

## Change Implementation

### Implementation Update

**Project Name:** Universal Jobmatch

**Reference:** IU 018 CCS

**Date:** 16 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	Business Continuity Plans- Update	Action and information
2	Universal Jobmatch "Contact Us" functionality	Action and information
3	LMS Employer feedback workflows	Information
4	Update to Universal Jobmatch New/Revised/De-Commissioned Guidance Impacted.	Information
5	Amendment to Employer Factsheet	Information
6	Vacancy migration and methods of application in Universal Jobmatch	Action and information

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

### 1. Business Continuity Plans- Update

The full Business Continuity Plan is in the final stages of development. 'Sign off' should be achieved next week and distributed via the Change Implementation route.

In the interim a high level summary has been developed which I have attached until the full day 1 Business Continuity Plan is published.

Business Continuity Plans are now completed and distributed to each delivery area

### 2. Universal Jobmatch "Contact Us" functionality

The Universal Jobmatch "Contact Us" facility will not function when the service launches on Monday 19 November.

All DWP staff with questions, queries or issues to be raised will need to complete a DWP User Contact Us form. The form and guidance are attached below and will also be available on the intranet via the Universal Jobmatch homepage under "Service Desk Contact Us".

All staff must use this process until further notice.

If DWP users access the "Contact Us" link in error, they should cancel their action and not proceed.

Should they actually continue and send a "Contact Us" query via the link, they should inform their line manager and report this using the DWP "Contact Us" report above or accessed from the Universal Jobmatch homepage.

Please note: the "Contact Us" functionality for employers and jobseekers is functioning correctly for any issues or concerns they have. If employers or jobseekers contact DWP regarding issues/queries, they should still be referred to use the "Contact Us" facility through the Universal Jobmatch service.

### **3. LMS Employer feedback workflows**

Following the launch of Universal Jobmatch, all employer records on LMS will be marked as duplicate.

If there are any outstanding employer feedback workflows when the LMS service is taken down in preparation for Universal Jobmatch go live they will not be able to be cleared once the LMS service is resumed. Therefore they may not be able to be cleared manually.

We will be able to update on any further messages and actions after the Universal Jobmatch service goes live.

### **4. Update to Universal Jobmatch New/Revised/De-Commissioned Guidance Impacted.**

Updates have been made to the "Update to Universal Jobmatch New/Revised/De-Commissioned Guidance Impacted" table accessible from the Universal Jobmatch intranet homepage to include the following:

- Employer Factsheet (for Employers who currently use the Employer Direct Email Service) – English and Welsh versions.
- Universal Jobmatch MI Support Guide
- Universal Jobmatch MI Directory

All of the information and updates can be accessed [here](#).

### **5. Amendment to Employer Factsheet**

There has been an amendment to the Employer Factsheet which now includes additional information. It will now appear on the intranet as 'Setting up a UJ Account'.

The revised Employer Factsheet (English) will be available on Monday 19 November. Unfortunately, the revised Welsh version will not be available until early next week. The Factsheet can be accessed [here](#).

## **6. Vacancy migration and methods of application in Universal Jobmatch**

In our legacy vacancy taking systems employers could choose for applicants to apply for their vacancies through a number of different means, some of which will not be shown in Universal Jobmatch.



Vacancies being migrated across to UJ will either display:

- the employers chosen URL which will remain the same; or
- the employers contact name, email address and telephone number in the UJ vacancy (providing these fields have been completed in LMS), but the preferred method for applying for the vacancy may not be shown.

This means that during the short period of transition for existing migrated vacancies, some employers may contact you to find out why they are not receiving applications through the method they had requested (which were recorded in LMS).

In these instances you will need to explain about UJ and if the employer chooses not to register with the service straight away, amend the vacancy to reflect the employers preferred method of application.

Any staff who are not able to directly amend vacancies themselves must still take the query, make a note of the Universal Jobmatch Job ID and the employers preferences and immediately pass these onto an Employer Adviser or ED Agent.

<b>Contact Us</b>	<b>OPD Change Team</b> <a href="#"><u>Universal Jobmatch Change Implementation Team</u></a>		
	<b>Team Project Lead</b>		
	<b>Telephone</b>	