Appendix 1. Pensions Administration SLA Monitoring Report 01.04.2017 to 31.07.2017

Process Description	Outstanding	SLA	Total	Total	%	Total	%	Comments
·	Processes	Completion	Processes	Processes	SLA Missed	Processes	Processes	
			Completed	Missed SLA		Meeting SLA	Meeting SLA	
General								
Annual Benefit Query Response		10 days						ABSs were issued
								after this period of
ABC Bully Detirement Estimate Description		2 +						monitoring
ABS Bulk Retirement Estimate Provisions		2 months						Currently in development
General Query Response		10 days	85	25	29.41	60	70.59	development
General Query nesponse		10 00,5	03		232		70.33	
Re-joiner to the fund	1611	2 months	24	12	50	12	50	Reviewing
								Process, date to
								be confirmed
Death Benefits								
Death Notification in Deferment		10 days	11	4	36.36	7	63.64	
Death Notification in retirement	442	10 days	62	13	20.97	49	79.03	
Death in Service		10 days	7	3	42.86	4	57.14	
Death of a preserved refund		10 days						SLA report to be
								reviewed
Survivor Benefits notification (deferment)		10 days						SLA report to be
Survivor Benefits notification in		10 days						reviewed SLA report to be
retirement)		10 days						reviewed
Survivor benefits (in service)		10 days						SLA report to be
		,						reviewed
Survivor benefits notification (preserved		10 days						SLA report to be
refund)								reviewed
Transfers								

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	Processes	Completion	Processes	Processes	SLA Missed	Processes	Processes	
			Completed	Missed SLA		Meeting SLA	Meeting SLA	
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
Retirements								
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

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Outstanding Processes	SLA Completion	Total Processes Completed	Total Processes Missed SLA	% SLA Missed	Total Processes Meeting SLA	% Processes Meeting SLA	Comments
55	1 month	30	0	0	30	100	
58	2 months	156	22	14.1	134	85.9	
133	2 months	207	19	9.18	188	90.82	
5348	2 months	1008	538	53.37	470	46.63	
	Processes 55 58 133	Processes Completion 55 1 month 58 2 months 133 2 months	ProcessesCompletionProcesses Completed551 month30582 months1561332 months207	Processes CompletionProcesses CompletedProcesses Missed SLA551 month300582 months156221332 months20719	Processes CompletionProcesses CompletedProcesses Missed SLASLA Missed551 month3000582 months1562214.11332 months207199.18	Processes CompletionProcesses CompletedProcesses Missed SLASLA Missed Meeting SLA551 month300030582 months1562214.11341332 months207199.18188	Processes Completion Processes Completed Processes Missed SLA SLA Missed Meeting SLA Meeting SLA Processes Meeting SLA Processes Meeting SLA Meeting SLA 55 1 month 30 0 0 30 100 58 2 months 156 22 14.1 134 85.9 133 2 months 207 19 9.18 188 90.82 100 100 100 100 100 100 100