

## **Pensions Board**

24 July 2018

### Report from the Chief Finance Officer

## **Update on the Pensions Administration Contract**

| Wards Affected:            | N/A                                    |
|----------------------------|--|
| Key or Non-Key Decision:   | N/A                                    |
| Open or Part/Fully Exempt: | Open                                   |
| No. of Appendices:         | 1                                      |
| Background Papers:         | N/A                                    |
| Contact Officer(s):        | Conrad Hall, Chief Finance Officer     |
|                            | Folake Olufeko, Senior Finance Analyst |

#### 1.0 Purpose of the Report

- 1.1 This report provides an update to the Pensions Board on the transition of the Pension Administration contract from the current supplier, Capita, to the new supplier, Local Pensions Partnership (LPP).
- 1.2 The report provides a summary of the significant stages of the transition plan and actions required in the run up to the contract handover to LPP.

#### 2.0 Recommendation(s)

- 2.1 That the Board notes the content of this report.
- 2.2 That the board notes the appendix accompanying this report.

#### 3.0 Detail

- 3.1 In November 2017, following officers' recommendation, Cabinet granted approval to enter into a shared service agreement with LPP for the provision of the pension fund administration.
- 3.2 The current contract with Capita is due to end in September 2018 and the implementation phase is still ongoing with LPP to ensure a successful transition for hand over in October 2018.
- 3.3 A number of legal documents have been received from LPP, including a Service Level Agreement, a Non-Disclosure Agreement and a Liability Agreement.
- 3.4 The initial expectation was for these documents to be approved by 31 January 2018. However, as the documents will serve as the binding contracts between the London Borough of Brent (LBB) and LPP, reviews are still being carried out, by

Brent's Legal and Finance teams, to ensure that the contents meet the full requirements of the Fund and that there are no undue oversights.

- 3.5 These reviews include on-going discussions between Brent and LPP to determine a reasonable level of financial liability which is the maximum LPP would bear in the case of a performance breach (for example, an overpayment of benefit to a member). The documents are now expected to be approved by 31 August 2018.
- 3.6 Following on from the update at the last Board meeting in February 2018, weekly follow up meetings with Brent and both LPP and Capita have continued. The meetings serve as an avenue for the Project Managers involved in the transition process to discuss and agree on action points derived from the implementation plan. This is in addition to the on-going monthly performance meetings being held between LBB and Capita as this remains a significant aspect in the management of the current contract.
- 3.7 A second cut of data is due to be transferred over to LPP from Capita during week commencing 9 July 2018. Capita have not been forthcoming in the rectification of errors which were identified from the first cut of data. The expectation is that there will be less errors from the second data cut, following significant progress with the work carried out by Target, a company which was commissioned by LBB, to trace members in order to update missing records on Capita's administration system, Hartlink. Capita have also suggested additional charges for requests which they have classed as over and above standard requirements. Officers are mindful not to commission any further work to Capita given their poor performance to date and failure to provide information within agreed deadlines. The final data cut is scheduled for week commencing 17 September 2018.
- 3.8 Appendix A of this report details the Implementation Plan to ensure a smooth implementation and transition to LPP. Progress with the plan is overall on track with regards to key milestones, which officers will continue to closely monitor.
- 3.9 Further reports will be brought to the Pensions Board to provide updates on key milestones within the plan.

#### 4.0 Financial Implications

4.1 There are no specific financial implications associated with noting this report.

#### 5.0 Legal Implications

5.1 None arising directly from this report

#### 6.0 Equality Implications

6.1 None arising directly from this report

#### 7.0 Consultation with Ward Members and Stakeholders

7.1 None necessary for this report.

#### 8.0 Human Resources/Property Implications (if appropriate)

8.1 None arising directly from this report.

#### Report sign off:

**Conrad Hall, Chief Finance Officer** 

# Appendix 1 – Brent's Implementation plan with LPP

|                           |   |                |     |               |               |       |               |        |               | _               |      |               |      |               |       |               |          |         |         |    |                 |             | 1   |
|---------------------------|---|----------------|-----|---------------|---------------|-------|---------------|--------|---------------|-----------------|------|---------------|------|---------------|-------|---------------|----------|---------|---------|----|-----------------|-------------|-----|
|                           |   |                |     | Jun           |               |       |               | Jul-18 |               |                 | A    |               |      | С.            | - 10  |               |          | Oct-    | 10      |    |                 | v-18        |     |
|                           |   |                |     | $\overline{}$ | $\overline{}$ |       | $\overline{}$ |        | $\overline{}$ |                 | Aug  | $\overline{}$ |      | $\overline{}$ | p-18  | $\overline{}$ |          |         |         |    |                 | <del></del> |     |
|                           |   |                | W/C | W/U           | W/U W<br>18 : | nu vi | 'Yw'          | 16     | 22 2          | ייארטיי<br>מומי | 1W/U | w/U w         | 77UW | 74 W/L        | 1 W/U | 24            | wygw     | 74W     | 5 22    | 29 | W/C W/C<br>5 12 | 1444        | //U |
| VORK STREAM               | ACTIVITY  | RESPONSIBILITY |     |               |               |       | -             |        | 20 0          | 0 0             | 110  | 20            | -1   | 3   10        |       | 27            | <u> </u> | 0 10    | , 22    | 20 | 0 12            | 10          |     |
| Governance *              | v.  |                | Ŧ   | 7             | ¥             | ₹ .   | 7             | ¥      | 7             | ¥   ¥           | ¥    | Ŧ             | ₹.   | ▼   ▼         | v     | ₹.            | ₹.       | 7 7     | 7       | 7  | ▼ ▼             | ₩.          | 7   |
|                           | Project status report                               | LPP-BDT        |     |               |               |       |               |        |               |                 | Ш    |               |      | $\perp$       |       |               | $\perp$  | $\perp$ | $\perp$ |    | $\perp$         |             |     |
|                           |   |                |     |               |               |       |               |        |               |                 | Ш    |               |      | $\perp$       |       | Ш             | $\perp$  | $\perp$ | $\perp$ | Ш  | $\perp$         | Ш           |     |
|                           | Outline staffing requirement                        | LPP-MST        |     |               |               |       |               |        |               |                 |      |               |      |               |       |               | $\perp$  | $\perp$ | $\perp$ |    | $\perp$         |             |     |
|                           | Recruitment of staff (if Required)                  | LPP-HR         |     |               |               |       |               |        |               |                 |      |               |      |               | XIII  |               | $\perp$  | $\perp$ | $\perp$ |    | $\perp$         |             |     |
|                           | Set up new users                                    | LPP-ICT        |     |               |               |       |               |        |               |                 |      |               |      |               |       |               |          |         |         |    | $\perp$         |             |     |
|                           | Training  | LPP - MST      |     |               |               |       |               |        |               |                 |      |               |      |               |       |               |          |         | XIII    |    |                 |             |     |
| Legal & Regulatory        |   |                |     |               |               |       |               |        |               |                 |      |               |      |               |       |               |          |         |         |    |                 |             |     |
|                           | Third party printing agreement provided to LB Brent | LPP-BDT        |     |               | $\perp$       |       |               |        |               |                 |      |               |      | $\perp$       |       | Ш             | $\perp$  | $\perp$ | $\perp$ |    | $\perp$         | Ш           |     |
| Shared services           | Siging of third party printing agreement            | LBB            |     |               |               |       |               |        |               |                 | XXX  |               |      |               |       |               | $\perp$  | $\perp$ | $\perp$ |    | $\perp$         |             |     |
|                           | Review and Agree KPI                                | LPP-BDT/LBB    |     |               |               |       |               |        |               |                 |      |               |      |               |       |               |          |         |         |    |                 |             |     |
| Administration processess |   |                |     |               |               |       |               |        |               |                 |      |               |      |               |       |               |          |         |         |    |                 |             |     |
|                           | Discretionary policies                              | LPP-BDT/LBB    |     |               |               |       |               |        |               |                 |      |               |      |               |       |               |          |         |         |    |                 |             |     |
|                           | Payroll set up process to be defined                | LPP-BDT/LBB    |     |               |               |       | XIII          |        |               |                 |      |               |      |               |       |               |          |         |         |    |                 |             |     |
|                           | Bank details to be provided (for tv's in and out)   | LPP-BDT/LBB    |     |               |               |       | X             |        |               |                 |      |               |      |               |       |               |          |         |         |    |                 |             |     |
| Information gathering     | ECON and SCON numbers                               | LPP-BDT/LBB    |     |               |               |       |               |        |               |                 |      |               |      |               |       |               |          |         |         |    |                 |             |     |
| mormation gathering       | Notify HMRC of change of provider                   | LPP-BDT/LBB    |     |               |               |       |               |        |               |                 |      |               |      |               |       |               | $\Box$   |         |         |    |                 |             |     |
|                           | Ensure EOY processes is complete for 17/18          | LPP-BDT/LBB    |     |               |               |       | X             |        |               |                 |      |               |      |               |       |               |          |         |         |    |                 |             |     |
|                           | Provide EOY/Monthly return templates                | LPP-BDT/LBB    |     |               |               |       |               |        |               |                 |      |               |      |               |       |               |          |         |         |    |                 |             |     |
|                           | Identification of case work carrying forward        | LPP-BDT/LBB    |     |               |               |       |               |        |               |                 |      |               |      |               |       |               |          |         |         |    |                 |             |     |
| Budgetary                 |   |                |     |               |               |       |               |        |               |                 |      |               |      |               |       |               |          |         |         |    |                 |             |     |
|                           | Set up of monthly service invoices                  | LPP-BDT        |     |               |               |       |               |        |               |                 |      |               |      |               |       |               |          |         |         |    |                 |             |     |

|             |  |                 |   | Jun-1 | 2             |     | Jn.           | I-18    |              |     | lug-18 |       |      | Sep-1  | 8      |        | Dr.      | et-18   |                | R.     | lov-18  |        |
|-------------|--|-----------------|---|-------|---------------|-----|---------------|---------|--------------|-----|--------|-------|------|--------|--------|--------|----------|---------|----------------|--------|---------|--------|
| VORK STREAM | ACTIVITY   | RESPONSIBILITY  |   | wow   | <i>i</i> dvio | W/0 | $\overline{}$ | //d V/  | 3 30<br>3 30 | WOW | id vic | V/C   | ٧/Q١ | //dv/  | id W/C | 3W/C   | WOW      | //dv/   | 10 W10<br>2 29 | vidv   | id vid  | V-V    |
| ICT         |  |                 | П |       |               | Т   |               | Т       |              |     |        |       |      | $\top$ |        | $\Box$ | $\sqcap$ | $\top$  | $\Box$         | $\top$ | $\top$  | $\Box$ |
|             | Rectifacation of data errors / issues  | LBB/CEB         |   |       |               |     | П             |         |              |     |        |       |      |        |        | П      | П        | Т       | $\Box$         |        | Т       |        |
|             | Delivery of data errors to AH  | LPP-BDT         |   |       |               |     | П             |         |              |     |        |       |      |        |        | П      | $\sqcap$ | $\top$  | $\Box$         |        | $\top$  |        |
|             | Mapping rules to be amended  | Aquilia Heywood |   |       |               |     | П             |         |              |     |        |       | П    |        |        | П      | $\sqcap$ | Т       | $\sqcap$       | $\Box$ | Т       | Г      |
|             | Data extract 2 from Hartlink   | CEB             | П |       | Т             |     | П             |         |              |     |        |       | П    |        |        | П      | $\sqcap$ | Т       | $\Box$         |        | Т       | $\Box$ |
|             | Courier data to Aqulia Heywood   | LPP-BDT         |   |       |               |     | П             |         |              |     |        |       | П    |        |        | П      | $\sqcap$ | Т       | $\Box$         |        | Т       | Γ      |
|             | Analysis of data received - compare to data dictionary/Reconciliation totals/Member prints | Aquilia Heywood |   |       |               |     |               |         |              |     |        |       |      |        |        | $\Box$ | $\Box$   | 工       |                |        | 工       |        |
|             | Conversion of members to LPP service   | Aquilia Heywood |   |       |               |     |               |         |              |     |        |       |      |        |        |        |          |         |                |        | $\perp$ |        |
|             | Data delivered to LPP Test   | Aquilia Heywood |   |       |               |     |               |         |              |     |        |       |      |        |        |        |          |         |                |        |         |        |
|             | Error and warning results provided to LPP  | Aquilia Heywood |   |       |               |     |               |         |              |     |        |       |      |        |        |        |          |         |                |        |         |        |
|             | UAT - Data quality, Benefit calculations, Pensions increase etc                            | LPP - BDT/CEB   |   |       |               |     |               |         | X            |     |        | X//// |      |        |        |        |          |         |                |        |         |        |
|             | Run CODEX  | LPP-BDT         |   |       |               |     |               |         |              |     |        |       |      |        |        |        | $\Box$   |         | $\Box$         |        |         |        |
|             | Analyse results  | LPP-BDT         |   |       |               | Г   |               |         |              |     |        |       |      |        |        | П      | П        |         | $\Box$         |        | T       |        |
|             | Rectifacation of data errors   | LBB/CEB         | П |       |               | Г   |               |         | /X///        |     |        | X//// |      |        |        | П      | П        | Т       | $\Box$         |        | Т       | Π      |
|             | Data extract 3 from Harlink - Live data  | Aquilia Heywood |   |       |               | Г   | П             | Т       | T            | П   | Т      |       | П    |        |        | П      | П        | Т       | $\Box$         |        | Т       | Γ      |
|             |  | LPP-BDT         |   |       |               | Т   | П             |         |              |     |        |       |      |        |        | П      | П        | $\top$  | $\Box$         |        | Т       | Γ      |
|             | Analysis of data received - compare to data dictionary/Reconciliation totals/Member prints | Aquilia Heywood |   |       |               |     |               |         |              |     |        |       |      |        |        |        | $\Box$   | $\perp$ |                |        | 工       |        |
|             | Conversion of members to LPP service   | Aquilia Heywood |   |       |               |     |               | $\perp$ |              |     |        |       |      |        |        |        |          | $\perp$ |                |        | $\perp$ |        |
|             | Data delivered to LPP Live   |                 |   |       |               |     |               |         |              |     |        |       |      |        |        |        |          |         |                |        |         |        |
|             | Go Live  | LPP-BDT         |   |       |               |     |               |         |              |     |        |       |      |        |        |        |          |         |                |        |         |        |
|             | Error and warning results provided to LPP  | LPP-BDT/LBB     |   |       |               |     |               |         |              |     |        |       |      |        |        |        |          |         |                |        |         |        |
|             | Review errrors and warning and agree to any rectifacation                                  | LPP-BDT/LBB     |   |       |               |     |               |         |              |     |        |       |      |        |        | XIII   |          |         |                |        |         |        |

|                |  |                   |          | Jun-     | 18            |                |         | Jul-1        | 8           |         | Au                                      | ıg-18    |               | S                      | ep-18          |           |           | Oct          | -18            |             | N       | lov-18                   |                   |
|----------------|--|-------------------|----------|----------|---------------|----------------|---------|--------------|-------------|---------|---|----------|---------------|------------------------|----------------|-----------|-----------|--------------|----------------|-------------|---------|--------------------------|-------------------|
| VORK STREAM    | ACTIVITY   | RESPONSIBILITY    | ₩0\<br>4 | wa<br>11 | //C W<br>18 ( | //C W/<br>25 2 | 10 W/0  | W/C<br>16    | W/C V<br>23 | //C W   | 7 <b>C V7C</b><br>6 13                  | 20<br>20 | VIC V<br>27 ( | 7 <b>C V</b> 7<br>3 10 | 10 V/0<br>0 17 | W/C<br>24 | W/CV<br>1 | //C W<br>8 1 | /C W/C<br>5 22 | W/C V<br>29 | //C W   | / <b>/C W/C</b><br>12 19 | 2 <b>WO</b><br>26 |
|                | Altair letters to be amended to pick up Brent conditional paragraphs | LPP-ICT           | П        |          | Т             | Τ              | Т       | <b>/////</b> | Y///X/      | //////  | ///X///                                 | 9 1      | Т             | Τ                      | Τ              |           | Т         | Т            | Т              | П           | Т       | Т                        |                   |
| Altair Letters | Create LBB letterhead  | LPP-ICT           | П        |          | $\top$        | $\top$         | $\top$  | ,,,,,,       |             |         | /////////////////////////////////////// |          |               | T                      | $\top$         |           | $\top$    | $\top$       | $\top$         | П           | $\top$  | $\top$                   | $\vdash$          |
|                |  |                   | П        |          | $\top$        | $\top$         | T       | T            | П           |         |   |          |               | T                      | $\top$         | П         | T         | Ť            | $\top$         | П           | $\top$  | $\top$                   | Т                 |
|                | Establish data size  |                   | П        |          |               |                | T       |              | П           |         | $\top$                                  | П        |               |                        | $\top$         | П         | 一         | T            | $\top$         | П           | $\top$  | $\top$                   | Т                 |
|                | Extract image data from Capita - 1st Extract                         | CEB               | П        |          |               |                | //      |              | П           | T       |   | П        |               | T                      |                |           | $\top$    |              |                | П           | $\top$  | $\top$                   | Т                 |
|                | Transfer images to Heywood   | CEB               | П        |          |               |                |         |              | П           |         | T                                       | П        |               |                        | T              |           | $\Box$    | T            |                | П           | $\top$  | T                        | Г                 |
|                | Member mapping   | Aquilia Heywood   | П        |          |               |                |         |              | П           |         |   | П        |               |                        |                |           | $\Box$    | T            |                | П           | $\top$  | Т                        | Г                 |
|                | Upload of images to Altair image                                     | Aquilia Heywood   |          |          |               |                |         |              |             |         |   |          |               |                        |                |           | $\Box$    |              |                |             |         | $\top$                   |                   |
| lmage          | Extract image data from Capita - 2nd Extract                         | CEB               |          |          |               |                |         |              |             |         |   |          |               |                        |                |           | $\Box$    |              |                |             |         |                          |                   |
|                | Transfer images to Heywood   | CEB               |          |          |               |                |         |              |             |         |   |          |               |                        |                |           | $\Box$    |              |                |             | $\Box$  | $\Box$                   |                   |
|                | Member mapping   | Aquilia Heywood   |          |          |               |                |         |              |             |         |   |          |               |                        |                |           | $\Box$    |              |                |             | $\Box$  | $\perp$                  |                   |
|                | Upload of images to Altair image - LIVE                              | Aquilia Heywood   |          |          |               |                |         |              |             |         |   |          |               |                        |                |           | $\Box$    |              |                |             | $\Box$  | $\perp$                  |                   |
|                | Zero result file to be provided to LPP for review                    | Aquilia Heywood   |          |          |               |                |         |              |             |         |   |          |               |                        |                |           | $\Box$    |              |                |             | $\Box$  | $\Box$                   |                   |
|                |  |                   |          |          |               |                |         |              |             |         |   |          |               |                        |                |           | $\Box$    |              |                |             |         |                          |                   |
|                | Configure MSS in Test Service  | LPP - BDT/Aquilia | Ц        | $\perp$  | $\perp$       | $\perp$        | $\perp$ |              |             |         |   |          |               | $\perp$                | $\perp$        | Ш         | $\supset$ |              | $\perp$        | $\Box$      | $\perp$ | 工                        | $oxed{\Box}$      |
|                | Sign-off TEST  | LPP-BDT           | Ш        |          | $\perp$       |                |         |              |             |         |   |          |               | $\perp$                |                |           |           |              |                | Ш           | $\perp$ | $\perp$                  |                   |
|                | Configure MSS in Live Service  | LPP - BDT/Aquilia | Ш        | _        |               | _              | $\perp$ |              |             | $\perp$ |   |          |               | $\perp$                |                |           | $\dashv$  |              | $\perp$        | Ц           | $\perp$ | $\perp$                  | $\perp$           |
| MSS            | LPP UAT  | LPP-BDT           |          |          |               |                |         |              |             |         |   |          |               |                        |                |           |           |              |                |             |         | $\perp$                  |                   |
|                | Sign-off LIVE  | LPP-BDT           |          |          |               |                |         |              |             |         |   |          |               |                        |                |           |           |              |                |             |         |                          |                   |
|                | Email harvesting exercise  | LBB/LPP - BDT     |          |          |               |                |         |              |             |         |   |          |               |                        |                |           |           |              | /X////         |             |         |                          |                   |
|                | Emails loaded to Altair records                                      | LPP-BDT           |          |          |               |                |         |              |             |         |   |          |               |                        |                | X///X     |           |              | /X///          | VIIIX       |         | //X///                   | X////             |

|                            |   |                |      |            |         |         |         |               |         |          |         |         |         |               |      |      |    |      |            |         |         |         |            |         |         | ٦ |
|----------------------------|---|----------------|------|------------|---------|---------|---------|---------------|---------|----------|---------|---------|---------|---------------|------|------|----|------|------------|---------|---------|---------|------------|---------|---------|---|
|                            |   |                |      |            |         |         |         |               |         |          |         |         |         |               |      | _    |    |      |            | ٠.      |         |         |            |         |         |   |
|                            |   |                |      | Jun-       |         |         |         | $\overline{}$ | I-18    |          |         | $\neg$  | ug-18   | $\overline{}$ |      | Sep  |    |      |            | Oct     |         |         |            | Vov-1   |         |   |
|                            |   |                | IM/C | W(Q)<br>11 | ۷iq۱    | wow     | ٧q١     | ۷P            | yQV     | yqv<br>S | /qv     | yqvi    | g Wi    | 2W/C          | JW/C | 9V/Q | Wa | ۸idi | //qv       | yqvi    | id Mil  | 300     | WOW<br>5 1 | yqvi    | id Ai   | 0 |
| VORK STREAM                | ACTIVITY  | RESPONSIBILITY | 4    | 11         | 18      | 25      | 2       | 9   1         | 10   2  | 3 3      | V '     | 0   1   | 3   20  | 21            | 3    | 10   | 17 | 24   | <u>'  </u> | 0   13  | 7 22    | _ 23    | 3          | 12 10   | 3 2     | _ |
|                            | Complete CMS questionnaire                      | LPP-ICT/BDT    |      |            |         |         |         |               |         | $\perp$  |         |         |         |               |      |      |    |      |            |         |         |         |            | $\perp$ | $\perp$ |   |
|                            | Brent database created in London Instance       | LPP-ICT        |      |            | $\perp$ |         | $\perp$ |               |         |          |         |         |         |               |      |      |    |      |            | $\perp$ | $\perp$ |         |            | $\perp$ | $\perp$ |   |
|                            | Brent case Prefix to be determined              | LPP-BDT        |      |            | $\perp$ |         | $\perp$ |               | $\perp$ | $\perp$  | $\perp$ |         |         |               |      |      |    |      |            | $\perp$ | $\perp$ |         |            | $\perp$ | $\perp$ |   |
|                            | CEB workflow case types provided to LPP         | CEB            |      |            |         |         | $\perp$ |               | $\perp$ | $\perp$  | ╧       |         |         |               |      |      |    |      |            |         | $\perp$ |         |            | $\perp$ | $\perp$ |   |
|                            | Map CMS case types to CEB workflow case names   | LPP-BDT        |      |            |         |         | $\perp$ |               | $\perp$ | $\perp$  | $\perp$ |         |         |               |      |      |    |      |            | $\perp$ | $\perp$ |         |            | $\perp$ | $\perp$ |   |
|                            | Brent case steps to be determined               | LPP-BDT        |      |            |         |         | $\perp$ |               |         |          | $\perp$ |         |         |               |      |      |    |      |            | $\perp$ | $\perp$ |         |            | $\perp$ | $\perp$ |   |
|                            | Altair mirror creation                          | LPP-ICT        |      |            | $\perp$ |         | $\perp$ |               |         |          |         |         |         |               |      |      |    |      |            | $\perp$ | $\perp$ |         |            | $\perp$ | $\perp$ |   |
| CMS set up                 | Extract Mirror data - 1st Extract               | LPP-ICT        |      |            | $\perp$ |         | $\perp$ |               |         |          |         |         |         |               |      |      |    |      |            | $\perp$ | $\perp$ |         |            | $\perp$ | $\perp$ |   |
| 21.10 21.1 4               | load member data and create headers             | LPP-ICT        |      |            | $\perp$ |         | $\perp$ |               | $\perp$ |          |         |         |         |               |      |      |    |      |            | $\perp$ | $\perp$ |         |            | $\perp$ | $\perp$ |   |
|                            | UAT   | LPP-BDT        |      |            | $\perp$ |         | $\perp$ |               | $\perp$ |          |         |         |         |               |      |      |    |      |            | $\perp$ | $\perp$ |         |            | $\perp$ | $\perp$ |   |
|                            | Extract Mirror data - Live Extract              | LPP-ICT        |      |            | $\perp$ |         | $\perp$ |               | $\perp$ | $\perp$  | $\perp$ |         | $\perp$ |               |      |      |    |      |            | $\perp$ | $\perp$ |         |            | $\perp$ | $\perp$ |   |
|                            | Load member data and create headers             | LPP-ICT        |      |            |         |         | $\perp$ |               | $\perp$ | $\perp$  | $\perp$ |         |         |               |      |      |    |      |            | $\perp$ | $\perp$ |         |            | $\perp$ | $\perp$ |   |
|                            | Brent work allocation routines to be determined | LPP-ICT        |      |            |         |         | $\perp$ |               | $\perp$ | $\perp$  | $\perp$ |         |         |               |      |      |    |      |            | $\perp$ | $\perp$ |         |            | $\perp$ | $\perp$ |   |
|                            | Set up ongoing cases in Live                    | LPP-ICT        |      |            |         |         |         |               | $\perp$ | $\perp$  | ╧       |         |         |               |      |      |    |      |            |         | $\perp$ |         |            | $\perp$ | $\perp$ |   |
|                            | Sign off  | LPP-BDT        |      |            | $\perp$ |         | $\perp$ |               | $\perp$ | $\perp$  | $\perp$ | $\perp$ | $\perp$ |               |      |      |    |      |            | $\perp$ | $\perp$ |         |            | $\perp$ | $\perp$ |   |
|                            |   |                |      |            | $\perp$ |         | $\perp$ |               |         | Ш.       |         |         | $\perp$ |               |      |      |    |      |            | $\perp$ | $\perp$ |         |            | $\perp$ | $\perp$ | _ |
|                            | Brent database created in Yourfund              | LPP-ICT        |      | Ц          |         |         |         |               |         |          |         |         | $\perp$ |               |      |      |    |      | $\perp$    | $\perp$ | $\perp$ |         |            | $\perp$ | $\perp$ |   |
|                            | Provide employer contact details to be set up   | LBB            |      |            |         |         | //X     |               |         |          |         | //      |         | <u> </u>      |      |      |    |      |            | $\perp$ | $\perp$ |         |            | $\perp$ | $\perp$ |   |
|                            | Set up User accounts                            | LPP-ICT        |      |            | $\perp$ | $\perp$ | $\perp$ |               | $\perp$ | $\perp$  | $\perp$ |         | /X///   |               | 4    |      |    |      | $\perp$    | $\perp$ | $\perp$ |         |            | $\perp$ | $\perp$ |   |
| Employer portal / Yourfund | Provision of user information to user           | LPP-BDT        |      |            |         |         | $\perp$ |               | $\perp$ | $\perp$  | $\perp$ | $\perp$ |         |               |      |      |    |      |            |         |         |         | $\perp$    | 丄       | $\perp$ | _ |
|                            | UAT   | LPP-BDT        |      | Ш          |         | $\perp$ | $\perp$ |               | $\perp$ | $\perp$  | $\perp$ | $\perp$ | $\perp$ |               | XIII | X    |    |      | $\perp$    | $\perp$ | $\perp$ |         | $\perp$    | 丄       | $\perp$ |   |
|                            | Sign off  | LPP-BDT        |      |            |         | $\perp$ | $\perp$ |               | $\perp$ | $\perp$  | $\perp$ |         |         |               |      |      |    |      | $\perp$    | $\perp$ | $\perp$ | $\perp$ | $\perp$    | $\perp$ | $\perp$ | _ |
|                            | Employer training                               |                |      |            |         |         |         |               |         |          |         |         | X       |               | XIII | XIII |    |      |            |         |         |         |            |         | $\perp$ |   |

|                           |   |                |     |     |               |         |               |              |                |               |        |                  |       | _          |               |          |               |         |         |                |       |           |
|---------------------------|---|----------------|-----|-----|---------------|---------|---------------|--------------|----------------|---------------|--------|------------------|-------|------------|---------------|----------|---------------|---------|---------|----------------|-------|-----------|
|                           |   |                |     | Jun | $\overline{}$ |         | $\overline{}$ | lul-18       |                |               | Aug-1  | $\overline{}$    |       | Sep-       | $\overline{}$ |          | $\overline{}$ | ct-18   |         | $\overline{}$  | ov-18 |           |
|                           |   |                | W/C | W/Q | wow           | ACI AN  | awa           | WOW<br>18 13 | 72 20<br>72 20 | W/O           | W/Q W/ | 10 V10<br>0   27 | 3WQ   | W/QN<br>10 | 17 2:         | awo      | lwa,          | WO WA   | 2 V/Q   | WIC WI<br>5 12 | 19 W  | //C<br>28 |
| VORK STREAM               | ACTIVITY  | RESPONSIBILITY | 4   |     | 18 2          | 0 2     | 3             | 10   6       | .0 00          | _ v           | 10 6   | 0 21             |       | 10         | 11   27       | <u> </u> |               | 10   21 | . [ 20] | V 16           | - 10  | 0         |
|                           | LPP Altair/CMS read only user accoutns created                          | LPP-ICT        |     |     |               | $\perp$ |               |              |                | <b>Y</b> ///X |        | (X)(()           |       |            | $\perp$       | $\perp$  | Ш             | $\perp$ | Ш       | $\bot$         | Ш     |           |
| LBB Access to LPP systems | Set up Xen App access   | LPP-ICT        |     |     |               | $\perp$ |               |              |                |               |        | /X////           |       |            |               |          | Ш             |         | Ш       | $\perp$        | Ш     |           |
| and there are a systems   | Provide access details  | LPP-BDT        |     |     |               | $\perp$ |               |              | $\perp$        | Ш             |        | $\perp$          |       |            |               |          | Ш             |         |         | $\perp$        | Ш     |           |
|                           | UAT   | LPP-BDT        |     |     |               | $\perp$ |               |              | $\perp$        | Ш             |        | $\perp$          |       |            |               |          | Ш             |         | Ш       | $\perp$        | Ш     |           |
|                           | Sign off  | LPP-BDT        |     |     |               | $\perp$ |               |              |                | Ш             |        | $\perp$          |       |            |               |          | Ш             |         |         | $\perp$        | Ш     |           |
|                           |   |                |     |     |               | $\perp$ |               |              | $\perp$        | Ш             |        | $\perp$          | Ш     |            |               |          | Ш             |         |         | $\perp$        | Ш     |           |
| Printing                  |   |                |     |     |               | $\perp$ |               |              |                |               |        | $\perp$          |       |            |               | $\perp$  | Ш             |         |         | $\perp$        | Ш     |           |
|                           | Agree LB Brent Letterhead   | LPP - BDT/LBB  |     |     |               | $\perp$ |               |              |                |               |        | $\perp$          |       |            |               |          | Ш             |         |         | $\perp$        | Ш     |           |
| Third party printing      | Thrid party printing partner updated with LBB                           | LPP-ICT        |     |     |               | $\perp$ |               |              | $\perp$        | Ш             |        | $\perp$          |       |            |               |          | Ш             |         | Ш       | $\perp$        | Ш     |           |
| rans party praising       | UAT   | LPP-BDT        |     |     |               | $\perp$ |               |              |                | Ш             |        | $\perp$          |       |            |               |          | Ш             |         |         | $\perp$        | Ш     |           |
|                           | Go Live   | LPP-BDT        |     |     |               | $\perp$ |               |              | $\perp$        | Ш             |        | $\perp$          | Ш     |            |               |          |               |         |         | $\perp$        | Ш     |           |
|                           |   | Ţ              |     |     |               | $\perp$ |               |              | $\perp$        | Ш             |        | $\perp$          | Ш     |            |               | $\perp$  | Ш             |         | Ш       | $\perp$        | Ш     |           |
| Telephony                 |   |                |     |     |               | $\perp$ |               |              |                |               |        | $\perp$          |       |            |               |          | Ш             |         |         | $\perp$        | Ш     |           |
|                           | Brent Help desk number advised  | LPP-BDT        |     |     |               |         |               |              |                |               |        | $\perp$          | Ш     |            |               | $\perp$  | Ш             |         |         | $\perp$        | Ш     |           |
|                           | Helpdesk call monitoring/KPI's to be established                        | LPP-BDT        |     |     |               | //X///  |               |              |                | Ш             |        | $\perp$          |       |            |               |          | Ш             |         |         | $\perp$        | Ш     |           |
| Set up                    | Call divert put in place from CEB to LPP                                | LPP-ICT        |     |     |               | $\perp$ |               |              | $\perp$        | Ш             |        | $\perp$          | Ш     |            |               |          | Ш             |         |         | $\perp$        | Ш     |           |
|                           | UAT   | LPP-BDT        |     |     |               | $\perp$ |               |              | $\perp$        | Ш             |        | $\perp$          |       |            |               |          | Ш             |         |         | $\perp$        | Ш     |           |
|                           | Sign off  | LPP-BDT        |     |     |               | $\perp$ |               |              |                | Ш             |        |                  |       |            |               |          | Ш             |         |         | $\perp$        | Ш     |           |
|                           | Help desk advised of new client   | LPP-BDT        |     |     |               |         |               |              |                |               |        | X                |       |            |               |          |               |         |         |                |       |           |
|                           | Contact details of new client to be established and passed to Help Desk | LPP-BDT        |     |     |               |         |               |              |                |               |        |                  |       |            |               |          |               |         |         |                |       |           |
| Transfer                  | Help Desk training  | LPP-BDT        |     |     |               |         |               |              |                |               |        |                  | XIIIX |            |               |          |               |         |         |                |       |           |
|                           | Calls transfer to help desk   | LPP-ICT        |     |     |               |         |               |              |                |               |        |                  |       |            |               |          |               |         |         |                |       |           |
|                           | Go Live   | LPP-BDT        |     |     |               |         |               |              |                |               |        |                  |       |            |               |          |               |         |         |                |       |           |

|                     |  |                |        | Jun-     | 18     |          | Jı       | ul-18  |           |          | Aug-1  | 8              |          | Sep-            | 18     |        | 0        | ct-18  |          |           | Nov-18           |          |
|---------------------|--|----------------|--------|----------|--------|----------|----------|--------|-----------|----------|--------|----------------|----------|-----------------|--------|--------|----------|--------|----------|-----------|------------------|----------|
| WORK STREAM         | ACTIVITY   | RESPONSIBILITY |        | ٧/d١     | //d v/ | 0 W/O    | wa       |        | 30<br>30  | W/C      | vidvi  | dvi            | ow.      | wow             | //dv// | 0 W/O  | wid      | vidv   | rid Vrid | vid       | W/C W/C<br>12 19 | wa       |
| Incoming post       |  |                |        |          |        |          |          |        |           |          |        |                |          |                 |        |        |          |        |          |           |                  |          |
|                     | Establish PO Box number  | LPP-BDT        |        |          |        |          | VIIIX    |        | XIII      |          |        |                |          |                 |        |        |          |        |          |           |                  |          |
|                     | Put post redirection in place from Capita  | LPP-BDT        |        |          |        |          |          |        |           |          |        |                |          |                 |        |        |          |        |          |           |                  |          |
|                     | Set up scanning to accect LBB post   | LPP-ICT        |        |          |        |          |          |        |           |          |        |                |          |                 |        |        |          |        |          |           |                  |          |
| Security            |  |                |        |          |        |          |          |        |           |          |        |                |          |                 |        |        |          |        |          |           |                  |          |
|                     | Update BCP to include LB Brent   | LPP - RISK     |        |          |        |          |          |        | XIII      |          |        |                |          |                 |        |        |          |        |          |           |                  |          |
| Business continuity | BCP provided to LBB for review   | LPP-BDT        |        |          |        |          |          |        |           |          |        |                |          |                 |        |        |          |        |          |           |                  |          |
|                     | Update disaster recovery scenaio planning  | LPP - RISK     |        |          |        |          |          |        |           |          |        |                |          |                 |        |        |          |        |          |           |                  |          |
| Communications      |  |                |        |          |        |          |          |        |           |          |        |                |          |                 |        |        |          |        |          |           |                  |          |
| Internal comms      | LBB to provide Corporate Identity guidelines (to incl. high-res logo and pantone colour<br>Intranet article on service take on | LBB<br>LPP-BDT | Н      | +        | +      | $\vdash$ | Н        | +      |           |          |        | +              | $\vdash$ |                 | 7///   | //     | Н        | _      | +        | $\vdash$  | +                | $\vdash$ |
|                     | Agree styling  | LPP - BDT/LBB  | Н      | $\dashv$ | +      | +        | $\vdash$ | +      |           | ////X    | ////   | +              | +        | $\vdash$        |        | 4      | $\vdash$ | +      | +        | $\vdash$  | +                | Н        |
|                     | Confirm requirements and agree content   | LPP - BDT/LBB  | Н      | $\dashv$ | +      | +        | $\vdash$ | +      | $\vdash$  |          |        | IXIII          | 7        | $\vdash$        | +      | +      | $\vdash$ | +      | +        | $\vdash$  | +                | $\vdash$ |
|                     | Develop site   | LPP-ICT        | Н      | $\dashv$ | +      | +        | $\vdash$ | +      | $\vdash$  |          |        | X              |          | $\vdash$        | +      | +      | $\vdash$ | +      | +        | $\vdash$  | +                | $\vdash$ |
| Vebsite             | Review website and complete any corrections  | LPP-BDT        | Н      | $\dashv$ | +      | +        | $\vdash$ | +      | $\Box$    | uun.     |        | <i>IIVIIII</i> |          | ////X/          |        | +      | $\vdash$ | +      | +        | $\forall$ | +                | $\vdash$ |
|                     | Sign off website   | LPP-BDT        | Н      | $\dashv$ | +      | +        | $\vdash$ | +      | $\forall$ | $\dashv$ | $\top$ | +              | /////    | <i>////////</i> |        | 7      | $\vdash$ | +      | +        | Н         | +                | $\vdash$ |
|                     | Website Go-Live  | LPP-BDT        | Н      | $\dashv$ | +      | +        | $\vdash$ | +      | $\forall$ | $\Box$   | $\top$ | +              | +        | $\vdash$        | - //// |        | $\vdash$ | $\top$ | +        | $\vdash$  | +                | $\vdash$ |
|                     | Welcome Letters  | LPP-BDT        | Н      | $\dashv$ | +      |          | $\vdash$ | +      | H         |          |        | ////           | XIIII    |                 |        |        | Н        |        | +        | Н         | +                | Н        |
|                     | Sign off   | LPP-BDT        | Н      | $\dashv$ | $\top$ | $\top$   | Н        |        | Н         | $\dashv$ | $\top$ |                |          |                 |        | 1      | Н        | $\top$ | $\top$   | П         | +                | $\vdash$ |
|                     | Generate MSS key to go with Welcome letter   | LPP-ICT        | Н      | $\dashv$ | $\top$ | $\top$   | Н        | $\top$ | Ħ         | $\dashv$ | $\top$ | ////           | XIIII    | <b>"</b>        |        | $\top$ | Н        | $\top$ | $\top$   | П         | +                | Н        |
| New Service actions | Issued to members  | LPP-BDT        | $\Box$ | $\dashv$ | $\top$ | $\top$   | $\vdash$ | $\top$ | $\forall$ | $\Box$   | $\top$ | -              |          | $\vdash$        |        |        | $\sqcap$ | $\top$ | $\top$   | $\sqcap$  | $\top$           | $\vdash$ |
|                     | Press release of service launch  | LPP-BDT        |        | $\dashv$ | $\top$ |          | $\Box$   | $\top$ | $\sqcap$  | $\Box$   |        | $\top$         | T        | $\Box$          |        |        | $\sqcap$ |        | $\top$   | $\sqcap$  | 十                | П        |
|                     | Posters for communal areas/website/intranet  | LPP-BDT        |        | $\dashv$ | $\top$ |          | $\Box$   | $\top$ | $\sqcap$  |          |        |                | XIIII    |                 |        | XIIII  |          |        | $\top$   | П         | $\top$           | $\Box$   |
| ABS                 | Confirmation CEB will send 17/18 statements  | LPP-BDT        |        |          | $\top$ |          |          |        | XIII      |          |        |                |          |                 |        |        | П        | $\top$ | $\top$   | П         | $\top$           | Т        |

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