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Department for Work and Pensions

Work Programme Live Running Memo

To: Work Programme Providers
Cc:
From: Work Programmes Division
Memo Serial Number: 125
Date: 8th July 2013
Subject: Work Programme – Work Programme Failure to Participate DMA referrals via unencrypted email assurance check following Go Live.
Action: For Information and Action
Timing: Immediate

Background

As detailed in the implementation guidance for Work Programme DMA referrals by unencrypted email, DWP Operational Security gave approval for the rollout of the unencrypted email process contingent upon assurance being obtained that, following your implementation of the process, email referrals and decision notifications are being sent to and received by the appropriate designated email inboxes.

The necessity for an assurance check was identified as part of the lessons learned following the pilot to trial Work Programme DMA referrals via unencrypted email.

To provide this assurance, Work Programme Division have agreed with our security lead that we will work with you and the LMDMA teams to conduct sample assurance checks following your implementation of the unencrypted process.

An assurance check must be completed for two months after you or your sub-contractors have gone live with the unencrypted email process. If the first two months checks raise issues or concerns, you and your LMDMA team have the option to agree to a longer period of checks to provide assurance.

The DWP performance managers, who have been working with you and the LMDMA team to implement the unencrypted email process, will shortly contact you to arrange a meeting with you and your LMDMA team to discuss arrangements and timescales for you to begin your assurance check.

Summary and action

The purpose of the assurance check is to provide both DWP and yourselves with assurance that emails sent from you and your sub-contractors to the LMDMA team and from the LMDMA team to you and your sub-contractors are reaching their intended destinations.

The purpose of the check is not to act as a Service Level Agreement between the LMDMA team and Work Programme provider on turnaround times for a decision.

Please see the attached guidance for details of how to identify your assurance check review period, the date to request the check, transmitting the request details to the LMDMA team and actions to take after completing the checks.

[Assurance process check guidance](#)

Further Information Contact Details

All enquiries on the subject of this memo should be raised with your Performance Manager in the first instance; they will endeavour to provide you with an answer as soon as possible.

This is a change to Work Programme provider guidance

Regards

Work Programmes Division Enquiries Team