



**Appendix 1. Pensions Administration SLA Monitoring Report 01.04.2017 to 31.07.2017**

<b>Process Description</b>	<b>Outstanding Processes</b>	<b>SLA Completion</b>	<b>Total Processes Completed</b>	<b>Total Processes Missed SLA</b>	<b>% SLA Missed</b>	<b>Total Processes Meeting SLA</b>	<b>% Processes Meeting SLA</b>	<b>Comments</b>
Inter fund Transfer In Payments		1 month	13	9	69.23	4	30.77	Processes suspended following receipt of revised factors from GAD at short notice. Work was required by our system provider Civica to update the system accordingly
Inter fund Transfer Out Payments	235	1 month	32	8	25	24	75	As above
Inter fund Transfer Out Quote	178	1 month	1	0	0	1	100	As above
Transfer In Payment	121	1 month	24	8	33.33	16	66.67	As above
Transfer in Quote Provision		2 months	49	2	4.08	47	95.92	As above
Transfer Out Payment	215	1 month	28	9	32.14	19	67.86	As above
Transfer Out Quote		1 month	108	11	10.19	97	89.81	As above
<b>Retirements</b>								
Pension - Deferred Retirement LG	328	30 days	217	57	26.27	160	73.73	
Pension - Full Flex Retirement LG		30 days	1	0	0	1	100	
Pension - Retirement LG		30 days	329	147	44.68	182	55.3	Please see detail within report

