note new job-broking data from 19/11/12 onwards will no longer be available for inclusion in the following reports:

- CA4
- Detailed Report

## **System closures**

The introduction of Universal Jobmatch means that some current systems will cease to exist from 19 November 2012. These systems are:

- ERM
- Job Warehouse
- VTS
- EDon

- Jobs and Skills

Any shortcuts or links to these systems will need to be removed.  
No action should be taken locally to remove icons. This will be done nationally and remotely across the business at a future date.

Do not raise incidents regarding the services named above with helpdesks from 19 November- these systems close on 19 November.

#### **4. Communication Update - Media Launch and local external communications**

Universal Jobmatch will be launched in the media during the week of 19 November. The exact date for the external media launch is still to be confirmed.

#### **5. Universal Jobmatch: planning and support products**

The attached Operational Planning and Support Product has been developed to provide offices with an example of the time it may take to increase claimant take-up of Universal Jobmatch and the types of activities and conversations that may need to occur.



The aim of this product is to illustrate potential claimant behaviours so that districts can consider appropriate mitigation and contingency arrangements to contend with any emerging situations. This is particularly important when considering possible impacts on footfall, appointment timings and resource deployment. For example the potential hotspots identified may be:

- longer Jobsearch Reviews;
- increased flexible interventions;
- congested enquiry points; and
- higher demand for Internet Access Devices.

There is a timeline with supporting scenarios embedded within this product.

#### **6. Further communications this week**

A further set of implementation updates will be issued on Wednesday 14 November with updates on: Management Information, IVR messages, update on Universal Jobmatch icons, Universal Jobmatch terms and conditions and planning activities for Overseas Vacancy Teams.

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