

Change Implementation

Implementation Update**Project Name:** Universal Jobmatch**Reference:** IU 024 CCS**Date:** 23 November 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: Contact Centre Services

- Employer Direct
- DWP Universal Jobmatch Helpdesk

To: CCS SPOCs**From:****Cc:**

	Update	For action/information
1	Employers - Updated Lines to Take	Information
2	Employer complaints about UJ and DWP	Information
3	FAQs for ED and Helpdesk Agents	Information
4	User Access Form Completion	Information
5	Android Application for mobile phones	Information
6	Management information – Reporting Tool Issues	Information
7	Contact Us – Lines to Take for ED & JD	Information
8	Contact Us - DWP staff	Information
9	Terms & Conditions	Information

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

Update

1. **Employer Lines to take** – The desk aid has been updated to include additional information received from the Network Management Team
2. **Employer complaints about UJ and DWP** – Agents who receive complaints regarding the UJ service and/or DWP should follow the guidance below

3. FAQs for ED and Helpdesk Agents

4. **User Access Form Completion** - Incorrect e-mail addresses are being entered into the 'Manager's E-mail' field in 'Section 2' of the 'UJ User Access Form Completion Guidance'.

Staff must ensure that the e-mail address entered is exactly what is shown in the 'E-mail' field within the manager's 'Outlook Properties'. Particular attention is to be taken not to include any spaces, punctuation or spelling errors that result in a mismatch between the completed form and the e-mail address held in 'Outlook - GAL'.

Any such errors are creating additional work and investigation for Helpdesk colleagues, which in turn will lead to back logs and delays in processing user access requests.

If the staff member's manager is not have a UJ account themselves, the 'Section 2' of the 'User Access Form' must be completed as follows:

Manager's Staff Number: 00000000 (8 zeros)

Manager's E-mail Address adminummymanager@dwp.gsi.gov.uk

The 'UJ User Access Form Completion Guidance' will be reviewed shortly and any required amendments will be made.

- #### 5. **Android Application for Mobile Phones** – The UJ Jobsearch mobile app has been taken down. We will inform you as soon as the app is available. A message will appear if anyone tries to access it.
- #### 6. **Management Information Reporting Tool Issues** – Due to the queries being raised regarding the UJ Management Information (MI), UJ MI master classes will be organised over the next couple of weeks. The location of the master classes will be Sheffield and further details will be cascaded when they are available.
- #### 7. **Contact Us – Lines to Take for ED, JD & DWP Staff when engaging with employers and jobseekers;**

- **Customer Question:** I raised a question / issue / fault using the online 'Contact Us', but I have not received a response?
Answer: Helpdesk have 24 hours to provide a response - When did you raise the issue?

If less than 24 hours ago - please await their response and then provide them with information on what to do should they not receive the response after the 24 hours has elapsed (below).

If more than 24 hours - please use the 'Contact Us' facility and request an update, remembering to quote the incident number from the confirmation message of the original incident.

- **Customer Question:** I cannot do..... / How do I?..... / This isn't working?

Answer: Have you raised this using the online 'Contact Us' function?

If they have: Helpdesk have 24 hours to provide a response - When did you raise the issue?

If less than 24 hours ago - please await their response and then provide them with information on what to do should they not receive the response after the 24 hours has elapsed (below).

If more than 24 hours - please use the 'Contact Us' facility and request an update, remembering to quote the incident number from the confirmation message of the original incident.

If they have not raised this using the online 'Contact Us' - Please use the 'Contact Us' button within the Universal Jobmatch service and describe your problem to our helpdesk. They will provide you with a response within 24 hours. If you have not received a response after 24 hours, you should use the 'Contact Us' facility and request an update, remembering to quote the incident number from the confirmation message of the original incident. The message to employers and jobseekers is being amended to state that there is a 24 hour response time.

8. **Contact Us for DWP staff** - Staff are reminded that it is extremely important that they raise all issues through the correct 'Contact Us' process which is available within the UJ system for employers and jobseekers and through UJ Intranet site using the 'Guidance, Products and forms' link on the right-hand side of the page for DWP staff.

This will allow the project and their suppliers to fully understand what the problems are, the scale of them and the impact that they are have on our operations and customers. Please understand that this will enable the project to make informed decisions on what needs to be 'fixed' and what priority it needs to be given.

There have been a large number of issues raised within the first week of live running and the Helpdesk agents have understandably been under a lot of pressure to process all of them. However, please be aware that the issues that you have already raised via the 'Contact us' process have resulted in some of the fixes which we informed you about in yesterday's update.

Staff should ensure that they include the following in the free text space when they complete a form:

- Accurate description of the issue and at what point in the process it occurs

For employer related issues we need specific information to identify the account:

- Employer name
- Universal Jobmatch Reference number
- Postcode
- Email address registered with gateway

For jobseeker related issues we need specific information to identify the account:

- Name
- Email addresses
- Universal Jobmatch ID
- Phone number

- 9. Terms & Conditions** - a new version is being introduced as an incorrect clause within the Terms and Conditions has been identified. The attachment gives details of the fix.

Removed as guidance revised see CCS memo UJ 027

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

Contact Us	OPD Change Team		
	Team Project Lead	Enter 1st Lead Name	Enter 2nd Lead name
	Telephone		