

# Change Implementation

**DWP** Department for Work and Pensions

## Implementation Update

**Project Name: Universal Jobmatch**

**Reference: IU 033**

**Date: 11 December 2012**

### Business:

Pensions	Benefits	Work Services	Contracted Customer Services	Contact Centre Services	Operational Excellence	FIS	Ni No Provision
				✓			

### Audience: Work Services Directorate

- Employer Direct (NET)
- Jobseekers Direct
- DWP UJ Helpdesk

To: **UJ Leads**

From:

Lead Group Implementation Manager for Universal Jobmatch

Cc:

	Update	For action/information	Timing
1	<b>Universal Jobmatch Questions/Complaints – Lines To Take</b>	Information	Immediate

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

### Update

#### 1. Universal Jobmatch Questions/Complaints – Lines To Take

The UJ project has pulled together a number of questions into one document which have been raised recently from Operational colleagues. The attached covers the following information:

- Technical Issues
- Policy
- Complaints from Companies
- General – Companies & Recruiters
- Jobseekers

Any questions on this product please email the [Project Mailbox](#)

**To Note:** Messages on mandation will be issued in an implementation memo to be issued shortly.

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

<b>Contact Us</b>	<b>OPD Change Team</b>		
	<b>Team Project Lead</b>	<b>Enter 1st Lead Name</b>	<b>Enter 2nd Lead name</b>
	<b>Telephone</b>		