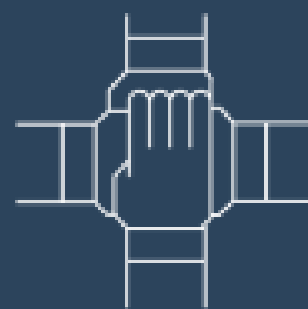


LPP

Local Pensions Partnership
Administration

Brent Pension Fund Local Pension Board Project PACE update

9th March 2022



WORKING
TOGETHER



COMMITTED TO
EXCELLENCE



FORWARD
THINKING



DOING THE
RIGHT THING

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Project PACE go-live update

- LPPA successfully went live with 3 clients onto the UPM platform on 26th January 2022 and our 4th client went live on 24th February 2022
- The next client remains on track to go live on 24th March 2022
- The member portal, Pension Point, is now live
- The Employer Portal is now live

What's gone well

- We have gone live with 67 LPPA operational staff trained and processing work in UPM. This includes 33 caseworkers, 9 payroll experts and 25 of our helpdesk advisors.
- All employers across the 4 clients have been offered training on the employer portal and have been setup as users of the system. 480 forms have been submitted by employers since go-live
- All members across the 4 clients have received a communication to confirm that they can now register for Pension Point. 5,225 members have registered successfully
- Our operational teams have completed over 5,000 process stages on UPM since go-live
- The data migration has been fully reconciled (all Altair and CMS records successfully migrated to UPM).
- For the clients that are live, the live payroll file has been fully reconciled (UPM payroll file run after data load and payroll run matches the Altair file with no discrepancies). The January payroll uses the Altair file, from February the UPM file will be used. First immediate payments have been made successfully.
- 3 x daily triage calls with Civica (Hypercare service) to address 'snag list' issues identified. These are being resolved in line with our Hypercare plan.

What hasn't gone so well

Visibility of documents in UPM, member and employer portals

We have now uploaded all documents (such as P60s) to records for 1 of the 3 clients and are continuing to work through the remaining 2. This work could not take place until the system went live and we are getting all documents uploaded as quickly as possible, including out of hours and at weekends. We are already planning with Civica how this can be fast tracked for future go-lives

2-factor authentication process

This was a new process that LPPA staff will have to undertake and is to ensure we are operating in the safest way due to the personal data held in the system, as UPM is hosted in the cloud. It is common practice to have such a process in place and is widely used across financial services, for example when undertaking online banking. There have been some tickets raised by users who had initial challenges registering or regarding passwords but all have since been resolved

UPM letter templates

Were uploaded into UPM in priority order, with those letters used most frequently being configured first. The configuration of the remaining letters is in flight and will be completed before the next go-live in February 2022

Call wait times

We have seen a significant increase in the numbers of calls coming into our helpdesk and as a consequence, we have seen an increase in wait times. This is predominantly as a result of a new client joining the partnership and members registering for Pension Point for the first time. Our IVR message will be updated to advise members of alternative contact methods/or the best time to call us and we will re-deploy people to handle calls to assist with managing volumes during peak times of the day

Brent go-live

The decision to “go” or “no go” for each client will be made by the Pace Steering Group who will then provide a recommendation for approval to the LPPA Change and Technology Committee.

There are several documents that will be provided to the Pace SG/Change and Technology Committee to support and inform decision making on each “go/no go” decision. Our approach to “go live” approval is to provide assurance on five questions:

1. Have we delivered everything we need?
2. Have we and trained and communicated the new systems/processes to everyone who needs to know?
3. Is the quality of our deliverable acceptable and do we understand the scale and criticality of any issues?
4. Are we comfortable operationally that the new system will work with and alongside our existing business?
5. Is the system secure, stable, and can we support it?

Go live dashboard

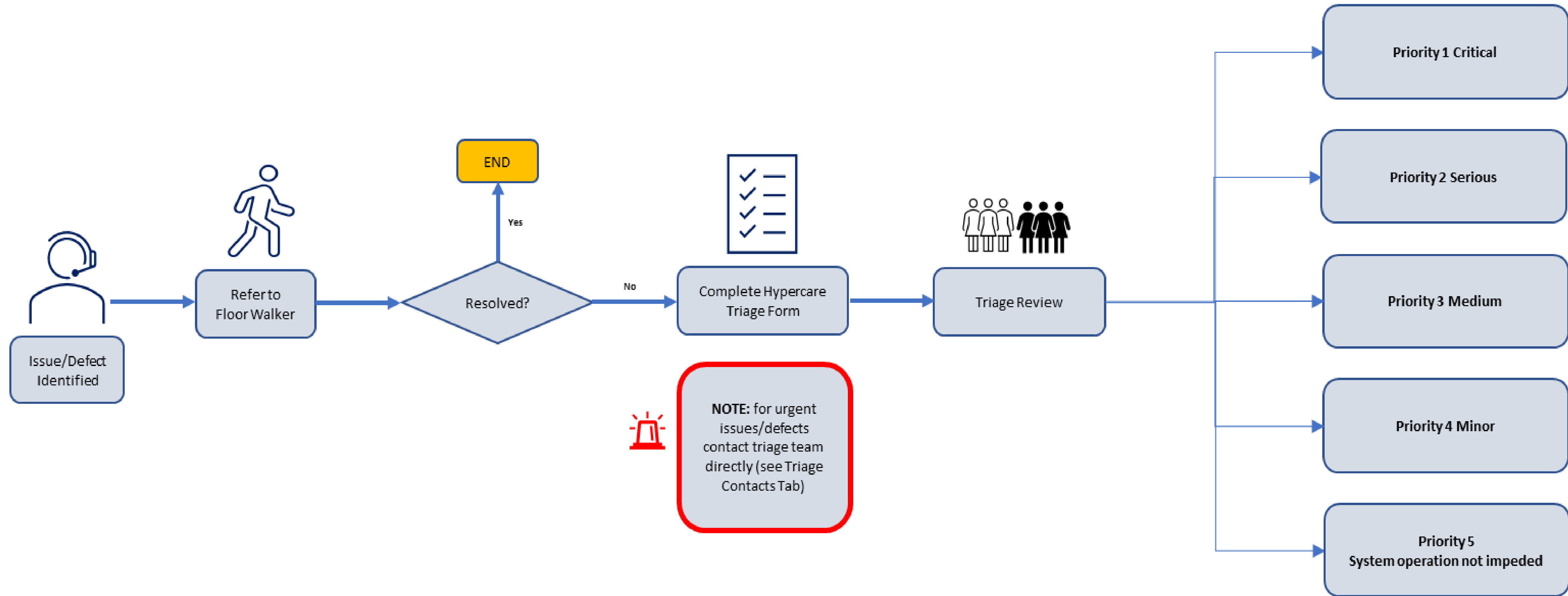
The dashboard is essentially a “checklist” that details all the necessary criteria that must be satisfied prior to go live. There is a dashboard for each client migration. Each check on the dashboard is assigned a RAG status to give clear visual indicators of the “readiness” of the project to go live.

Section	Description
Technical	This section relates to the checks to satisfy the technical requirements for go live and is split into subsections: <ul style="list-style-type: none">•Data migration quantitative checks – a series of quantitative checks that ensure that record counts and totals are reconciled when data is migrated from Altair/CMS to UPM•Data migration qualitative checks – a series of qualitative checks that ensure that data is correctly migrated from Altair/CMS to UPM•Other – checks relating to security and stability of the technical platform
Calculations	This section details the checks to ensure that the calculations in UPM are ready to go live
Reports	This section details the checks to ensure that the reports needed to support the business are ready to go live
Configuration	This section relates to the checks to confirm that all necessary UPM configuration has been completed prior to go live
Workflow	This section relates to the checks to confirm that all necessary workflow configuration has been completed prior to go live
Payroll	This section relates to the checks to confirm that the parallel pay runs have been completed successfully prior to go live
Testing	This section details the checks to confirm that testing has been successfully completed prior to go live
Training	This section relates to the checks to confirm that all necessary training has taken place prior to go live
Ops Readiness	This section relates to the checks to assess that the business is operationally ready to go live
Comms	This section details the checks to confirm that all essential communication has taken place and is in place for go live
Employer Readiness	This section details the checks to assess that employers are ready to go live
Web Services	This section relates to the checks to assess that the new member and employer portals are ready to go live

Hypercare and post go-live support

- The main purpose of the Post Go Live Support (Hypercare) period is to closely monitor customer service, data Integrity and the smooth functioning of UPM and its supporting systems. In most circumstances hypercare support ends when the system is stable and can be release to more end users with the usual support activities continuing.
- Hypercare is the period directly following go live where all issues experienced in Live system are reviewed and addressed by the project team. This is available to LPPA for a period of 1 month post go-live.
- Ending Post Go Live Support period will also be subject to meeting Exit Criteria to ensure the system performance and quality meet LPPA operational standards. The Post Go Live Support can be therefore extended beyond agreed timescale.

Initial Triage



Priority Examples

Priority	Description/Examples
1	<ul style="list-style-type: none"> ▪ System down affecting all users. ▪ Single site down or unusable leading to complete service loss affecting all users at that site. ▪ Multiple issues across platform making service not useable for all users. ▪ Performance of system affecting productivity that could endanger SLAs
2	<ul style="list-style-type: none"> ▪ Major function of the system is unavailable affecting multiple users or sites. ▪ Serious reduction in quality of service, or serious reduction in operational and/or system performance, (e.g., system hangs indefinitely in use, causing highly unacceptable or indefinite delays).
3	<ul style="list-style-type: none"> ▪ Configuration error or system fault causing incorrect operation of a function affecting several users or a group of users. ▪ Part of the system is unusable but not preventing users from carrying out their duties. ▪ Problems that are a cause of medium impact on the operation and may have a small but measurable impact on system performance. ▪ Incidents outside of Civica's control.
4	<ul style="list-style-type: none"> ▪ Test database faults. ▪ System error causing inconvenience but no loss of function. ▪ General customer queries and advice. ▪ Minor problems that do not affect the day-to-day use of the system.
5	<ul style="list-style-type: none"> ▪ Request for upgrade or fix to be applied. ▪ Information requests. ▪ Observation about the system. ▪ Non urgent requests for service.